

SHAWN WILLIAMS JR

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PROFESSIONAL SUMMARY

Experienced Technical Support Specialist Principal delivering IT infrastructure support for private and public sector clients. Played a key role in an enterprise upgrade project for 700+ users, administered 200+ Windows and macOS endpoints, and managed identity workflows in Okta, Microsoft Entra ID, and Active Directory.

Built and maintained a Proxmox/Linux homelab and automated AWS resources with Terraform, enhancing cloud-adjacent capabilities. Ready to leverage this expertise to ensure secure, efficient endpoint operations and support organizational objectives.

TECHNICAL SKILLS

- **Professional experience:** Windows 11, macOS, iOS, Android, Microsoft Intune, Windows Autopilot, Mobile Device Management (MDM), Active Directory, Group Policy, Microsoft Entra ID, Okta, single sign-on (SSO), multifactor authentication (MFA), ServiceNow, Zendesk, PowerShell, asset management
- **Hands-on project experience:** Linux, Proxmox, VMware, Docker, TrueNAS, Nginx, Tailscale, Grafana, Prometheus, AWS (EC2, S3, IAM, VPC, Lambda, SNS, CloudWatch), Azure (virtual machines, Blob Storage, virtual networks, RBAC), Terraform, Git, Bash, Python, CI/CD fundamentals, TCP/IP, DNS, DHCP, firewalls

PROFESSIONAL EXPERIENCE

ITC Federal - U.S. Department of Justice, EOIR | Jun 2026 - Present

Technical Support Specialist Principal (Hardware Analyst)

- Resolve 10-20 hardware and service requests weekly through ServiceNow, typically closing work the same day unless awaiting a third party or requester response, helping sustain court operations.
- Image, deploy, and replace endpoints through scripted workflows aligned with federal security and compliance requirements.
- Administer Okta provisioning and deprovisioning, SSO access, MFA policy enforcement, and authentication troubleshooting to support secure onboarding and offboarding.
- Maintain hardware inventory and asset records while restoring end-user functionality and keeping equipment status current.

The Carlyle Group (via YUPRO) | Jul 2025 - May 2026

Hardware Support Technician

- Deployed standardized Windows 11 images with Windows Autopilot and Intune during an enterprise hardware refresh for 700+ users, applying consistent endpoint security baselines.
- Coordinated laptop refreshes and enrolled devices through PowerShell-assisted workflows, Intune, and Entra ID, reducing manual setup and user downtime.
- Managed Okta, Intune, and Entra ID access workflows for 700+ users, including SSO assignments and MFA enrollment, to support secure and consistent user access.
- Partnered with security and service desk teams to enforce endpoint policies and resolve ServiceNow incidents.

University of Maryland, College Park | Aug 2023 - Jul 2025

IT Support Assistant

- Served as the first point of contact for the School of Architecture, Planning and Preservation; used Active Directory to troubleshoot access issues and resolve hardware, software, and network problems, helping students, faculty, and staff resume work with fewer disruptions.
- Administered 200+ Windows and macOS endpoints across two computer labs, sustaining reliable access across multiple semesters.
- Supported classrooms, meetings, lectures, events, and livestreams by configuring Zoom and audio/visual equipment and coordinating with an external vendor, keeping sessions and broadcasts operational.

- Troubleshooting high-volume printing services and managed print servers with PowerShell; maintained asset documentation to improve tracking and audit readiness.

Federal Communications Commission (via Oxford Global Resources) | Apr 2023 - Jul 2023

Deployment Technician

- Migrated 2,000+ users from virtual desktop infrastructure to physical endpoints with zero data loss, configuring Active Directory access controls and Group Policy to support compliance and minimize downtime.

PROJECTS

Home Lab | medium.com/@shawnr13/from-raspberry-pi-to-proxmox-powerhouse-my-home-lab-journey-4157c6b461f0

- Built and administered a Proxmox environment hosting Windows and Linux workloads, Docker-based services, and GPU-passthrough virtual machines.
- Deployed TrueNAS with Samba and NFS file sharing, Nextcloud private cloud storage, and Proxmox snapshot-based backups for recovery.
- Implemented Pi-hole DNS filtering, Nginx reverse proxying, Tailscale encrypted remote access, and Grafana/Prometheus monitoring.

AWS Stock Notification System | github.com/maxter97/stock-notifications-terraform |

medium.com/@shawnr13/stay-ahead-of-the-market-real-time-stock-notifications-with-aws-3aaed9e2a438

- Built an event-driven stock-alert system using AWS Lambda, Amazon SNS, and Amazon CloudWatch; provisioned the infrastructure with Terraform for repeatable deployment.

CERTIFICATIONS

- **Microsoft Certified: Azure Fundamentals** - Jun 2025
- **AWS Certified Solutions Architect - Associate** - Dec 2024
- **CompTIA A+** - Jul 2024
- **CompTIA Security+** - Jul 2024

EDUCATION

Western Governors University - B.S., Cloud & Network Engineering (AWS focus)

- Enrolled; coursework not yet started

Prince George's Community College - 2021

- A.A.S., Computer Engineering Technology