

Frank Brattin

♥Raleigh, North Carolina, United States ✉brattinf@gmail.com ☎4066977986 [in LinkedIn](#) </> [protagonists.me](#)

SUMMARY

Hands-on IT System Administrator with experience supporting Windows infrastructure, Microsoft 365, Azure, Entra ID, Active Directory, virtualization, networking, and endpoint management across multi-site environments. Proven success administering servers, identity services, backups, and security controls while delivering responsive support that reduces downtime and improves reliability. Brings a strong mix of infrastructure administration, project execution, documentation, and automation to improve service delivery and long-term scalability.

EXPERIENCE

IT System Administrator | Drucker + Falk | Raleigh, NC | May 2026 – Present

- Serve as escalation point for Desktop Support, resolving complex endpoint, OS, and application issues across Windows environments.
- Diagnosed and remediated advanced networking, VPN, and firewall-related issues to restore connectivity and reduce user downtime.
- Led onboarding and offboarding of sites/users, including system provisioning, asset deployment, and decommissioning of infrastructure.
- Managed vendor relationships to resolve outages and service disruptions, ensuring adherence to SLAs and minimizing operational impact.
- Identified recurring incidents through ticket analysis and implemented root cause fixes, reducing repeat issues and support volume.
- Administered Windows Server environments, including patch management, system updates, and performance monitoring.
- Supported VMware virtual infrastructure (VM provisioning, snapshots, resource allocation) to maintain high availability.
- Managed Microsoft 365, Azure AD (Microsoft Entra), and endpoint policies via Intune/SCCM, including identity, access, and compliance enforcement.
- Created and maintained technical documentation and standard operating procedures (SOPs) while mentoring junior support staff.

IT System Administrator | McKim & Creed | Raleigh, NC | Sep 2025 – April 2026

- Provide responsive end-user support and scheduled maintenance while partnering with IT teammates to improve performance and reliability across Windows-based infrastructure.
- Troubleshoot Microsoft 365, Azure, Entra ID, Windows 11, and Windows Server issues, resolving escalated incidents and identifying root causes.
- Research issues, apply best practices, and implement practical solutions that strengthen system stability and day-to-day operations
- Administer Active Directory, Group Policy, identity services, and server workloads across Nutanix environments.
- Configure and maintain firewalls, switches, wireless access points, IP routing, subnetting, and access control rules.
- Apply security best practices for email protection, endpoint protection, patch management, content filtering, and threat mitigation.
- Create software packages and automate deployment and inventory tasks using modern endpoint management tools.
- Monitor and maintain backup systems to support dependable recovery and business continuity.
- Develop PowerShell scripts to automate administrative tasks, streamline workflows, and improve operational efficiency.

IT Implementation Engineer | MyEyeDr | Raleigh, NC | November 2024 – September 2025

- Lead infrastructure projects for acquisitions, relocations, mergers, greenfields, and home office initiatives while aligning scope, timelines, and technical requirements with business goals.
- Build and maintain project plans, schedules, and scopes of work, coordinating with stakeholders to define deliverables, dependencies, and resource needs.

- Oversee procurement, installation, and integration of IT infrastructure, including account setup, cabling, hardware deployment, and software configuration.
- Coordinate third-party vendors and on-site technicians to ensure installations, upgrades, and remediation work are completed on time and to standard.
- Plan and execute network migrations, system integrations (including EHR/POS), and deployment of optometry-specific devices with minimal disruption to operations.
- Conduct site surveys, testing, and quality assurance to verify system functionality, connectivity, and readiness before handoff.
- Support special IT initiatives by standardizing and automating repeatable processes that improve rollout consistency and operational efficiency.
- Maintain clear communication with stakeholders and cross-functional teams to keep projects on track and ensure milestones are met.

IT System Administrator | Cambridge Design Partnership | Raleigh, NC | September 2021 – Dec 2024

- Provided infrastructure support for a 40-person US office while ensuring reliable global coverage across time zones and prioritizing critical issues during UK off-hours.
- Enforced IT security protocols and supported ISO27001 compliance efforts to protect systems and data across US and UK operations.
- Partnered with the Head of IT to identify cost-saving opportunities, optimize resources, and recommend scalable technology solutions.
- Designed and deployed the network infrastructure for a US office expansion, delivering scalable and high-performance connectivity.
- Produced incident and resolution reporting for senior leadership, using operational data to improve visibility and decision-making.
- Built and maintained internal Confluence knowledge bases for IT teams and employees, improving self-service support and documentation quality.
- Partnered with DevOps to design and implement Jira Service Desk workflows that streamlined support processes and reduced resolution times.
- Collaborated with DevOps, Quality, and Operations teams to improve workflows, develop IT policies, and align processes with business objectives and best practices.

Help Desk Support Technician | Keller Williams Realty International | Austin, TX | March 2018 - September 2021

- Managed daily IT operations for 500+ employees, efficiently addressing issues through ticketing systems, email, and Slack to ensure minimal downtime and rapid problem resolution.
- Led employee on-boarding and off-boarding processes, ensuring seamless computer access, software installations, and strict adherence to company policies for security and compliance.
- Provided comprehensive technical support for Windows and macOS environments, ensuring optimal system security, performance, and uptime for end users.
- Supported and maintained virtual machines for remote employees, conducting regular maintenance and troubleshooting to ensure smooth operation and user connectivity.
- Developed and maintained training materials and documentation for staff and support teams, improving internal workflows and increasing efficiency across departments.
- Delivered training and technical support for internal web platforms, enterprise software, and conference room technology, enhancing user adoption and minimizing downtime.
- Collaborated with System Administrators to design, update, and enforce IT policies and procedures, ensuring alignment with organizational goals and enhancing operational efficiency.

INVOLVEMENT

Enterprise Software Team, Cambridge Design Partnership | Member | August 2023 - Dec 2024

- Built the process for requesting new and existing software to improve access governance and reduce unnecessary spend.
- Created and administered a software whitelist so employees could review approved tools and compare alternatives.
- Evaluated requested software for security risk, business impact, and day-to-day project use.
- Reviewed purchased software access for project teams and verified billing accuracy.

USA Facilities Team, Cambridge Design Partnership | Member | September 2022 - Dec 2024

- Managed IT-related requests for the US office from employees and other facilities team members.
- Provided feedback on technical scenarios, feasibility, and cost considerations.

EDUCATION

Associate Degree in Electronics and Computer Technician | Western Dakota Technical Institute | Rapid City, SD | 2005

- Building, Troubleshooting, and Maintaining electronic circuits and computers.

Certification

- CompTIA Network+

SKILLS

Systems Administration: Windows Server Administration, Active Directory, Group Policy, Microsoft 365, Azure, Entra ID, Intune / Endpoint Manager, VMware, Nutanix, Hyper-V

Networking & Infrastructure: DNS, DHCP, TCP/IP, routing and subnetting, firewalls, switches, wireless access points, VPNs, remote access support, backup and recovery

Cloud & Security: Azure VMs, storage, and networking, hybrid environments, endpoint protection, patch management, email security, content filtering, security best practices

IT Operations: Service desk support, incident response, onboarding/offboarding, documentation, knowledge base management, vendor coordination, project delivery, ISO27001 support

Automation & Tools: PowerShell, Bash / command line tools, Jira Service Desk, Confluence, SharePoint, Slack, Microsoft Teams, Smartsheet