Brenda McAllister Junior System Administrator

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PROFILE SUMMARY

- **Junior System Administrator** with **2 years** on the infrastructure team of a **600+ store grocery chain**, covering headquarters servers and store back offices, after **2 years of contract IT support** in retail stores.
- Works daily in **Windows Server**, **Active Directory** and Group Policy, **Microsoft 365** and Intune, with VMware vSphere, SCCM, CrowdStrike Falcon, Veeam and ServiceNow, and writes **PowerShell** for repeat account tasks.
- Learning **change management** and **monthly patch cycles** from the senior admins, tests every Group Policy change on a **pilot group of 5 stores** first, and turns each fix into a **help desk article**.
- Works with the **store support help desk**, network engineers and **store operations**, presents planned changes at the weekly **change advisory board**, and takes **after-hours on-call** 1 week a month.
- Owns the **new store opening checklist**, coaches new help desk hires on safe **MFA resets**, and plans to sit the **CompTIA Security+** exam in early 2027.

TECHNICAL SKILLS

Operating Systems:	Windows Server 2019 and 2022, Windows 11, Ubuntu Server (basics)
Identity & Microsoft 365:	Active Directory, Group Policy, Microsoft 365, Microsoft Entra ID, Exchange Online, Microsoft Intune
Virtualization & Cloud:	VMware vSphere, Microsoft Hyper-V (basics)
Networking:	DNS, DHCP, TCP/IP, VPN, VLANs, Cisco Meraki
Security & Patching:	SCCM, WSUS, CrowdStrike Falcon, BitLocker
Backup, Monitoring & ITSM:	Veeam, ServiceNow, PRTG
Scripting & Automation:	PowerShell, Bash (basics), Git

EDUCATION

CompTIA — Network+ and A+ certifications — Online · Aug 2024

Pasadena City College — A.S. in Computer Information Systems, System and Network Administration — Pasadena, CA · Aug 2020 to May 2022

WORK EXPERIENCE

Trader Joe's — Junior System Administrator — Monrovia, CA · Oct 2024 to Present

- Moved the headquarters print queues and scan folders off the last **Windows Server 2012 R2** machines onto 2 new **Windows Server 2022** VMs, retiring **5 servers** the company was paying Extended Security Updates for.
- Built a monthly **Active Directory** report of accounts with no sign-in for 90 days, checked each one against HR termination records, and disabled **214 stale accounts** in the first quarter.
- Took over datastore checks on the headquarters **VMware vSphere** cluster, deleting orphaned snapshots and old ISO files after owner sign-off, which freed **2.3 TB** and pushed back a planned storage purchase.
- Set up monthly test restores in **Veeam** for the store file shares and the pricing database server, which found **3 backup jobs** that had been skipping locked files without an alert.
- Wrote a **PowerShell** script that creates the AD groups, user accounts and **Intune** enrollment for a new store from one CSV, cutting account setup per opening from 2 days to **3 hours**.

TEKsystems (Allegis Group) — IT Support Technician (Contract) — Los Angeles, CA · Jun 2022 to Sep 2024

- Replaced switches and Wi-Fi access points overnight in **146 stores** for a drugstore chain client, checking DHCP scopes, VLAN tags and the **Cisco Meraki** dashboard before each store opened.
- Reimaged back-office and pharmacy PCs with **SCCM** task sequences during store visits, raising patch compliance on the client's Southern California fleet from 71% to **96%**.
- Worked store outage tickets in **ServiceNow** from the first call to closure, adding photos and port maps so remote engineers fixed **83%** of repeat issues without another site visit.