

# Brian Cole

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## IT Operations Manager / Senior Systems Administrator

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### SUMMARY

Hands-on IT operations and systems administration leader with 25+ years of experience supporting distributed enterprise environments across Microsoft 365, Entra ID / Active Directory, endpoint support, SaaS platforms, virtualization, Windows Server, Windows, macOS, Linux, and business-critical infrastructure. Proven record guiding Tier I/II support staff, overseeing help desk queues, serving as a senior escalation point, supporting after-hours incidents, coordinating vendors and technical changes, and improving operations through documentation, automation, change control, and practical modernization. Focused on reliable service, clear communication, reduced operational risk, and supportable solutions that keep users and the business running.

**U.S. Citizen | Eligible to pass background check**

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### CORE COMPETENCIES

IT Operations Leadership, Help Desk Queue Management, Tier I/II Guidance, Senior Escalation Support, Incident Response, On-Call / After-Hours Support, Business Continuity, Microsoft 365 Administration, Entra ID / Active Directory, Endpoint & Device Management, SaaS Administration, PowerShell Automation, Virtualization, Vendor Coordination, Change Management, Maintenance Windows, Process Documentation, Knowledge Base Ownership, Operational Standards

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### LEADERSHIP & OPERATIONS FOCUS

- **Operations Leadership:** Help desk queue oversight, Tier I/II guidance, escalation ownership, incident response, on-call support, vendor coordination, and process improvement.
- **Enterprise Systems:** Microsoft 365, Entra ID, Active Directory, Google Workspace, endpoint support, virtualization, Windows Server, Linux, SaaS platforms, and cloud-connected services.
- **Process Improvement:** PowerShell automation, onboarding consistency, documentation, SOPs, maintenance windows, knowledge base ownership, and root-cause problem solving.

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### PROFESSIONAL EXPERIENCE

#### Staypineapple Hospitality, Bellevue, WA

**I.T. Systems Administrator** | 11/2023-Present

*Support IT operations for a 24/7 hospitality environment across 10 hotels and corporate headquarters, including identity platforms, endpoints, cloud services, servers, virtualization, documentation, and distributed user support.*

- Supervise Tier I and Tier II Help Desk agents and ticket queue, providing escalation guidance, prioritization, remote support, and operational direction.
- Serve as senior escalation point for infrastructure, endpoint, identity, networking, and system-level issues across a distributed hotel and corporate environment, minimizing downtime and maintaining service continuity.
- Provide after-hours/on-call support for a 24/7 hospitality environment across 10 hotels and corporate HQ; helped reduce recurring escalation volume through identity modernization, documentation improvements, PowerShell automation, and infrastructure stabilization.
- Planned and helped define transition from on-prem Active Directory to Microsoft Entra ID, establishing a modern identity environment aligned to business requirements.
- Manage hybrid identity and access for 250+ enterprise users across Microsoft Entra ID and Google Workspace, including Entra configuration with Google Workspace as the primary identity provider and source of truth.
- Automated user provisioning and recurring administrative tasks with PowerShell, reducing manual workload by 30%.
- Led migration to a centralized knowledge base, improving documentation quality, support consistency, and cross-team knowledge sharing.
- Led system changes and VM consolidation with a focus on stability, documentation, and reduced operational risk; reduced hardware requirements by 25% while maintaining 99.99% uptime.

#### Wargaming.net, Bellevue, WA

**I.T. Systems Administrator** | 9/2018-10/2023

*Owned local IT operations for the Seattle studio and supported systems, endpoint, and infrastructure services across multiple U.S. studios and remote users.*

- Served as sole onsite IT systems administrator for the Seattle studio, reporting to regional IT leadership and owning day-to-day systems, endpoint, vendor, and escalation support.
- Supported endpoint and systems operations using SCCM, Active Directory, Teams, Remote Desktop, VMware, and HP iLO across distributed studio environments.
- Provided after-hours escalation support for datacenter and studio infrastructure issues, including server failure investigation, VMware systems, Veeam backups, HP iLO, and production-impacting incidents.
- Maintained VMware hosts, guest systems, and Veeam backup procedures, including patching, firmware updates, hardware reliability, and backup validation for business-critical systems.
- Standardized inventory processes adopted across four studios, improving asset visibility, operational consistency, and support readiness.
- Coordinated office moves, maintenance windows, and planned technical changes with 100% equipment availability for end users during transition periods.
- Partnered with vendors and service providers on ISP, VoIP, access control, upgrades, and replacement equipment, including negotiation of 20% savings on ISP and VoIP services.

**Silicon Designs, Inc., Kirkland, WA****I.T. Systems Administrator** | 9/2015-9/2018

*Provided end-to-end desktop, server, network, and application support for a 60-employee manufacturing environment with production uptime requirements.*

- Maintained a bare-metal server environment supporting manufacturing and production requirements with a focus on availability during business-critical work hours.
- Installed, upgraded, monitored, and supported operating systems, applications, security tools, web servers, desktop hardware, and network infrastructure, including DNS management.
- Improved support and change management by developing an intranet knowledge base, help desk ticketing system, and PHP-based maintenance management system for essential legacy manufacturing systems.

**Rice University, Houston, TX****Imaging Applications Developer** | 7/2010-6/2015

*Administered and supported virtualized Windows Server, OnBase, and MS SQL environments while leading workflow and documentation improvements for campus departments.*

- Regularly updated and deployed virtualized Windows Servers running OnBase and MS SQL in support of document workflow and archival systems.
- Increased departmental productivity by migrating 12+ campus departments from paper-based workflows to digital document archival systems, reducing retrieval time and physical storage needs.
- Led stakeholder interviews, created knowledge base documentation, trained departments on new workflow tools, supported faculty and staff workstations, and provided guidance for the student-run service desk.

**University of Houston Hilton Hotel & College, Houston, TX****Systems Administrator** | 9/1998-7/2010

*Provided systems administration, virtualization, desktop, lab, POS, and hospitality technology support for the college and hotel environment.*

- Designed VMware ESX server environment and led infrastructure modernization from legacy bare-metal systems to a more efficient virtualized environment.
- Planned, specified, and executed upgrades for desktop and server hardware, mobile devices, and POS systems; supported 60-workstation student labs and 200+ customer computers across the college.

**EDUCATION**

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**University of Houston, Houston, TX** | B.S. Hotel & Restaurant Management, 2000