

# AARON TOLBERT

## System Administrator II

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### PROFESSIONAL SUMMARY

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System Administrator II with 5+ years of experience in a fast-paced Managed Service Provider (MSP) environment, supporting Windows Server infrastructure, Active Directory, and Microsoft 365/Azure environments for clients across industries. Skilled in hybrid identity management (Azure AD Connect), Conditional Access and MFA policy design, Azure Virtual Desktop (AVD) deployment, and Azure VM/storage administration. Strong background in advanced Active Directory administration, including GPO design and troubleshooting, OU structure and delegated permissions, domain controller replication and health, AD migrations, and tiered admin/security hardening models. Adept at managing secure networks with VLANs, VPNs, and enterprise firewalls (Barracuda, Fortigate, Ubiquiti), and delivering reliable, scalable IT solutions that maximize uptime and reduce risk.

### CORE SKILLS

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- Active Directory administration (GPO, OU design, delegated permissions, tiered admin model)
- Domain controller replication, health monitoring, and AD migrations/domain consolidation
- Azure AD Connect & hybrid identity, Conditional Access & MFA policy management
- Azure Virtual Desktop (AVD) deployment, Azure VM & storage administration
- Microsoft 365 / Exchange Online administration
- DNS, DHCP, Group Policy, Windows Server administration
- Server virtualization (Hyper-V), VM deployment for AD/file/application servers
- Network administration: VLANs, VPNs, firewalls (Barracuda, Fortigate, Ubiquiti), routing/switching
- Backup & disaster recovery, patch management, RMM/MDM (Datto RMM, VSA MDM)
- Help desk escalation, desktop support, customer service

### WORK EXPERIENCE

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#### System Administrator II

May 2020 – Present

*The Computer Guy, Inc. | Sand Springs, OK*

- Managed hybrid identity environments using Azure AD Connect, supporting synchronization between on-prem Active Directory and Microsoft 365/Azure AD
- Designed and enforced Conditional Access and MFA policies to secure client environments against unauthorized access
- Deployed and maintained Azure Virtual Desktop (AVD) environments for remote client workforces
- Administered Azure VMs and storage resources supporting client cloud infrastructure
- Managed Exchange Online administration including mailbox configuration, permissions, and troubleshooting
- Designed, implemented, and troubleshoot Group Policy Objects (GPOs) across multiple client domains
- Structured Organizational Units (OUs) and configured delegated permissions to support tiered administrative access
- Monitored Active Directory domain controller replication and health, resolving sync and connectivity issues
- Led AD migrations and domain consolidation efforts during client infrastructure changes and acquisitions
- Implemented tiered admin model and security hardening best practices to reduce attack surface across client domains
- Managed Active Directory user accounts, password resets, and Group Policy across diverse client environments
- Configured DHCP, DNS, and Group Policy on Active Directory
- Built out and maintained VMs on Hyper-V, including application servers, file shares, and domain controllers
- Configured VPN connections and secure remote access for distributed client workforces
- Installed, configured, and maintained network equipment including routers, switches, firewalls, and wireless access points (Barracuda, Fortigate, Ubiquiti)

- Configured wireless networks including SSIDs, WPA2 encryption, and guest access portals
- Implemented backup and disaster recovery solutions to prevent data loss or corruption
- Monitored system performance and client environments using Datto RMM; supported MDM via VSA
- Served as an escalation point for complex technical issues requiring advanced troubleshooting
- Diagnosed network issues using tools such as ping, traceroute, and Wireshark
- Managed IP telephony systems including VoIP phones, call routing, and voice quality troubleshooting
- Collaborated with vendors to procure equipment at competitive pricing within budget constraints

## EDUCATION

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### **Bachelor's Degree, Network Infrastructure**

*Oklahoma State University Institute of Technology | January 2024 – May 2025*

### **Associate of Applied Science, Information Technology**

*Oklahoma State University Institute of Technology | August 2022 – December 2023*

### **Associate Degree, Liberal Arts**

*Rose State College | Midwest City, OK*

### **High School Diploma**

*Charles Page High School*

## CERTIFICATIONS & LICENSES

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- AZ-800: Administering Windows Server Hybrid Core Infrastructure (April 2026 – April 2027)
- CompTIA A+ (October 2022 – October 2025)
- Valid Driver's License

## ADDITIONAL INFORMATION

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Authorized to work in the US for any employer.