Michael Whelan

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Education

Bachelor of Science in Information Technology   **May 2024**

Minor in Computer Science

Florida State University   Tallahassee, FL

- Summa Cum Laude
- Nominated for undergraduate award by faculty member.

Experience

Network Support Specialist   **May 2024 – October 2024**

Diverse Computing   Tallahassee, FL

- Configured and deployed Cisco FirePower 1010 and 1140 firewalls to support eAgent Gateway across various customer sites.
- Proactively monitored critical network infrastructure using Zabbix, responding to and resolving outages to maintain system uptime.
- Managed and monitored secure site-to-site VPN tunnels, ensuring reliable communication between state agencies and client networks.
- Coordinated with cross-functional teams via Jira, Slack, and email to ensure efficient communication and rapid resolution of support tickets.
- Participated in the organization's on-call rotation, providing critical after-hours support to a large user base, including high-priority stakeholders.
- Provided detailed documentation for key processes within the organization.

Junior Systems Administrator   **November 2022 – May 2024**

Diverse Computing   Tallahassee, FL

- Led the research for the successful upgrade of Windows Server domain controllers
- Automated routine administrative tasks and software deployments using Bash scripting, reducing manual effort.
- Managed IT assets, ensuring accurate tracking and safeguarding of critical company resources through comprehensive inventory management.
- Identified and resolved technical issues spanning hardware, network connectivity, and software, providing timely support for internal users.
- Implemented a Zabbix monitoring solution, enhancing server performance oversight and enabling proactive alerts for critical infrastructure issues.

Certifications

CompTIA Security+   **October 2023 - October 2026**

Skills

- Network & Firewall Administration: Cisco FirePower, VPNs, site-to-site tunnels.
- Systems Administration: Windows Server management, Linux, Active Directory, VMware.
- Scripting & Automation: Bash, Python.
- Technical Support: Hardware/software troubleshooting for Windows, MacOS and Linux