

Schuyler Coleman

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Charlotte, NC

Professional Summary

Desktop Security Engineer and Systems Administrator with strong experience supporting large enterprise Windows environments, performing secure endpoint engineering, patch automation, and Office 365 client configuration. Highly skilled in **Tanium platform operations**, Windows Server engineering, Click-to-Run deployment methods, and vulnerability remediation across thousands of systems. Adept at troubleshooting complex OS, application, and infrastructure failures, with hands-on expertise in disaster recovery, identity/access management, and secure network design. Proven ability to rapidly learn new technologies and deliver technically accurate documentation in highly regulated environments.

Professional Skills

Operating Systems: Windows 10/11, Windows Server, Linux, Azure AD, AWS

Endpoint / Security Tools: Tanium (patching, compliance, sensors, automation), SCCM, Intune, BladeLogic, Flexera AdminStudio

Infrastructure & Network: VMware, Hyper-V, Nutanix, Veeam, Cisco AnyConnect, Cisco/Fortinet firewalls, VLAN/VPN

Scripting & Languages: PowerShell, Bash, Python, SQL, Cisco IOS

Security & DR: IAM, MFA, SSL/TLS, Active Directory, SIEM (Splunk), Disaster Recovery, ITIL Processes

Certifications: CompTIA Security+, CySa+

Professional Experience

THE HARTFORD INSURANCE COMPANY APRIL 2024 - PRESENT *Cyber/Disaster Recovery and Resiliency*

- Lead disaster recovery exercises across production and DR environments in alignment with compliance and resiliency requirements.
- Develop and maintain technical documentation for application and infrastructure recovery procedures.
- Troubleshoot complex system issues involving networking, web hosting services, and database connectivity.
- Support cyber incident recovery efforts and coordinate validation of business-critical applications after DR simulations.

CHARTER COMMUNICATIONS/SPECTRUM OCTOBER 2023 - MARCH 2024 *System Administrator*

- Managed patching, monitoring, and remediation across 10,000+ servers using the Tanium platform.
- Built and executed Tanium queries, sensors, and dashboards to improve endpoint visibility and patch compliance.
- Applied Windows Server security updates, hardening baselines, and remediation tasks in a large distributed environment.
- Supported VMware and Hyper-V infrastructure for server provisioning, performance troubleshooting, and OS lifecycle maintenance.
- Utilized PowerShell and automation techniques to improve reliability of patch cycles and reporting workflows.

Inlivian Housing Authority June 2023 - October 2023 *System Administrator*

- Supported 45 remote sites with endpoint troubleshooting, network/peripheral diagnostics, and system configuration.
- Administered **O365 tenant services** including user provisioning, MFA policies, Teams VOIP configuration, and Exchange/SharePoint access.
- Integrated and maintained IAM, access control systems, Honeywell security hardware, CCTV, and intrusion monitoring devices.
- Assisted in firewall and network hardware administration, improving uptime and secure access for internal systems.

Internet Services Corporation March 2022 – May 2023 *Systems and Network Administrator*

- Engineered and deployed Cisco/HP/Fortinet network infrastructure including firewalls, VPN tunnels, WAPs, routing, and VLAN segmentation.
- Built and managed Nutanix virtual machines supporting production workloads and high-availability services.
- Performed Windows Server administration (AD, DNS, IIS, clustering, file services) ensuring stable and secure system performance.
- Managed certificates, RSA keys, ACL configurations, and conducted compliance audits for regulatory requirements.
- Executed disaster recovery operations using Unitrends with automated backup and validation workflows.

University of North Carolina July 2017 – February 2022

Systems Administrator

- Administered Windows Servers, Active Directory, OU structures, GPOs, and domain controllers in an enterprise environment.
- Performed SCCM-based patching, endpoint hardening, and application deployments at scale. • Supported Intune MDM rollout and MFA deployment across university systems.
- Conducted PowerShell-driven log analysis, event correlation, and infrastructure automation tasks. • Maintained VMware ESXi and vSphere environments, network servers, SIEM monitoring (Splunk), and secure authentication systems.

STEM Bus USA, Google – Micron May 2016 – July 2017 *System Administrator*

- Engineered and administered system infrastructure and endpoint devices at 4 Charlotte locations which ran a technological camp for grades K-12
- Identified, troubleshooted, and resolved hardware, software, and basic network-related problems encountered by end-users of the network.
- Managed and installed Windows Servers
- Developed site plans for camp curriculum for cradle point WAPs collaborating with school networking teams.
- Supervised team of 12+ camp staff and 50+ participants.

Carolina Ticket Office August 2015 – May 2016 *Call Center Technician*

- Operated Pac9 system to complete ticket sales.
- Provided high-quality customer service by performing inbound calls to assist customers and maintain/support customer relations through high-quality customer service.
- Troubleshoot basic hardware and software issues for clients of password resets, software crashes, and TCP/IP connectivity issues.
- Document details of all calls and update the ticketing system appropriately.

Education

The University of North Carolina (UNC)

Bachelor of Science, Media & Production