

DANIEL WHITTAKER

IT Systems Administrator

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PROFESSIONAL SUMMARY

I am an IT professional with 5+ years of experience and a track record of exceeding performance goals. Currently serving as the IT Systems Administrator at Rowan College at Burlington County, I specialize in managing complex systems like MECM, Office 365, and Privileged Access Management. My focus is on efficiency, ranging from automating driver updates to building custom IT toolkits.

WORK EXPERIENCE

IT Systems Administrator

Rowan College at Burlington County

March 2024 – Present

Mount Laurel, NJ

- **Infrastructure & Security Leadership:** Manage critical on-prem and cloud infrastructure, including SCCM/MECM, Office 365, Colleague, and Deep Freeze. Spearheaded the organization-wide implementation of BeyondTrust PAM to enforce Zero-Trust standards across staff systems.
- **Imaging & Deployment Automation:** Architected standardized Windows images via VMWare for SCCM deployment and engineered an automated driver update system. Resolved legacy reporting errors and developed custom tools integrating Wake-on-LAN functionality for remote maintenance and bulk power-on.
- **Esports & "Nuclear Lockdown":** Engineered a "Nuclear Lockdown" security model utilizing Shell Replacement, NTFS locking, and BeyondTrust to eliminate system breakout attempts. Orchestrated the ggLeap rollout for about 400 students, totaling 1,500+ usage hours in the first term.
- **Full-Stack Innovation & API Integration:** Developed a custom IT toolkit and C# .ASHX handlers to bridge HappyFox, 25Live, and Sassafras APIs. Automated weekly lab health reporting and term-start provisioning, eliminating hours of manual labor and improving system readiness.
- **Operational Intelligence:** Leveraged 25Live and Sassafras APIs to synchronize academic calendars with system availability. Delivered high-fidelity usage visualizations to stakeholders, optimizing resource allocation and ensuring accurate reporting of active academic hours.
- **Support & Departmental Continuity:** Manage high-volume ticketing via HappyFox, prioritizing mission-critical support and collaborating with vendors to minimize downtime. Serve as a peer mentor, authoring master technical SOPs and documentation for the entire lab infrastructure.

Advanced Repair Agent

Geek Squad

Oct 2020 – Nov 2024

Princeton, NJ

- **Hardware & Software Diagnostics:** Pinpointed and resolved intricate hardware and software failures within a strict 24-48 hour turnaround time using advanced troubleshooting methodologies and specialized forensic tools.
- **Operational Efficiency:** Surpassed company performance benchmarks by sustaining a personal labor utilization rate exceeding 150%, demonstrating a high-velocity workflow in a demanding technical environment.
- **Client Experience & Consultation:** Delivered personalized, solution-driven technical recommendations, contributing to a team Net Promoter Score (NPS) surpassing 90.
- **Technical Communication:** Achieved 100% knowledge feedback in client follow-up surveys through active listening, meticulous documentation of concerns, and clear technical translation.
- **Workflow Optimization:** Maintained high-fidelity service records to ensure seamless team transitions, efficient follow-up procedures, and streamlined repair workflows.
- **Data Privacy & Integrity:** Upheld an unwavering commitment to the Zero-Loss data policy, safeguarding client devices and preserving data privacy throughout the entire diagnostic lifecycle.

EDUCATION

B.S. Information Technology

Strayer University

Mar 2023

CERTIFICATIONS

CompTIA A+ (June 2023)

In Progress:

CompTIA Network+

CompTIA Security+

TECHNICAL SKILLS

TECHNICAL PROFICIENCY

Systems: Windows · Server · MacOS · Linux · iOS/Android · ChromeOS · Printers · RF Scanners

Virtual/Remote: Hyper-V · VMWare · Proxmox · RDS · Parsec · ScreenConnect · VPN

Management: MECM/SCCM · Intune · AD · Entra ID · PAM · Deep Freeze · ggLeap · LabStats

Development: PowerShell · Python · Bash · C#/.NET · SQL · Git · HTML/CSS/JS

Applications: O365 · Teams · Google Workspace · Zoom · VoIP · Dropbox · Email

INFRASTRUCTURE

Security: Zero-Trust · Network Security · Firewalls · Access Control List · NTFS Locking · Shell Replacement

Networking: OSI Model · VLANs · Router Config · API Integration

Operations: Imaging (CloneZilla/SCCM) · Updates · Backups · Hardware Maintenance · Documentation and SOPs · Advanced Troubleshooting

SOFT SKILLS & OPERATIONS

Service: Help Desk · Ticketing (HappyFox) · Customer Service · Conflict Resolution

Leadership: Peer Mentorship · Training · Crisis Management · Technical Writing · Communication

Core Skills: Problem Solving · Critical Thinking · Research · Adaptability · Organization · Time Management