

JOSIAH TAYLOR

Systems IT Engineer

Email: Josiahtaylr01@outlook.com

Location: Florida

LinkedIn: linkedin.com/in/siahtaylor

GitHub: github.com/nefariousjosiah

Website: josiahtaylor.dev

SUMMARY

IT Systems Engineer with 3+ years administering hybrid Azure and Microsoft 365 environments, virtualized infrastructure (VMware/Hyper-V), and network systems. Experienced in hardware and software diagnostics, troubleshooting, and maintenance, with a track record of managing system integrity, availability, and cyber compliance across enterprise environments. Applies DevOps engineering practices (Terraform, Ansible, Docker, Kubernetes) and collaborates cross-functionally in Agile development environments. U.S. Citizen, eligible to obtain and maintain a U.S. government security clearance.

CERTIFICATIONS

CCNA (Cisco Certified Network Associate) • CompTIA Security+ (DoD 8570/8140 IAT Level II Baseline) • CompTIA Cloud+ • CompTIA Network+ • CompTIA A+ • AWS Certified Cloud Practitioner

Security Clearance Eligibility: U.S. Citizen, eligible to obtain a government security clearance

PROFESSIONAL EXPERIENCE

Gallagher

IT Technical Cloud Support Engineer

March 2025 - Present

- Administer identity and access across Microsoft 365, Azure Entra ID, and AWS IAM for the organization's hybrid tenant, managing identity governance, conditional access policies, SSO configuration, user provisioning, and licensing.
- Perform system diagnostics, troubleshooting, and maintenance across virtualized infrastructure using VMware ESXi, vSphere, and Hyper-V for automated configuration and updates.
- Provision and manage Azure infrastructure as code using Terraform and Ansible, standardizing resource deployment and configuration across the hybrid environment.
- Manage cloud-based endpoint compliance through Microsoft Intune, maintaining system integrity and cyber compliance across a scalable endpoint fleet.
- Streamlined user onboarding/offboarding workflows across Azure Entra ID, cutting new-hire account setup time by 50% and access provisioning turnaround by 45%.

Massey Services

Florida

Software Engineer Intern

June 2025 - August 2025

- Developed a C++ application across Windows and Linux environments, optimizing performance-critical code paths to improve application speed; worked with ESP32 embedded hardware.

Kaseya

Florida

IT Systems Support Engineer

December 2024 - March 2025

- Developed and optimized network monitoring solutions using Linux, Python, Bash, SQL, YAML, and JSON, reducing network downtime by 20%.
- Built network automation scripts in Python and Batch, integrating Flask for web automation and Paramiko for device configuration, in a collaborative Agile development environment.
- Deployed network infrastructure with Docker for consistent environments and configured real-time monitoring dashboards, boosting operational efficiency by 65%.

Walgreens

Florida

Network Support Technician

December 2022 - December 2024

- Diagnosed Windows and Linux issues and managed network configurations (OSPF, VLANs) across virtualized and containerized environments, reducing downtime by 35%.
- Built custom troubleshooting tools in Python and SQL for firewall rule updates, access control modifications, and VPN configuration; deployed containerized versions via Kubernetes for real-time security compliance.

TECHNICAL SKILLS

Virtualization: VMware ESXi, vSphere, Hyper-V

Infrastructure as Code & Automation: Terraform, Ansible, Shell Scripting

Cloud Platforms & IAM: Microsoft Azure, AWS (Certified Cloud Practitioner), AWS IAM, Azure Entra ID, Conditional Access, SSO, RBAC

Endpoint & Device Management: Microsoft Intune, Compliance Policies, Device Configuration Profiles, Microsoft 365

Containers, Orchestration & Networking: Docker, Kubernetes, TCP/IP, DNS, VLANs, OSPF, VPN, Firewall Administration

Scripting & Automation: Python, PowerShell, Bash, Batch, SQL, YAML, JSON, Flask, Paramiko

Operating Systems: Windows Server, Windows, macOS, Linux (RedHat), Advanced Command-Line Proficiency

EDUCATION

Western Governors University, Master of Science, Computer Science, Computing Systems (Expected: January 2027)

Western Governors University, Bachelor of Science, Information Technology (Graduation: June 2026)