Billy Baldwin

Experienced IT Specialist

Beaumont, TX 77701

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Professional Summary

Dynamic IT professional with extensive experience supporting enterprise environments, excelling in technical support and project coordination. Proven ability in cloud services management and system configuration, enhancing operational efficiency. Strong customer service skills complemented by expertise in incident management and technical documentation, driving successful outcomes in diverse environments.

Authorized to work in the US for any employer

Work Experience

Service Desk Analyst

Coforge-Remote May

2025 to Present

- Provide remote technical support to end users via phone, email, and chat, resolving incidents and service requests related to software, hardware, and network connectivity.
- Troubleshoot issues involving Windows OS, authentication systems (SSO, MFA), cloud platforms, and enterprise applications used in educational environments.
- Document and escalate complex issues when necessary, ensuring timely resolution and clear communication across teams.
- Maintain a high level of customer satisfaction by delivering accurate solutions, empathetic support, and clear documentation.

IT Project Support Specialist - Temporary

Tanager, Inc.-Remote January

2025 to May 2025

- Led Linux server provisioning, secure firewall setup, and SSH hardening
- Supported IoT rollouts with embedded Linux devices across remote sites
- Authored detailed documentation for reproducible deployments

IT Support Specialist - Freelance

Self Employed Contractor-Remote January

2024 to November 2024

- Provided technical support via Upwork/Fiverr for Linux, Windows, and macOS
- Built Bash and PowerShell scripts to automate system maintenance
- Secured web/file servers using UFW, SSH keys, and fail2ban

Tier II Technician

CYBERTEK-Remote March

2020 to June 2023

- Supported cloud services (M365, Azure AD, Exchange Online, AWS)
- Maintained Windows/Linux servers on VMware, Hyper-V, and Proxmox
- Deployed and configured Palo Alto, Cisco Meraki, Ubiquiti gear

- Led backup and DR initiatives with Veeam, CrashPlan, MSP360
- Built lab environments for Azure hybrid simulations and onboarding

Tier 2 Technical Support Specialist

Lofton Staffing Services at Mason Construction-Beaumont, TX October 2016
to March 2020

- Sole IT support for 80+ desktop and 250+ mobile devices in mixed environments
- Migrated legacy Exchange to M365, deployed Ubuntu file servers
- Implemented Snipe-IT, VPN access, and modern backup solutions
- Maintained hybrid Proxmox/VMware servers and led shift to cloud-hosted QuickBooks

Education

College in Computer Information Systems

Austin Community College-Austin, TX

January 2025 to Present

- Associate of Applied Science, Computer Information Technology

Skills

Technical Support · IT Project Coordination · System & Network Troubleshooting · Cloud & On-Prem Systems · Windows/macOS Support · Scripting & Automation · Documentation & Knowledge Management · ITIL & Incident Management · Remote Support · Database & Credential Management · Ticketing & Escalation Handling · Service Delivery & SLAs

Links

https://www.linkedin.com/in/billy-ray-b-9b5346304/

https://baldwinit.tech/

Certifications and Licenses

CompTIA A+

Computer Information Technology: Database Level I

Additional Information

A full resume covering my 20+ years in IT is available on request. This version focuses on the last 10 years for clarity and brevity.