

JOHN A. PHILLIPS (JAY)

Senior Systems Administrator | Infrastructure Engineer

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PROFESSIONAL SUMMARY

Infrastructure-focused Senior Systems Administrator with 20+ years of IT experience and 10+ years supporting enterprise infrastructure across healthcare, financial, government, commercial, and military environments. Expertise in VMware, Windows Server, Linux, PowerShell automation, Kubernetes, Terraform, Ansible, GitOps, networking, and enterprise platform operations. Proven success supporting large-scale environments while driving automation, modernization, standardization, and operational excellence.

CORE TECHNOLOGIES

Infrastructure

Windows Server 2000-2025, Active Directory, DNS/DHCP, Group Policy, DFS, clustering, Exchange, Microsoft 365, SharePoint

Automation & Delivery

PowerShell, Bash, Terraform, Ansible, Packer, SCCM, Git, Argo CD, GitOps

Observability

Prometheus, Grafana, Loki, Alertmanager, Zabbix, SolarWinds, Nagios, Uptime Kuma

Virtualization & Cloud

VMware ESXi/vCenter, Hyper-V, Microsoft Azure fundamentals, AWS foundations

Platforms & Linux

Kubernetes, Docker, Ubuntu, Rocky Linux, RHEL, Debian, CentOS

Networking & Storage

TCP/IP, VLANs, routing, pfSense, Cisco switching, SAN/NAS, NetBox, phpIPAM

PROFESSIONAL EXPERIENCE

TRINITY HEALTH | System Administrator

Jan 2024 - Present

Technologies: VMware vSphere, ESXi, vCenter, Windows Server, Active Directory, BlueCat DNS, SCCM, PowerShell

- Support infrastructure consisting of approximately 17,000 physical and virtual servers across multiple healthcare ministries.
- Maintain multi-site, multi-cluster VMware environments supporting critical healthcare operations.
- Build, deploy, and maintain Windows Server environments using enterprise imaging and deployment platforms.
- Troubleshoot complex server, virtualization, networking, storage, and application issues.
- Perform server lifecycle management including provisioning, upgrades, migrations, and decommissioning.
- Collaborate with engineering and application teams to maintain highly available systems.
- Develop PowerShell automation solutions that improve operational efficiency and reduce manual administration.

TRINITY HEALTH | Senior Client Technologies Analyst / System Administrator

Mar 2021 - Dec 2023

- Supported approximately 300 physical and virtual servers for Saint Joseph Regional Medical Center.
- Administered VMware infrastructure supporting mission-critical healthcare services.
- Installed, configured, and maintained server hardware and operating systems.
- Performed datacenter deployments, rack-and-stack installations, and infrastructure maintenance.
- Coordinated troubleshooting and escalation for enterprise applications and systems.

TRINITY HEALTH | Client Technologies Analyst II / Client Technologies Analyst I

Feb 2016 - Mar 2021

- Provided advanced desktop and infrastructure support across hospital systems and regional clinics.
- Resolved escalated technical issues affecting clinical and administrative operations.
- Supported Windows endpoints, applications, printers, identity, and network connectivity in healthcare environments.

ADDITIONAL EXPERIENCE

Micro Source | Systems Engineer

Jan 2015 - Feb 2016

Designed and supported server, networking, wireless, VMware, and physical infrastructure solutions for business clients.

Strategic Staffing Solutions | IT Contractor

Feb 2013 - Feb 2016

Provided technical support and infrastructure services for Saint Joseph Regional Medical Center and affiliated clinics.

Best Servers LLC | Systems Administrator

Jan 2012 - Jan 2013

Administered Linux, Hyper-V, pfSense, custom server platforms, and datacenter infrastructure.

Heitman | Junior Network Engineer

Mar 2008 - Apr 2009

Supported global WAN, Active Directory, server, firewall, switching, and datacenter infrastructure.

Community Foundation of Northwest Indiana | Desktop / Network Analyst

Sep 2006 - Mar 2008

Supported desktop systems, servers, networking, and healthcare applications.

United States Army | Signal Support Systems Specialist (31U)

Jun 2000 - Jun 2004

Maintained LAN, radio, and satellite communications systems in garrison and field environments.

TECHNICAL PROJECT - ENTERPRISE INFRASTRUCTURE HOME LAB

- Built and maintain a four-node Kubernetes cluster using Argo CD app-of-apps GitOps workflows, Kustomize, Helm, Calico, Longhorn, ingress-nginx, cert-manager, Sealed Secrets, and external-dns.
- Implemented layered observability and alerting with Prometheus, Grafana, Loki, Promtail, Alertmanager, Uptime Kuma, and Zabbix.
- Automated infrastructure provisioning and configuration using Terraform, Ansible, Packer, PowerShell, and Bash.
- Designed segmented VLAN architecture, multi-site routing, and centralized firewall management using pfSense.
- Deployed NetBox and phpIPAM for infrastructure documentation, inventory, and IP address management.
- Built a public Kubernetes-hosted portfolio delivered through redundant Cloudflare Tunnel connectors without exposing inbound firewall ports.

EDUCATION & CERTIFICATIONS

EDUCATION

Master of Information Systems

University of Phoenix, 2026

Bachelor of Science in Information Technology

University of Phoenix, 2017

CERTIFICATIONS

- Microsoft Azure Fundamentals (AZ-900)
- Microsoft Certified Professional
- MCSA: Windows Server 2008
- MCITP: Enterprise Administrator