

# JOHN FOREMAN

Gastonia, NC | (980) 745-2540 | johnaf6@gmail.com | linkedin.com/in/john-alex-foreman  
Open to roles near Charlotte and Gastonia, NC. Willing to relocate to the Raleigh, NC area.

## PROFESSIONAL SUMMARY

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IT support professional with over 10 years in technology, spanning K-12 education, managed services, and retail technology. Experience ranges from component level hardware repair to designing and installing a commercial network across a four building campus. Comfortable as the only technical person in the building or as part of a team supporting many clients at once. Known for clear documentation, fast response, and explaining technical problems in terms non technical people can act on.

## TECHNICAL SKILLS

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**Networking:** Ubiquiti UniFi (Dream Machine Pro, PoE++ switches, WAPs), Cisco switches, Cisco Meraki, SonicWall, VLAN and subnet design, firewall configuration, DNS and DHCP, port and patch panel tracing, PuTTY

**Identity and Cloud:** Microsoft 365 (Exchange, Teams, SharePoint), Entra ID, on premises Active Directory, Group Policy, Google Workspace, PowerShell scripting, license management, MFA rollouts, AWS hosting fundamentals

**Security:** CrowdStrike, Zscaler, WithSecure, Malwarebytes, GoGuardian, SonicWall rules and geo blocking, password manager migration, Verkada and Lorex camera systems, door access control

**Endpoint and Devices:** Intune, Mosyle MDM, Jamf, imaging with Ghost, Clonezilla, and Rescuezilla, component level laptop and Chromebook repair, Windows installation and repair, disk partitioning, data recovery

**Support and Tools:** Freshdesk, ConnectWise, Splashtop, TeamViewer, Quick Assist, RDP, Apache Guacamole, PaperCut, print server administration, VoIP (3CX, RingCentral, Nextiva, Jive), AS400

**Systems:** Ubuntu Linux, Docker and Docker Compose, Hyper-V (limited), SQL Server and ODBC troubleshooting, terminal and CLI diagnostics

**Documentation and AI:** IT Glue, Notion, SharePoint, standard operating procedures, runbooks, asset inventory, Claude, ChatGPT, Gemini, and Microsoft Copilot for scripting, research, and documentation

## PROFESSIONAL EXPERIENCE

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### End User and Network Support Technician

Emerge Consulting Group | Charlotte, NC  
September 2024 to June 2026

- Served as on site and remote support technician for up to nine K-12 charter schools per week, covering end user support, network infrastructure, and endpoint security.
- Administered user accounts, permissions, licensing, and distribution lists across on premises Active Directory and cloud environments, using PowerShell to script account creation and permission changes.
- Managed Google Workspace at scale, including student and staff accounts, kiosk configuration, access restrictions, email, and print quotas.
- Configured and maintained network equipment through the Cisco Meraki dashboard, including port assignments and VLANs, and traced ports and patch panels across multiple sites.
- Administered Zscaler web filtering, CrowdStrike endpoint protection, and GoGuardian device monitoring across all supported schools.
- Deployed and maintained devices using Intune and Mosyle MDM, and imaged workstations with Ghost, Clonezilla, and Rescuezilla.
- Performed component level repair on laptops and Chromebooks, including screen, keyboard, speaker, and touchpad replacement.
- Resolved DNS, DHCP, print server, VoIP, and camera and DVR issues across sites, tracking all work through Freshdesk.

### Systems Administrator

St. Michael Catholic School and Church | Gastonia, NC  
July 2023 to June 2024

- Served as the sole technical resource for an entire campus covering a K-8 school and a parish, owning every system end to end.
- Replaced daisy chained consumer routers across four buildings with a commercial Ubiquiti UniFi deployment, including Dream Machine Pro, 48 port PoE++ switches, UPS units, and access points sized for expansion. Completed the physical install personally, including wiring, drilling, and mounting, then configured VLANs, subnets, and firewall rules campus wide in roughly two weeks.
- Implemented Freshdesk from scratch, establishing categories, routing, and a request process that replaced informal hallway requests and ensured issues were logged and closed.

- Evaluated and deployed Flocknote for parish communication and donation intake, configuring fund routing to the correct categories and ministries in place of a paper process.
- Administered Google Workspace, GoGuardian, the school database system, and the campus VoIP phone system.
- Produced live streams of Mass and celebrations using OBS and IP controlled cameras, managing audio levels, channel assignment, and room coverage.
- Diagnosed and repaired campus audio systems, including wireless microphone receivers and an amplifier that was rewired to restore multi input routing to the speakers.
- Rebuilt and maintained the school and parish websites, and produced the parish podcast including filming, audio and video editing, and publishing.
- Completed a full technology inventory across the campus, labeling active equipment and decommissioning obsolete hardware, and scoped a fiber upgrade with Spectrum to replace aging coax between buildings.

### **Help Desk Technician, promoted to Cybersecurity Analyst**

Championship Networks | Charlotte, NC

March 2022 to June 2023

- Supported clients across schools, churches, banks, and warehouses for a managed service provider, both remotely and on site, closing an average of 10 to 30 tickets per day.
- Prioritized and triaged work across multiple clients simultaneously based on severity and service status, using ConnectWise for ticketing and remote support.
- Configured Cisco switches and Meraki access points, and managed SonicWall firewall rules including country level access restrictions.
- Administered user accounts across on premises, cloud, and hybrid environments, and enrolled client organizations in two factor authentication.
- Built an equipment inventory system connected to Microsoft Teams, including an approval workflow routing removal requests to management, which staff adopted for ongoing asset tracking.
- Evaluated password management platforms during the LastPass pricing change and assisted with the migration to Bitwarden.
- Managed endpoint protection with WithSecure and performed malware removal using Malwarebytes and HouseCall.
- Supported print servers, AS400 systems, Jamf mobile device management, and VoIP platforms including 3CX and RingCentral.
- Earned Microsoft 365 Fundamentals certification while supporting M365 environments for multiple clients.

### **Technology Associate, promoted to Assistant Manager**

Office Depot | Gastonia, NC

2017 to 2022

- Diagnosed and repaired customer hardware on the technology bench, including full teardown and rebuild, component replacement, and RAM and drive upgrades.
- Performed data recovery, disk partitioning, malware removal, and Windows reinstallation, and migrated customer data to replacement machines.
- Managed a bench queue under time pressure while keeping customers informed of status and expected turnaround.
- Advised customers on equipment selection based on their actual needs rather than specifications alone.
- Promoted to Assistant Manager with responsibility for staffing, daily operations, and team performance.

## **EDUCATION**

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### **Bachelor of Science, Computer Science**

University of North Carolina at Charlotte, December 2019

### **Associate of Science, Mathematics**

Gaston College

## **CERTIFICATIONS**

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Microsoft 365 Fundamentals

CompTIA Security+ (SY0-701), in progress

Microsoft Azure AZ-900 to AZ-104, in progress