

Trae Karkut

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CAREER SUMMARY

Experienced Systems Administrator and IT Specialist / Engineer with expertise in system engineering, cloud migrations, infrastructure automation, virtualization (VMware, Hyper-V), and advanced troubleshooting across diverse IT environments. Proficient in administering Windows Server, Azure, and Active Directory with a consistent record of driving operational efficiency through scalable IT solutions.

- Highly skilled in troubleshooting and resolving complex hardware, software, and network infrastructure issues, ensuring optimal system performance and user satisfaction.
- Expertise in Windows Server administration and system engineering, proficiently managing enterprise environments to support critical business operations.
- Experienced in driving technology integration and process automation initiatives, significantly improving system reliability and productivity.
- Proven track record in providing comprehensive technical support, including software and infrastructure management, for cross-functional teams and diverse end-user communities to enhance operational efficiency.
- Proficient in configuring and managing FTP/SFTP services, SSH connectivity, IIS web server administration, server migrations, VM deployments, and implementation of enterprise-level applications.
- Self-motivated continuous learner adept at rapidly adopting emerging technologies and best practices, with strong collaboration and project coordination skills within technical teams and across client interactions.

KEY EXPERTISE

System Administration | Windows Server Administration | Linux Server Management | VMware/Hyper-V Virtualization | Azure/AWS Cloud Infrastructure
Computer Setup & Configuration | Hardware Installation & Maintenance | Endpoint & Device Management | Computer Repair & Troubleshooting | Network Infrastructure
Client Technical Support | Help Desk & End-User Support | Remote Technical Assistance | IT Service Delivery | Technical Documentation & Knowledge Management
PowerShell & Batch Scripting | Automation & IaC | Systems Configuration & Optimization | Business Application Administration | System Performance Monitoring
Incident & Problem Management | Change & Release Management | ITIL Framework | System Documentation & Buildout | Disaster Recovery & Business Continuity

PROFESSIONAL EXPERIENCE

Company: Qualia

Location: San Francisco, California

Job Title: Tier III Technical Support Analyst

02/2025 – Present

- Acquired by Qualia from acquisition deal with Old Republic and Qualia, Inc.
- Handled same roles and duties as previous job title at RamQuest and Old Republic Title
- Provide advanced technical support across multiple platforms including Qualia, ResWare, and legacy RamQuest systems.
- Manage Exchange Online and Microsoft 365 configurations, including license management, delegation, and mail flow troubleshooting.
- Perform administrative tasks in Microsoft Entra, Azure AD, and Active Directory.
- Execute SQL Server tasks such as backups, patching, and running advanced queries.
- Lead Windows Server and Azure VM migrations and post-migration validation.

Company: RamQuest

Location: Plano, Texas

Job Title: Tier III Technical Support Analyst

09/2024 – 03/2025

- Proficiently handle security settings and troubleshooting in Microsoft Azure Portal.
- Manage Microsoft Office 365 Admin and Exchange, including distribution group setup, delegation access, mail traces, and licensing.
- Utilize Microsoft Entra to enhance productivity and collaboration.
- Proficiently manage Microsoft SQL Server, including backups, custom queries, updates, and maintenance (Windows Server 2012, 2016, 2019, 2022, and Azure server environments)
- Expertise in server migrations across Windows Server and Azure environments.
- Create Confluence (Atlassian) knowledge base articles, maintain articles to be up-to-date.
- Configure and troubleshoot IIS sites, installations, and client-related issues.
- Manage ProofPoint integration with Office 365 DNS records, troubleshoot emails, and address false positives/negatives.
- Monitor and resolve user disconnection issues with Citrix Director (XAXD7).
- Facilitate Okta/Active Directory integration and maintain secure group permissions, creating/terminating users.
- Expert in FSLogix for configuring and troubleshooting office/profile containers in cloud environments.
- Skilled in Group Policy Management and troubleshooting.
- Utilize SMSS for efficient SQL server management.
- Leverage PowerShell and batch scripting for automation.

Company: RamQuest

Location: Plano, Texas

Job Title: Tier II Technical Support Analyst

04/2023 – 09/2024

- Collaborate and schedule meetings with internal IT, MSPs, Sysadmin teams to troubleshoot end-user issues and address company-wide problems with clients.
- Assist with software upgrades and server migrations for clients.
- Support multiple software and legacy software to clients.
- Report incidents and escalate them to Tier III or Tech Lead as necessary.
- Handle escalations from Tier I and other queues.
- Utilize Salesforce Classic and Lightning for ticket management.
- Proficient in GoToAssist and LogMeIn for remote support.
- Experience with Cisco WebEx and Vonage phone system.
- Provide exceptional live chat support for customer inquiries.

Key Accomplishments:

- Recognized as top-performing in terms of total amount of completed cases/tickets in a day, and overall surveys and reviews provided by customers and clients.
- Nominated multiple times as a Momentum Maker of the month which is our parent-company wide meetings to nominate exceptionally outstanding employees.
- Overhauled and provided recommendations to improve our internal KBA documentation (Confluence) system.

Company: Support.com

Location: Sunnyvale, California

Job Title: Personal Technology Expert

06/2019 – 11/2022

- Leveraged subject matter expertise with personal technologies to deliver remote client support for partner company Cox Communications, focusing on 300K+ active subscription accounts with Cox Complete Care vertical.
- Capitalized on top-level skills in malware removal, email/electronic support, and technical assistance with software, hardware, etc.
- Minimized system downtime by rectifying issues with network setups, switches, routers, modems, and wireless extenders/gateways.
- Elevated customer support complex stacking ticketing system remotely connected to principal computer via proprietary company software.
- Took ownership on resolution of for call-back escalation tickets and return call backs and facilitation of new hire training and mentorship.
- Played a vital role in improvement of KB companies' operational effectiveness by providing key insights and technical recommendations on malware removal, software installations, and software configuration for customers.
- Utilized Amazon Connect phone software / InContact and company-approved malware removal software for process explorer & autoruns.

Key Accomplishments:

- Recognized as the highest-ranking employee for top-notch QA metrics for average handle time and customers feedback/survey scores while being part of the top 5% percentile employee out of 200+ active employees.

Company: Arraya Solutions

Location: Ambler, Pennsylvania

Job Title: Desktop Support Specialist

01/2018 – 05/2019

- Expertly navigated ticketing system to receive and complete support requests and route tickets and phone calls to proper departments.
- Maintained elevated customer experience and satisfaction with prompt and effective resolution of escalated request and technical issues.
- Operated help desk system using WebEx, Windows RDP, BOGMAR, and ScreenConnect to deliver remote technical support to clients.
- Facilitated end-to-end lifecycle of ticket management from ticket development and update to timely, accurate resolution.
- Piloted user management via Windows Active Directory, including troubleshooting peripherals and scheduling updates via SCCM/ WSUS.
- Implemented cutting-edge monitor solutions such as SCCM, SolarWinds Orion, Nagios XI, and Zenoss Enterprise Management.
- Executed OS image deployment via CloneZilla and drove user support on proper software configuration and inventory documentation.
- Ensured successful backups of systems on a domain while monitoring nodes and domains and documenting system downtime.

CERTIFICATIONS

CompTIA A+ (Achieved 04/2023) | Skills: Computer Hardware Troubleshooting · Software Troubleshooting
CompTIA Security+ (Achieved 09/2023) | Skills: Disaster Recovery · Computer Forensics · Threat Analysis
CompTIA Network+ (Achieved 11/2023) | Firewalls · Subnetting · VLANs
CompTIA Secure Infrastructure Specialist (CSIS) (Achieved 11/2023) | Skills: Network Administration · Cryptography · Cloud Networking
CompTIA IT Operations Specialist (CIOS) (Achieved 11/2023) | Skills: WindowsAdministration · Virtualization · Routing & Switching
Cisco CCNA (Achieved 11/2023) | Skills: Advanced Network Administration · Network Security
Microsoft Certified: Azure Fundamentals (AZ-900) (Achieved 1/2024) | Skills: Microsoft Azure · Cloud Fundamentals
Microsoft Certified: Azure Administrator Assosciate (AZ-104) (Achieved 2/2024) | Skills: Cloud Administrator · Cloud Networking
CompTIA Secure Cloud Professional (CSCP) (Achieved 2/2024) | Skills: Cloud Security · Hybrid Cloud Management
CompTIA Cloud+ (Achieved 2/2024) | Skills: Cloud Troubleshooting · Cloud Architecture
CompTIA Cloud Admin Professional (CCAP) (Achieved 2/2024) | Skills: Cloud Service Models · Virtual Networks
CompTIA Server+ (Achieved 05/2024) | Skills: Server Administration, Virtualization, Storage, Security, Troubleshooting
CompTIA CySA+ (Achieved 07/2024) | Skills: Threat Detection, Incident Response, Security Analytics, SIEM
CompTIA Security Analytics Professional (CSAP) (Achieved 07/2024) | Skills: Skills: Security Analytics, Threat Hunting,
CompTIA Network Infrastructure Professional (CNIP) | Skills: Skills: Network Infrastructure, Advanced Networking, Network Hardening

EDUCATION

Bachelor's Degree: Information Technology (Graduated 2025 with 3.9 GPA and Honors)
Bellevue University, Bellevue, NE

2023 – 2025 Bellevue University

Coursework Completed: Computer Hardware and Software Management (BSIT-200), Network Management and Infrastructure (BSIT-220), Computer and Network Security Fundamentals (BSIT-310), Computer Server Environments (BSIT-320), Cisco Routing Fundamentals (BSIT-340), Cisco Network and Routing Infrastructures (BSIT-341), Microsoft Networking Fundamentals (BSIT-350)

Associate Degree: Computer Science
Bucks County Commuinity College, Newtown, PA

2020 – 2022 Bucks County

Coursework Completed: Visual Basic Programming I, Computer Science I (Java), Computer Science II, Comparative Operating Systems, Network Essentials, Advanced Algebra

TECHNICAL SKILLS

<u>TICKETING SOFTWARE</u>	ServiceDesk Plus, Salesforce, SolarWinds, Ninjato, Cloud MT, Invision Database Tickets,
<u>REMOTE TECHNICAL TROUBLESHOOTING:</u>	Zendesk, Jira TeamViewer, AnyDesk, WebEx, BOMGAR, ScreenConnect, and Windows
<u>MALWARE REMOVAL & ANALYSIS</u>	RDP malwarebytes, sysinternals tools (process explorer/autoruns)
<u>LOCAL VIRTUAL MACHINES</u>	VMWare, VirtualBox, & Hyper-V
<u>CLOUD VIRTUAL MACHINE</u>	Microsoft Azure, Google Cloud, Amazon AWS
<u>CLOUD/WEB-BASED TECHNOLOGIES</u>	Cloudflare, Succuri, MongoDB, MySQL, SQL, T-SQL, phpMyAdmin, iptables, ufw
<u>GROUP POLICY EDITOR CONFIGURATIONS</u>	Active Directory, Microsoft SCCM, Intune.
<u>OS IMAGE DEPLOYMENT</u>	CloneZilla, Rufus / Yumi
<u>OPERATING SYSTEMS</u>	Windows, Linux, macOS
<u>WEB SERVERS</u>	Nginx, Apache, IIS
<u>OTHER TOOLS</u>	TrueNAS, pfSense, VMWare ESXi, Cloudflare Tunnel, Microsoft Office Exchange