Jeffrey A. Polley

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SUMMARY

Infrastructure engineer and project lead at a managed IT services provider supporting small and mid-sized businesses, with prior experience in enterprise hardware support, higher education, and local government IT. Manages internal and client servers and designs and leads network deployments from hardware selection through configuration. Experienced in Windows Server and Linux administration, Proxmox VE and VMware ESXi virtualization, and backup and disaster recovery. Holds UniFi URSCA and UFSP certifications. Also serves part-time at HOPE Church, leading the technical production team and managing its dedicated production network. Seeking a systems or network administration role.

TECHNICAL SKILLS

- **Systems:** Windows Server, Active Directory, Group Policy (GPO), Linux (Debian and derivatives); Microsoft 365, Entra ID, Exchange, Intune; Windows, macOS, ChromeOS; basic PowerShell and Bash scripting
- **Virtualization & Backup:** VMware ESXi and Proxmox VE hypervisor management; backup and disaster recovery with Veeam, Proxmox Backup Server, and ShadowProtect SPX
- **Networking & Security:** Network design and implementation, routing and switching, VLANs, firewall management, VPN, wireless (WLAN), network segmentation, DNS/DHCP troubleshooting, multicast, QoS, IGMP snooping; UniFi, SonicWall, pfSense, Cisco IOS, Ruckus access points; structured cabling
- **Web Hosting:** Apache, Nginx, Caddy, reverse proxy configuration, SSL/TLS certificates, WordPress, PHP, MySQL, MariaDB
- **MSP Tools & Service Delivery:** ConnectWise; KaseyaOne suite (Datto, IT Glue, Autotask); help desk ticketing, remote and on-site support
- **Hardware & Process:** Dell and Lenovo server and client hardware; IT asset and hardware lifecycle management; project leadership; root cause analysis; ISO 9001:2015 technical documentation; equipment bids and procurement
- **Audio/Visual:** Dante, Q-SYS; live audio, video, and lighting production; classroom AV; meeting streaming systems

CERTIFICATIONS

UniFi URSCA · UniFi UFSP

PROFESSIONAL EXPERIENCE

Networking Specialists, Inc.
Grand Forks, ND

Infrastructure Engineer & Project Lead — Jan 2026 – Present

Helpdesk Technician — Dec 2023 – Present

- Deliver managed IT services and professional IT support to small and mid-sized businesses in the region.
- Manage internal and client servers, including the company's Proxmox VE and VMware ESXi virtualization hosts.
- Design network deployments, from hardware selection through configuration, and lead UniFi deployment projects.

HOPE Church
Grand Forks, ND

Technology Specialist (Part-Time) — Apr 2023 – Present

Audio, Video & Lighting Technician (Volunteer) — Jan 2022 – Apr 2023

- Deploy and manage all production network infrastructure, a dedicated network for production traffic separate from the general IT network, including multicast, QoS, and IGMP snooping configuration for Dante audio.
- Lead the volunteer technical production team, providing audio, video, and lighting support for weekly services.
- Support community outreach events, including Vacation Bible School (VBS).

Worldwide Tech Services
Grand Forks, ND

Server Support Technician — Jan 2023 – Dec 2023

- Performed on-site hardware diagnostics and repair across Dell and Lenovo product lines as a field technician.
- Served as dispatched "smart hands" for client central IT teams at branch offices without on-site IT staff.

University of North Dakota (UIT)
Grand Forks, ND

User Support Technician
Aug 2021 – Dec 2022

- Provided chat and phone support to students, faculty, and staff, helping them use technology effectively in teaching and learning.
- Troubleshot classroom AV equipment and resolved general hardware and software issues.
- Managed a fleet of ~100 loaner laptops for community members whose devices were out for maintenance.

GE Appliances
LaFayette, GA

Cost of Quality Engineering Co-op
May 2021 – Aug 2021

- Developed ISO 9001:2015-compliant test procedures for electronic controls used in production, field service, and returned-unit failure analysis to identify root causes of non-repairable field failures.

Catoosa County Government
Ringgold, GA

Technology Specialist Intern
Apr 2020 – Aug 2020

- Supported computer deployments and on-site issues for county departments, including E911, Fire, Sheriff, District Attorney, and Board of Commissioners; prepared bids for major purchases, including meeting-streaming equipment.

Catoosa County Public Schools
Ringgold, GA

Technology Specialist Intern
Feb 2017 – Dec 2019

- Maintained a fleet of ~4,500 student HP Chromebooks from diagnosis through parts ordering and repair; resolved end-user tickets on site across Windows, macOS, and ChromeOS, and assisted with structured cabling and network hardware installation.

EDUCATION

University of North Dakota
Grand Forks, ND

Coursework toward B.S., Electrical Engineering & Computer Science
Aug 2021 – Dec 2022

Dual major; Mathematics minor

Shorter University
Rome, GA

Dual Enrollment & First-Year Coursework
Jan 2020 – May 2021