JULIAN MERCER

SYSTEMS ADMINISTRATOR

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PROFESSIONAL SUMMARY

Systems Administrator with 8+ years managing Windows Server, Linux, and virtualized infrastructure for 99.9%-availability environments. Automates patching, backups, and provisioning so teams get stable systems and fewer after-hours incidents.

PROFESSIONAL EXPERIENCE

Senior Systems Administrator
Jan 2024 - Present

Red Hat, Raleigh, NC

- Administered 320 Linux and 90 Windows servers across two data centers, sustaining 99.95% uptime for internal services.
- Redesigned backup and restore tests for tier-one systems, meeting four-hour recovery objectives in every quarterly drill.
- Led on-call improvements with runbooks and alert cleanup, cutting after-hours pages 35%.
- Built Prometheus and Grafana monitoring for core services, cutting mean time to detect outages from 14 to 5 minutes.

Systems Administrator
Feb 2022 - Dec 2023

- Automated patching for 400 Linux servers with Ansible and Satellite, raising on-time patch compliance from 78% to 96%.
- Migrated 60 virtual machines to a new VMware cluster over six weekends with no unplanned downtime, coordinating change windows with application owners and the service desk.
- Rotated and documented service account credentials for 40 internal applications, closing audit findings tied to shared passwords.
- Standardized server builds with kickstart templates, cutting new Linux server provisioning from two days to under four hours.

Systems Administrator
Mar 2020 - Jan 2022

Bank of America, Charlotte, NC

- Managed Active Directory, DNS, and Group Policy for 5,500 users, resolving 95% of escalations within agreed SLAs.
- Hardened Windows Server builds to CIS baselines, closing 210 audit findings before the annual review.
- Built PowerShell provisioning scripts that reduced server build time from two days to four hours and standardized naming, tagging, and monitoring enrollment for every new server.
- Ran quarterly privileged-access reviews for 40 domain administrators, removing 12 unneeded accounts and tightening password standards.

Junior Systems Administrator
Jul 2018 - Feb 2020

Lowe's, Mooresville, NC

- Supported store and distribution-center servers, completing monthly maintenance windows without rollbacks.
- Maintained Linux file and print services, documenting configurations for the wider operations team.
- Coordinated hardware replacements with vendors, restoring failed systems within four hours on average.
- Monitored backups for 35 store servers and restored lost files within the same business day, supporting regional operations.
- Wrote and tested shell scripts for routine store server health checks, saving about five hours of manual checks each week.

CORE SKILLS

Windows Server | Linux administration | Active Directory | Ansible | PowerShell | Bash scripting | VMware vSphere | Patch management | Backup and recovery | DNS and DHCP | Monitoring | Group Policy | Disaster recovery | ITIL

EDUCATION

B.S. in Computer Information Systems, North Carolina State University, Raleigh, NC

CERTIFICATIONS

Red Hat Certified System Administrator (RHCSA) | Microsoft Certified: Windows Server Hybrid Administrator Associate