

## **PROFESSIONAL SUMMARY**

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IT professional with experience in higher education and corporate environments, specializing in learning technologies, executive support, and IT service delivery. Strong at bridging technical and non-technical stakeholders, including senior leadership, to align systems and support with organizational goals. Brings a solid infrastructure and Linux background and a focus on reliable, process-driven operations.

## **TECHNICAL SKILLS**

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**Languages:** Python, SQL, Bash

**Operating Systems:** Linux/Unix, MacOS, Windows, iOS, Android

**Infrastructure and Tools:** Docker, NGINX, Git, ServiceNow, Jamf, Active Directory

**EdTech:** Canvas LMS, Blackboard Learn, Panopto, Echo360, YuJa Panorama, Gradescope

**Cloud and Management Platforms:** Azure (Intune, Entra ID)

**AI Tools:** Perplexity, OpenClaw, Ollama, Open WebUI

## **CERTIFICATIONS**

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- Pink Elephant: IT Business Leader
- Pink Elephant: Integrated ITSM System
- Red Hat Certified System Administrator (RHCSA) – in progress
- Microsoft Certified: Azure Fundamentals (AZ-900)
- Canvas Certified Technical Administrator (CCTA)
- Blackboard Learn: Certified Administrator

## **PROFESSIONAL EXPERIENCE**

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### **University of Illinois Chicago, Technology Solutions**

**Nov 2024 – Present**

*Systems Administrator*

*Chicago, IL*

- Oversee Tier 2 LMS support during the Blackboard to Canvas transition, resolving escalated issues and performing deep troubleshooting across core LMS functions and integrated educational technologies.
- Supervise and develop a team of 12 graduate TAs through coaching, training, and quality oversight to ensure consistent support delivery and escalation readiness.
- Support an LMS environment serving 40,000+ users and nearly 40,000 courses, with continued growth as the Canvas transition progresses.
- Help realign SLAs and escalation workflows to match actual support patterns, improving queue hygiene and reducing unnecessary SLA breaches.
- Administer and monitor LMS integrations to maintain stability, data accuracy, and compatibility across platforms; coordinate with vendors and campus partners to resolve complex integration-related issues.
- Analyze help desk trends and user feedback to identify recurring issues, recommend continual service improvements, and advocate for LMS service enhancements with IT leadership and cross-functional teams.

### **Sedgwick Claims Management Services**

**May 2023 – Nov 2024**

*IT Leadership Support Specialist*

*Naperville, IL*

- Delivered white-glove technical support to over 600 global executives, including the CEO, at a multi-billion dollar global claims management firm.
- Managed end-to-end user lifecycles and access controls in Active Directory, handling secure account recovery and permissions for the executive suite.
- Provided real-time, on-site technical direction for high-stakes executive board meetings, ensuring seamless IT operations during critical presentations to major private equity firms and industry stakeholders.
- Troubleshoot remote desktop (RDP) servers and endpoint connectivity issues to maintain stable access for a highly mobile, global leadership team.

- Partnered directly with the cybersecurity team to identify and remediate endpoint vulnerabilities, enforcing data integrity and compliance standards.
- Contributed to overall IT infrastructure stability by performing server administration tasks and coordinating with network engineering teams to resolve complex escalations.

### University of Illinois Chicago, Technology Solutions

Jan 2022 – May 2023

*Learning Technology Support Specialist*

*Chicago, IL*

- Served as a Tier 2 escalation point for Blackboard Learn and integrated educational tools, resolving complex technical challenges for faculty and students.
- Collaborated directly with faculty to integrate instructional technologies into their course design, translating pedagogical goals into practical LMS configurations.
- Developed and delivered technical training programs and documentation to help faculty and staff effectively adopt and utilize academic technologies.
- Assisted in the broader administration and oversight of the university's learning technology ecosystem, laying the groundwork for transition into a full system administrator role.

## TECHNICAL PROJECTS AND DOCUMENTATION

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### Enterprise Home Lab Architecture | [LangeITSolutions.com](http://LangeITSolutions.com)

- **Architecture & Virtualization:** Designed and manage a resilient, self-hosted infrastructure environment on Unraid OS, deploying Docker containers and VMs for web applications, reverse proxies, and media servers.
- **Networking & Security:** Deployed a DIY OPNsense router with network segmentation (VLANs), VPN for secure remote access, IPS for traffic monitoring, and Unbound/Pi-hole for recursive, secure DNS resolution (DNS over TLS).
- **Disaster Recovery:** Implemented an automated, encrypted backup strategy using Duplicacy and Backblaze B2 object storage to ensure data integrity and high availability.
- **Portfolio & CI/CD Pipeline:** Built and maintain a public portfolio and consulting site ([LangeITSolutions.com](http://LangeITSolutions.com)) using the Astro web framework, leveraging GitHub and Cloudflare Pages for automated CI/CD deployment.

## CONFERENCES AND PRESENTATIONS

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### University of Illinois Chicago IT Community Conference (ITCC) 2023 | *Presenter* | Chicago, IL

- Delivered presentations to faculty, staff, and IT personnel focusing on LMS administration, instructional technology adoption, and platform strategy.
- **Strategic IT Adoption ("To LTI or Not LTI"):** Led a discussion evaluating the business and technical tradeoffs of adopting third-party tools versus leveraging native LMS features, focusing on integration stability, cost, and user experience.
- **Platform Training:** Co-presented actionable, user-friendly guidance on navigating major platform transitions, including "Getting Started with Blackboard Ultra."

## EDUCATION

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### University of Illinois Chicago

*MA, Germanic Studies*

May 2023

*Chicago, IL*

### University of Illinois Chicago

*BA, Sociology*

Dec 2020

*Chicago, IL*