

Parker Thomas Wunderlich

IT Support & Systems Administration

Washington, D.C. | ptwund@gmail.com | (239) 849-5575 | resume.daze.lol | linkedin.com/in/parkerwunderlich | github.com/oomlie

PROFESSIONAL SUMMARY

IT support and systems administration professional with 5+ years of experience supporting regulated, government, and hosting environments. Skilled in identity administration, endpoint deployment, Microsoft 365, Active Directory, Okta, and live audiovisual production.

WORK EXPERIENCE

Forbright Bank – Chevy Chase, MD

July 2023 – July 2026

IT Helpdesk Technician

- Delivered Tier 1 and Tier 2 support for 600+ employees across headquarters, branches, and remote users, resolving approximately 200 incidents per month within SLA targets.
- Administered identity and access across Okta, Microsoft 365, and Active Directory, resolving account, application-access, SSO, and MFA issues.
- Managed and supported Windows endpoints with Intune; deployed workstations and peripherals and resolved network and VPN issues.
- Managed incidents and documented technical work in Jira while coordinating changes and support activities through Microsoft Teams.
- Created documentation, patches, and support workflows for recurring technical needs in a fast-paced banking environment.
- Produced recurring weekly and monthly hybrid meetings using Logitech AV systems, Microsoft Teams, and Zoom; configured livestreams, cameras, microphones, and speakers, directed guest speakers, and troubleshoot live audio and video issues.

CAI – Fort Myers, FL

Apr 2023 – July 2023

Desktop Support Specialist

- Provided comprehensive desktop support for county government offices, including deployment, maintenance, and troubleshooting.
- Tracked and maintained computer assets across a large network, optimizing resource allocation.
- Collaborated with other county departments through ticketing and email.

Dedipath – Fort Myers, FL

July 2022 – Apr 2023

IT Administration

- Administered, deployed, and managed Linux and Windows dedicated and virtual servers for an international client base in a high-volume hosting environment.
- Assisted with network administration and infrastructure deployment while resolving customer server and connectivity issues.

Francis L. Dean & Associates – Fort Myers, FL

Feb 2021 – May 2022

IT Administration & Web Development

- Administered Linux and Windows servers, Microsoft Azure, and Windows workstations.
- Designed and maintained websites and SEO content, produced digital and print graphics, and built software to automate email and form-submission workflows.

Publix Supermarkets – Fort Myers, FL

Oct 2017 – Feb 2021

Customer Service

- Managed front-desk customer support in a high-volume environment, handling funds and operating point-of-sale systems.

EDUCATION

Florida Southwestern State College – Fort Myers, FL

May 2020

Associate in Arts*

CERTIFICATIONS

- CompTIA Security+ — Earned July 2023

TECHNICAL EXPERIENCE

CGCU

Oct 2020

Technical Intern

- Developed the technical action plan for CGCU's annual Freshman event.
- Managed web development, stream production and supervision, Linux server administration, and game server administration and development.

Entech

Oct 2018

Technical Intern

- Assembled, imaged, and deployed secured workstations for small businesses and schools.
- Assisted with hardware setup and network deployments for small-business environments.

SKILLS

Systems & Cloud: Microsoft 365, Active Directory, Microsoft Azure, Intune, Okta, Linux, Windows Server

Support & Collaboration: Tier 1/2 help desk, Jira, Microsoft Teams, ticketing, SLA management, VPN and MFA troubleshooting, end-user support, technical documentation

Audiovisual: Logitech AV systems, Microsoft Teams and Zoom meetings, hybrid livestreams, cameras, microphones, speakers, guest-speaker direction

Networking & Hardware: Computer networking, workstation imaging and deployment, peripherals, asset tracking, hardware builds

Development: SQL, Python, Bash, PowerShell, Node.js, HTML, CSS, JavaScript