

Jaime Snyder

Systems Administrator | Cloud Infrastructure | IT Support

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Professional Summary

IT professional transitioning into systems administration with extensive experience supporting mission-critical operations and a strong foundation in Windows administration, AWS cloud infrastructure, networking, and automation. Experienced in building cloud environments, scripting administrative tasks with PowerShell and Python, and troubleshooting complex technical issues. Backed by multiple industry certifications and currently completing a Bachelor of Science in Cloud Computing at Western Governors University.

Core Skills

- Cloud: AWS, Azure
- Operating Systems: Windows Server, Windows 10/11, Linux
- Identity & Access: Active Directory, AWS IAM, Least Privilege, MFA
- Networking: DNS, DHCP, TCP/IP, VPC, VPN, Routing Fundamentals
- Automation: Python, PowerShell, Git, GitLab
- IT Operations: Incident Management, Change Management, ITIL 4, Root Cause Analysis, Tier 2 Support

Professional Experience

Operations Specialist – JB Hunt Transport (2017–Present)

- Provide real-time operational and technical support in a 24/7 high-availability environment supporting distributed users and critical business operations.
- Diagnose system, network, connectivity, and application issues using structured troubleshooting methodologies, telemetry, and log analysis.
- Partner with internal IT teams, networking engineers, and third-party vendors to resolve production issues while maintaining service availability.
- Document incidents, resolutions, and operational procedures to improve consistency and reduce repeat issues.
- Support authentication, access control, and device-related issues across mobile and fixed user environments.

Technical Projects & Home Lab

AWS Infrastructure

- Built AWS lab environments utilizing EC2, IAM, VPC, Route 53, CloudFront, S3, CloudWatch, and SNS.

- Configured secure networking, DNS, TLS certificates, monitoring, and role-based access controls.

Python Automation

- Developed Python automation scripts for network monitoring, DNS validation, alerting, and incident notification.
- Used GitLab version control throughout development.

PowerShell & Active Directory

- Automated Active Directory user and group administration using PowerShell.
- Implemented role-based access concepts and CSV-driven account management.

SQL & Data Management

- Designed relational databases and developed SQL queries using MySQL.
- Performed joins, aggregations, filtering, and reporting.

Portfolio

- Maintains a personal cloud portfolio demonstrating AWS infrastructure, scripting, and systems administration projects.
- Configured personal domain with Route 53, DNS, SPF, DKIM, TLS certificates, and cloud email hosting.

Education

Bachelor of Science – Cloud Computing (In Progress)

Western Governors University

Certifications

- AWS Certified Solutions Architect – Associate
- AWS Certified Cloud Practitioner
- AWS Certified CloudOps Engineer – Associate (in progress)
- Microsoft Azure Fundamentals (AZ-900)
- CompTIA Security+
- CompTIA Network+
- CompTIA A+
- CompTIA Cloud+
- ITIL 4 Foundation
- LPI Linux Essentials