

# TIMOTHY W. HUNTER-RUSSELL

## Systems Cloud Engineer

Hampton,

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### PROFESSIONAL SUMMARY

Results-driven IT professional with extensive enterprise support experience, leveraging expertise in cloud technologies, automation, and infrastructure management. Strong troubleshooting and problem-solving skills with proven success in diagnosing, solving, and preventing software, hardware, and network issues across enterprise environments.

### SKILLS

- **Technical:** Microsoft Office Suite (Word, PowerPoint, Outlook, Excel), Windows Services, Windows OS 10/11, Azure Cloud, Linux, macOS, Android, iOS
- **Programming:** HTML, PHP, CSS, Java, Node.js, React, PowerShell, C#, C++, Python, SQL

### EXPERIENCE

#### CLOUD ADMINISTRATOR

April 2024 - Present

GOLDBELT, INC, REMOTE

- Implemented hardware/software for 200+ Windows and mobile devices, ensuring compliance with company-approved applications.
- Collaborated with other IT Team members with issues related to Azure/Microsoft Office/Suites ranging from VMs to SharePoint sites.
- Created automation for account creations and management by utilizing a third party vendor.
- Maintained reliable performance of enterprise Windows applications supporting 300+ users, documenting outcomes through After Action Reports, drove continuous service improvements.
- Strengthened cloud and physical systems to be CMMC 2.0 compliance while in a GCCH tenant.
- Secured and optimized 25+ network devices (routers, firewalls, switches) across multiple sites, achieving 100% compliance with Aruba/Sonicwall standards and reducing security vulnerabilities.
- Directed company-wide Backup and Disaster Recovery program, conducting monthly tests to verify readiness and facilitating 24/7 uptime for critical business functions.

#### SR TECHNICAL SUPPORT REPRESENTATIVE

December 2019 - April 2024

FERGUSON ENTERPRISES, NEWPORT NEWS, VA

- Accommodated users with advance hardware and software related IT issues for Ferguson associates via phone/chat/email/instant message with software downloads/repairs, workstation issues, requests, Windows OS maintenance, and mobile devices.
- Extended top tier support for hybrid work utilizing Conferencing Room Equipment (Microsoft Teams Managed Rooms [Crestron]).
- Tracked 500+ IT support requests through ServiceNow, ensuring accurate documentation of associate contacts and enhancing ticket resolution time by 20%.
- Appointed for the Leadership Team for Ferguson BRG (ERG), Building Pride as an Event Co-Chair Member by coordinating events, created subcommittees, and worked towards driving inclusion and diversity.

#### IT TECHNICIAN

March 2018 - December 2019

NDS COMPUTERS, HAMPTON, VA

- Oversaw IT infrastructure for 15+ small business clients, overseeing networks and workstations while solving 100+ monthly service requests with a 95% satisfaction rate.
- Troubleshoot and resolved diverse IT issues across multiple departments, decreasing average ticket resolution time by 20% and improving user satisfaction.
- Evaluated and responded to daily network alerts for client systems, patched vulnerabilities, and developed 5+ SOPs.

#### SUPPORT ENGINEER

September 2016 - May 2018

MOBILE SATELLITE TECHNOLOGIES, CHESAPEAKE, VA

- Serviced and troubleshot satellite phone, internet, and TV systems for 200+ residential, RV, and marine clients, delivering remote support via phone/email with a 90% first-call resolution rate.
- Programmed and tested 500+ satellite modems monthly, verifying full functionality prior to shipping to maintain 100% quality compliance.
- Controlled in-house database to control internet services, configuring download/upload speeds for 500+ users, improving network efficiency.

**ASSISTANT NETWORK ADMIN**  
ITT TECH, NORFOLK, VA

December 2015 - October 2016

- Monitored and configured campus-wide network and server systems, facilitating 500+ students and staff while ensuring secure connectivity.
- Supplied Tier 1 IT support for hundreds of students and staff, troubleshooting hardware/software issues and escalating advanced cases to higher-level teams to ensure timely resolution.
- Led semester refresh of 200+ lab computers, wiping and re-imaging systems with ITT Tech's standardized software image to ensure lab readiness.

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**EDUCATION**

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**Bachelor of Science in Computer Science (B.S.)** • Full Sail University, Winter Park FL  
October 2025

- Major: Computer Science.
- Relevant Coursework: Programming & II, Database Systems, Operating Systems, Human-Computer Interaction, Software Engineering, Data Structures & Algorithms.

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**CERTIFICATIONS**

- AZ900 - Microsoft Azure Fundamentals | June 2020.
- MS900 - Microsoft M365 Fundamentals | April 2023.
- AZ104 - Microsoft Azure Administration Association | July 2024 - June 2026.