

# Shawn Williams Jr

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## SUMMARY

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Endpoint-focused IT professional experienced in supporting and deploying systems across enterprise environments. Played a key role in a Windows 11 hardware refresh for 700+ users using Intune and Autopilot, strengthening security baselines and minimizing downtime. Developed automation workflows with PowerShell and contributed to cloud projects with Azure and AWS. Prepared to leverage endpoint management, automation, and cloud skills to enhance operational efficiency and user experience.

## CORE SKILLS

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**Cloud & Infrastructure:** AWS (EC2, S3, IAM, VPC, Lambda, CloudWatch), Azure (VMs, Blob Storage, VNet, Entra ID, RBAC)

**Endpoint & Identity:** Intune, Windows Autopilot, Active Directory, Group Policy, JAMF, MFA

**Infrastructure as Code & Automation:** Terraform, PowerShell, Python, Bash, CI/CD pipelines, Git, Docker

**Systems:** Windows, Linux, macOS, VMware, Proxmox

**Networking & Security:** TCP/IP, DNS, DHCP, Firewalls, Zero Trust, Splunk, Okta

**IT Service Management (ITSM):** ServiceNow, Zendesk, Slack, Teams

## PROFESSIONAL EXPERIENCE

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**The Carlyle Group (via YUPRO) | *Hardware Support Technician / Endpoint Engineer*** **Jul 2025 - Present**

- Deployed standardized Windows 11 imaging using Windows Autopilot and Intune as part of a hardware refresh for 700+ users while enforcing consistent enterprise security baselines.
- Coordinated and executed large-scale laptop refreshes, scheduling user appointments, preparing devices, and completing swaps with minimal downtime to business operations.
- Enrolled and configured endpoints using PowerShell-assisted workflows and Intune policies Azure AD/Entra ID assignments to improve consistency and reduce manual setup effort.
- Collaborated with security and service desk teams to apply MFA and endpoint policies and resolve ServiceNow tickets related to the refresh, strengthening compliance and user experience.

**University of Maryland College Park | *IT Support Assistant*** **Aug 2023 - Jul 2025**

- Administered 200+ Windows and macOS endpoints with imaging, updates, and identity controls (including Clonezilla for imaging and recovery), sustaining high uptime and improving system reliability in two computer labs.
- Implemented least-privileged access controls in Active Directory and Duo and managed issue tracking with ServiceNow, reducing unauthorized access incidents and improving compliance with zero-trust security standards.
- Supported AV, recording, and live-streaming for conference rooms and events across multiple buildings, providing end-to-end technical assistance that ensured events ran without interruptions and received positive feedback from students, faculty, and staff.
- Contributed to documentation and asset management, helping improve readiness for audits and troubleshooting.

**Federal Communications Commission (via Oxford Global Resources) | *Deployment Technician*** **Apr 2023 - Jul 2023**

- Worked on a 10-person team migrating 2,000+ users from Virtual Desktop Infrastructure (VDI) to physical endpoints using VMware and Azure, achieving zero data loss and minimal downtime.
- Configured user access and secure settings in Active Directory and applied firewall policies to support least privilege principles and internal compliance standards.
- Led user training sessions and created clear documentation for new laptops, contributing to fewer post migration support tickets.

## PROJECTS

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**AWS Stock Notification System | <https://github.com/maxter97/stock-notifications-terraform>**

- Designed an event-driven stock price alert system using Terraform (IaC), AWS Lambda, SNS, and CloudWatch, automating infrastructure deployment and reducing manual configuration. Gained practical experience with serverless design, IAM roles, and monitoring to simulate production-ready cloud environments.

### **Enterprise Homelab**

- Built a homelab using Proxmox virtualization, Docker containers, Linux, and networking to simulate enterprise environments. Implemented monitoring, logging, and simple CI/CD pipelines for continuous learning and to mirror real production practices.

## CERTIFICATION

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AWS Certified Solutions Architect-Associate

CompTIA Security+

Microsoft Certified: Azure Fundamentals

CompTIA A+

## EDUCATION

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**Prince George's Community College | *A.A.S., Computer Engineering Technology***

**2018 - 2021**

**Western Governors University | *B.S., Cloud and Network Engineering***

**(Planned)**