

LOGAN GRASS

Senior IT Support | Systems Administrator | Infrastructure & Automation
Los Angeles, CA | logangrass.com

PROFESSIONAL SUMMARY

IT professional with 5+ years across MSP and onsite client environments, currently serving as Service Delivery Specialist with ApexIT Consulting, supporting Airborne Systems onsite. Strong background in Windows endpoint support, Microsoft 365/Entra ID, network troubleshooting, infrastructure buildouts, automation, virtualization, and secure access. Known for owning escalations, stabilizing production-impacting issues, and turning repeat work into documented, repeatable processes.

CORE TECHNICAL SKILLS

Systems: Windows 10/11, Windows Server, Active Directory, Group Policy, BitLocker, endpoint lifecycle support

Microsoft 365: Exchange Online, Teams Rooms, Entra ID, passkeys, YubiKey/FIDO2 support, room and resource mailboxes

Networking: VLANs, VPNs, firewall policy, RouterOS, Ethernet/Wi-Fi troubleshooting, fiber and wireless infrastructure

Automation: PowerShell, RouterOS scripting, deployment standardization, SOP creation, workflow automation

Virtualization: Proxmox, LXC containers, backup validation, disaster recovery testing, service segmentation

Operations: Incident ownership, escalation handling, vendor coordination, SLA governance, user communication

PROFESSIONAL EXPERIENCE

Service Delivery Specialist — ApexIT Consulting, LLC (Onsite at Airborne Systems) | March 2026 – Present

- Provide full-time onsite IT support for Airborne Systems users, endpoints, conference rooms, and engineering/manufacturing application workflows.
- Troubleshoot Windows, Microsoft 365, network connectivity, licensing, server access, file share, and line-of-business application issues.
- Support SolidWorks, PDM, Qpulse, RDP, and endpoint workflows by isolating root cause across workstation, network, license, and server layers.
- Deploy, recover, and upgrade Windows endpoints, including Windows 11 upgrades, BitLocker recovery, boot-loop remediation, hardware swaps, and user readiness.
- Configure and validate Microsoft Teams Rooms and Logitech room devices, covering room resources, scheduling behavior, permissions, and device readiness.
- Assist secure-access projects including YubiKey/passkey enrollment and Microsoft 365/Entra ID readiness while following client-specific security requirements.

Field Specialist II — 911 IT | 2025 – 2026

- Served as primary escalation owner for server, networking, and infrastructure-impacting incidents across client environments.
- Performed datacenter installs, multi-site rollouts, and field remediation alongside internal teams, vendors, and client stakeholders.
- Built and supported office network infrastructure including rack buildouts, patching, VLAN segmentation, firewall policy, and wireless planning.
- Completed fiber optic and outdoor Wi-Fi infrastructure work including termination, testing, validation, and documentation.

Help Desk Manager — 911 IT | 2023 – 2025

- Directed SLA compliance, queue health, ticket workflow, and escalation handoffs in a high-volume MSP environment.
- Reduced manual workload through PowerShell automation, standardized SOPs, deployment templates, and repeatable support workflows.
- Coached technicians on triage quality, documentation standards, escalation timing, and customer communication.

Help Desk Technician — 911 IT | 2021 – 2023

- Delivered Tier 1-2 support across Windows endpoints, Microsoft 365, printers, basic networking, account access, and common business applications.
- Improved workstation provisioning and deployment consistency through imaging, checklist-driven setup, and documentation cleanup.

SELECTED INFRASTRUCTURE & AUTOMATION PROJECTS

- Created MikroTik RouterOS scripts and deployment templates to speed up network configuration and improve consistency.
- Implemented IP camera deployments with VLAN isolation and access controls to strengthen segmentation and reduce lateral exposure.
- Designed and maintained Proxmox/LXC services with segmented access, lifecycle maintenance, monitoring, and backup validation.
- Built disaster-recovery simulation workflows to test restore readiness and reduce recovery risk before production failures.

EDUCATION

Salt Lake Community College

CERTIFICATIONS & ACHIEVEMENTS

CompTIA Network+ • CompTIA A+ • World-Class Customer eXperience • Eagle Scout, Boy Scouts of America