

# Michael Bernat

Indianapolis, IN

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## Profile

Versatile IT professional and U.S. Air Force veteran with over a decade of experience architecting, securing, and supporting enterprise infrastructure across hybrid cloud and on-prem environments. Proven ability to troubleshoot the unsolvable, build systems from scratch, and drive mission-critical operations across networks, endpoints, and identity platforms. Known for relentless problem solving, technical clarity, and hands-on execution.

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## Key Projects & Highlights

- **Active Directory-Linux Integration:** Engineered a Debian-based system to integrate with AD for authentication. Achieved without formal documentation through extensive testing and protocol research.
  - **Veeam Infrastructure Rebuild:** Led PostgreSQL migration of enterprise backup system for performance and reliability improvements.
  - **Zero-Touch Intune Deployment:** Developed automated provisioning and lifecycle workflows using PowerShell, GPO, and Intune across multi-client environments.
  - **Security Compliance:** Hardened endpoint and network infrastructure using Microsoft Defender, firewall policy tuning, and secure identity management (MFA, conditional access).
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## Professional Experience

Systems Administrator – Sim2k

Indianapolis, IN | 02/2025 – 05/2025

- Supported multi-client MSP environment, responding to escalations and securing infrastructure across networking, endpoints, and cloud services.
- Administered and maintained Intune MDM, Autopilot, Defender for Endpoint, and Windows Server/Client deployments.
- Diagnosed and repaired persistent network issues using VLAN, VPN, and DNS strategies with FortiGate, Sophos, and Meraki.
- Coordinated high-severity incident response, change management, and client communication.
- Managed infrastructure lifecycle: patching, logging, ticket triage, firewall tuning, AD object hygiene, and backup validation.

### **Support Engineer 2 – NetGain Technologies**

Louisville, KY | 11/2023 – 01/2025

- Implemented and supported hybrid Microsoft 365/AD environments for small to midsize enterprise clients.
- Led Microsoft Entra ID rollouts with Conditional Access, compliance policies, dynamic groups, and Intune lifecycle configuration.
- Authored custom PowerShell modules for automating account provisioning, RBAC alignment, and patching.
- Hardened cloud and on-prem environments through Intune baselines, Defender AV/EDR tuning, and multi-platform patch compliance.
- Facilitated disaster recovery and migration scenarios, balancing business needs with security standards.

### **Systems Engineer 2 – Humana**

Louisville, KY | 10/2021 – 08/2023

- Designed, documented, and deployed custom PowerShell modules to automate and standardize server administration.
- Managed and reported on fleet patch compliance, security baselines, and deviation remediation.
- Coordinated weekly patch deployments, AD-based GPO staging, and tested rollback scenarios for Tier 2 systems.
- Worked closely with security and compliance teams to ensure NIST/FISMA-aligned system posture.

### **Help Desk Technician 2 – YUM! Brands**

Louisville, KY | 09/2018 – 10/2021

- Delivered Tier II support for proprietary Linux-based point-of-sale systems across hundreds of franchise locations.
- Created AutoHotkey automation tools to streamline repetitive support tasks and reduce ticket volume.
- Performed CLI-based maintenance on embedded hardware and assisted with VoIP troubleshooting and triage.
- Monitored infrastructure health using SolarWinds; proactively resolved alerts to maintain uptime and service quality.

### **Field Technician (Contract) – Boomtown**

Louisville, KY | 04/2016 – 04/2021

- Performed on-site installation, repair, and troubleshooting of point-of-sale systems, networking hardware, and low voltage infrastructure for retail and hospitality clients.
- Designed and deployed small office network layouts including firewall, switch, and wireless access point configuration.
- Ran and terminated Ethernet cabling (Cat5e/Cat6) to support client expansion and infrastructure refreshes.
- Delivered clear documentation of topology changes and coordinated remotely with engineering teams for escalated diagnostics.
- Developed customer rapport through transparent troubleshooting and timely resolution during high-pressure service windows.

### **Consumer Internet Support 3 – Time Warner Cable**

Louisville, KY | 06/2015 – 09/2018

- Resolved complex networking issues escalated beyond Tier II, including firmware anomalies and regional signal degradation.
- Performed remote diagnostics and live reconfiguration of residential and small business cable modems and routers.
- Provided technical leadership in supporting DOCSIS gateway issues, dynamic IP routing, and client-side performance tuning.

### **Help Desk Technician – U.S. Army Human Resources Command**

Fort Knox, KY | 06/2014 – 06/2015

- Supported Army recruiting systems and remote users across CONUS; required active Security+ and DOD Secret clearance.
- Diagnosed and resolved issues in mission-critical HR systems and Windows-based workstations in a secure enclave.

- Coordinated with Tier III teams for escalation and ensured operational continuity across access-controlled systems.

### **Helpdesk Analyst 1 – Pegatron**

Jeffersonville, IN | 11/2011 – 03/2014

- Delivered over-the-phone Tier 1 support for ASUS hardware including motherboards, graphics cards, and networking equipment.
- Diagnosed complex hardware and firmware issues using verbal-only walkthroughs, guiding end-users through BIOS configuration, driver installation, and system troubleshooting.
- Documented support cases in internal CRM systems with precise hardware identifiers and resolution steps to aid future triage.
- Developed strong product knowledge across rapidly evolving tech platforms, supporting new product launches and firmware revisions with minimal ramp-up time.

### **Cargo Aircraft Maintenance – United States Air Force**

Wright Patterson AFB | 04/2008 – 01/2014

- Conducted inspections, maintenance, and troubleshooting on C-5 and C-17 aircraft systems in high-stakes operational environments.
- Managed large-scale technical checklists, documented mechanical performance, and ensured safety compliance under pressure.
- Developed early technical discipline, hardware familiarity, and the work ethic that shaped future infrastructure work.

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## **Platforms & Tools**

- **Infrastructure:** Windows Server, Ubuntu, Debian, Hyper-V, Proxmox, VMware, VDI
  - **Networking:** DNS, DHCP, VLAN, FortiGate, Meraki, Sophos, VPN, SD-WAN
  - **Cloud & Identity:** Azure AD / Entra ID, ADDS, Group Policy, Microsoft 365, Intune, Defender, Microsoft Exchange, Exchange Online
  - **Automation & DevOps:** PowerShell, Bash, Ansible, Git, Markdown, cron, JSON
  - **Security:** SIEM logging, Defender ATP, Firewall config, Conditional Access, RBAC
  - **Backup:** Veeam, Acronis, Cove Data Protection, Datto, Windows Server Backup
  - **Tools:** ConnectWise, ServiceNow, Remote Utilities, IT Glue, Kaseya, SCCM
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## Certifications

- CompTIA Security+
  - CompTIA Network+
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## Education

- Air Force Technical Training, C-17/C-5 Systems – Sheppard AFB, December 2010