

MICHAEL O'NEIL

MSP Systems Administrator | IT Operations | Network & Infrastructure

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PROFESSIONAL SUMMARY

IT Systems & Operations Administrator with 25+ years of hands on experience supporting business critical IT environments, networks, servers, cloud/VPS platforms, databases, and end users. Experienced in multi client technical support, infrastructure administration, troubleshooting, systems integration, security, Microsoft 365, Active Directory, DNS, networking, virtualization, backups, high availability, and disaster recovery. Known for resolving complex technical issues, communicating effectively with clients and vendors, and delivering practical, reliable solutions.

MSP FOCUSED CORE SKILLS

- Managed IT Services & Multi Client Technical Support
- Remote Troubleshooting, Incident Resolution & Escalation
- Windows Server, Linux & Infrastructure Administration
- Microsoft 365, Active Directory, SharePoint, Entra ID, One Drive & IIS
- Network Administration: TCP/IP, DNS, VLAN, VPN, BGP & Routing
- Server, VPS, Cloud & Virtualization Administration
- Endpoint, Desktop & User Support
- Cybersecurity, Server Hardening & Access Controls
- Backup, Disaster Recovery & Business Continuity
- SLA Management, Vendor Coordination & Client Communication
- Monitoring, Automation & Proactive Systems Maintenance
- Systems Integration, APIs & Custom Automation

TECHNOLOGY & INFRASTRUCTURE

Operating Systems: Windows, Windows Server, Linux, FreeBSD, pfSense

Microsoft: Microsoft O365, Active Directory, Exchange, SharePoint, Entra ID, One Drive, IIS, MFA, SSO, SPLA/OEM/Partner

Networking: TCP/IP, DNS, DHCP, BGP, VLANs, WAN/LAN, VPN, IPsec, NAT, routing, Cisco Meraki, F5, Juniper

Servers & Virtualization: IPMI/KVM, Raritan, KVM, OpenVZ, VPS/NAT VPS, clustering, high availability, failover, NAS, SAN, LVM

Security & Operations: Security policies, firewalling, Fail2Ban, Let's Encrypt, SpamAssassin, ClamAV, monitoring, redundancy, backups

Cloud & Hosting: AWS, Azure, cPanel, SolusVM/SolusIO, PowerDNS, Unbound, HAProxy, Nginx, Apache, Dovecot, Postfix, Zimbra, Webmin

Databases & Development: MariaDB, MySQL, MSSQL, PostgreSQL, FileMaker, PHP, Bash, PowerShell, JavaScript, REST/API, Laravel, React, Node.js

CERTIFICATIONS & CREDENTIALS

CompTIA A+, Network+, Security+, Server+ (1996) | MCSE (1998) | CompTIA Linux+ (2002) | LFC System

Administrator/Engineer (2002) | MySQL Database Administration (2003)

Microsoft SPLA, OEM System Builder, and Partner Programs — Registered since July 1999

PROFESSIONAL EXPERIENCE

ONeilOnline — Seattle, WA

Systems Administrator & Operations Administrator (Contract & Freelance) | June 1994 – March 2026

- Managed operations and supported as many as 3,020+ globally distributed servers across web, email, file, VoIP, VPS, cloud, and other business critical services.
- Provided remote Windows Server and Linux administration using IPMI/KVM over IP; configured DNS, IP addressing, VLANs, BGP, routing, VPNs, NAT, NAS/SAN, VPS, clusters, high availability, databases, redundancy, and backups.
- Resolved network and DNS issues using Ping, MTR, and Wireshark and coordinated with upstream providers and Internet Exchanges to restore service and maintain connectivity.

- Provided technical support to customers and web clients, including troubleshooting, issue resolution, service configuration, and application support.
- Provisioned servers for rapid deployment, with a target deployment time of approximately one hour.
- Maintained security, performance, availability, and uptime across infrastructure supporting small and large businesses.
- Developed Bash and PHP automation for operational processes, redundancy, monitoring, and system status reporting.
- Supported cloud, VPS, colocation, dedicated server, and hardware solutions, including custom built servers, routers, and desktops.
- Managed IT network budgeting and assessment, disaster recovery/business continuity planning, and software licensing.

Columbia Hospitality — Seattle, WA

IT Systems & Operations Administrator | September 2021 – February 2026

- Supported IT systems and operations for a multi property organization, maintaining 208 hotel, resort, restaurant, venue, residential, golf, spa, and corporate websites plus the company intranet.
- Administered Microsoft 365 user accounts, policies, and permissions.
- Troubleshoot and resolved website, application, integration, infrastructure, security, and operational issues.
- Developed Bash and PHP automation for services, DNS, website functions, and system status monitoring.
- Built API/REST integrations connecting Human Resources, Business Development, and Revenue systems with Dayforce and Skilljar.
- Maintained and secured WordPress, Squarespace, Wix, and other third party CMS environments.
- Integrated databases, resources, and services to improve staff efficiency and productivity.

Computer Visionaries MSP — Pittston, PA

IT Systems & Network Administrator | January 2018 – August 2019

- Provided IT systems and network administration in an MSP environment, supporting client infrastructure and service requirements.
- Configured Linux BIND, PowerDNS, Cron, MariaDB, and Apache2, along with Windows DNS, Active Directory, MSSQL, and IIS.
- Configured Cisco Meraki VDI, RDP, VPN, and VLAN environments.
- Integrated and migrated third party services to local and remote service locations.
- Worked directly with clients to define requirements, implement services, and ensure solutions met business needs.
- Supported and trained clients on new services and features; developed custom scripts to improve support, efficiency, and productivity.
- Developed and integrated custom web applications, databases, and services across internet and intranet environments.

Fiberlay MSP — Seattle, WA

Network & Operations Administrator | June 2012 – October 2017

- Managed day to day operations for network desktops, equipment, and servers.
- Supported 140+ desktops and 10+ servers distributed across the United States.
- Performed remote Windows Server and Linux deployments using IPMI/KVM over IP.
- Administered IP allocations, VLANs, BGP, routing, NAS/SAN, VPS, VPN, IPsec, NAT, proxy services, clusters, high availability, databases, redundancy, and backups.
- Troubleshoot network and DNS issues using Ping and MTR and worked with vendors and upstream providers to maintain service continuity.
- Provided technical support for remote customers, including troubleshooting and issue resolution.
- Maintained server security, performance, and uptime and administered network infrastructure for small and large businesses.
- Managed IT network budgeting and assessment, disaster recovery/business continuity planning, and software licensing.

MSP VALUE PROPOSITION

Brings a broad combination of MSP support, systems administration, networking, server infrastructure, security, automation, and client facing troubleshooting experience. Comfortable working from the end user desktop through the network, server, cloud, and application layers, with an emphasis on restoring service, preventing recurring issues, and maintaining reliable client environments.