John Dion

East providence, (Riverside)RI

therealjohndion@protonmail.com

PROFESSIONAL SUMMARY

Senior Systems Administrator and Infrastructure Specialist with decades of hands-on experience managing Windows, Linux, and BSD environments. Expertise includes software deployment, systems troubleshooting, security hardening, network configuration, firewall management, and performance optimization across local and remote infrastructures.

Extensive experience across diverse Linux distributions and BSD variants, with a strong focus on secure server hosting, virtualization, file services, and network security. Known for rapidly diagnosing complex issues, implementing reliable solutions, and maintaining highly stable production environments.

Self-driven, highly analytical, and comfortable working independently or as part of a team. Available immediately and able to provide flexible, on-call support as required.

TECHNICAL EXPERTISE

- Windows Server Administration
- Linux Systems Administration (multiple distributions)
- BSD Systems (FreeBSD/OpenBSD/NetBSD familiarity)
- Virtualization & Containerization
- Networking & Firewall Configuration
- Security Hardening & System Optimization
- Server Infrastructure & File Hosting
- Remote Systems Management
- Troubleshooting & Root Cause Analysis
- Performance Tuning
- Backup & Disaster Recovery Planning

PROFESSIONAL EXPERIENCE

Systems Administrator and I.T Consultant

- Designed, deployed, and maintained Windows, Linux, and BSD systems for small business and independent clients.
- Implemented secure server infrastructure, including firewall configuration and network hardening.
- Managed file hosting environments with strong emphasis on security and performance optimization.
- Diagnosed and resolved complex system and networking issues.
- Delivered infrastructure planning and project execution for various client needs.
- Maintained high client satisfaction through dependable service and responsive support.

Flint Tech Solutions

Pennsylvania | 2026 – Present (remote)

Systems Administrator & IT Consultant

• Responded to user support requests via phone, email, and ticketing systems, providing timely first-level technical assistance

• Troubleshot hardware, software, and connectivity issues on Windows and Linux systems

• Assisted users with account access, password resets, and basic permissions management

• Installed, configured, and updated desktop software and operating systems

• Diagnosed and resolved common network issues including Wi-Fi connectivity, IP configuration, and printer access

• Documented incidents, resolutions, and troubleshooting steps in ticketing systems

• Escalated unresolved or complex issues to Tier 2 support when appropriate

• Guided non-technical users through step-by-step solutions in clear, professional language

• Performed routine system checks, updates, and basic maintenance tasks

• Assisted with workstation setup, imaging, and peripheral configuration

• Maintained knowledge base documentation for recurring issues and solutions

• Followed security best practices when handling user data and system access

- Designed, deployed, and maintained Windows, Linux, and BSD systems for small business and independent clients.
- Implemented secure server infrastructure, including firewall configuration and network hardening.
- Managed file hosting environments with strong emphasis on security and performance optimization.

ONPremLabs
KENYA | 2025 – Present (remote)

- **Systems Administrator & IT Consultant**
- Designed, deployed, and maintained Windows, Linux, and BSD systems for small business and independent clients.
- Implemented secure server infrastructure, including firewall configuration and network hardening.
- Managed file hosting environments with strong emphasis on security and performance optimization.
- Diagnosed and resolved complex system and networking issues.
- Delivered infrastructure planning and project execution for various client needs.
- Maintained high client satisfaction through dependable service and responsive support.

EDUCATION

High School Diploma
Mt. Wachusett Community College – Leominster, MA

CORE STRENGTHS

- Independent Problem Solver
- Strong Analytical Thinking
- Reliable & Self-Directed
- Fast Learner of Emerging Technologies
- Project Planning & Execution
- Customer-Focused Communication