

Cody Vance

Laurel, MD 20707 | 540-325-8527 | cody@codyvance.net

PROFESSIONAL SUMMARY

IT Operations leader with 15+ years of experience managing infrastructure, service delivery, and end-user support across technology, education, and legal organizations. Skilled in ITIL-aligned service management, incident and problem resolution, hybrid (on-premises/virtualized) infrastructure administration, and security and compliance. Experienced in vendor and contract management, IT asset lifecycle planning, and leading technology migrations and strategic initiatives that improve system reliability and operational efficiency. ITIL Foundation and CompTIA A+ certified, with a B.S. in Cloud and Systems Administration.

CORE COMPETENCIES

IT Service Management (ITSM) • Incident & Problem Management • Infrastructure & Systems Reliability • Hybrid Infrastructure (On-Prem/Virtual) • Vendor & Contract Management • Security & Compliance • Backup & Disaster Recovery • Help Desk Leadership • IT Asset Lifecycle Management • Technology Migrations & Project Support

PROFESSIONAL EXPERIENCE

RackTop Systems — Fulton, MD

January 2022 – Present

IT Infrastructure Manager

- Lead IT infrastructure operations and serve as primary escalation point for network, server, security, and storage issues, ensuring consistent system availability and service reliability.
- Administer hybrid infrastructure including VMware vSphere/ESXi, VMware Horizon virtual desktops, physical and virtual servers, and the RackTop BrickStor SP NAS storage platform.
- Oversee patch management, system monitoring (PRTG), data backup, and disaster recovery procedures to protect sensitive data and maintain operational continuity.
- Manage endpoint and network security programs using Microsoft Defender, OpenVAS vulnerability scanning, and Security Onion network monitoring to support risk management and compliance.
- Configure and manage network switches, firewalls, access points, and VPN infrastructure.
- Administer Active Directory and Microsoft Entra ID for identity, access, and group management.
- Manage IT asset inventory (GLPI), software/hardware lifecycle planning, and vendor and contract relationships, including purchasing and renewals.
- Provide end-user technical support and incident resolution via Zendesk, and maintain documentation of technical procedures and user guides to standardize service delivery.
- Build, administer, and integrate DevOps tooling (Atlassian Bamboo, Bitbucket, GitLab) to support engineering build infrastructure.

Fairfax County Public Schools — Fairfax, VA

November 2019 – January 2022

Technology Support Specialist

- Delivered hands-on technical support and incident resolution for end users across the local school network, contributing to consistent service quality.
- Maintained network infrastructure, hardware, and software, and performed imaging and deployment of desktops and laptops.
- Planned and supported the configuration, deployment, and integration of classroom and administrative technology.

Shenandoah County Public Schools — Woodstock, VA

July 2016 – November 2019

Network Administrator

- Led day-to-day IT infrastructure operations for the school division, including firewalls, content filtering, and DNS/DHCP failover clusters, ensuring secure, reliable network availability and CIPA compliance.
- Built and maintained virtualized infrastructure (VMware ESX, Hyper-V, vSAN) supporting a hybrid on-premises/virtual environment.
- Administered Active Directory, Group Policy, and centralized patch and endpoint management (WSUS, remote management tools) across the district's device fleet.
- Supervised IT interns and supported fellow technicians, while developing standard operating procedures and preventative maintenance processes to improve service consistency.
- Managed vendor relationships for network hardware and managed services, including evaluating and recommending new firewall, content-filtering, and security solutions.
- Led infrastructure migration projects, including Novell eDirectory to Active Directory, Windows Server upgrades (2008 R2 to 2012 R2), and a district-wide deployment of 4,500 Chromebooks.

- Served as Google for Education Super Administrator, managing the G Suite environment and directory synchronization (GADS/GAPS, GAM).

Shenandoah County Public Schools — Woodstock, VA

July 2011 – June 2016

PC Technician

- Provided hardware troubleshooting, installation, and maintenance support across the district's computer and network equipment.
- Trained end users on software and hardware and supported fellow technicians, building a foundation in technical leadership and customer service.

ADDITIONAL EXPERIENCE (CONCURRENT / PART-TIME)

Law Office of R. Keith Richards

March 2017 – Present

IT Consultant

- Maintain file server infrastructure and provide ongoing hardware/software support.
- Led migration of server infrastructure from Windows Server 2003 to Windows Server 2016.
- Implemented secure email and secure file-sharing solutions to support confidentiality and compliance requirements.

Self-Employed

2008 – Present

IT Technician

- Provide computer repair, maintenance, and performance optimization services for individual and small-business clients.

SELECTED PROJECTS & INITIATIVES

- Evaluated and selected endpoint security solutions and implemented patch management across all endpoint computers.
- Designed and implemented internet content filtering and BYOD network policies to maintain CIPA compliance.
- Migrated physical and virtual server infrastructure to a new VMware environment with minimal downtime, and implemented a Dell VxRail hyper-converged infrastructure solution.
- Planned and executed a division-wide migration from Windows 7 to Windows 10 and from Novell GroupWise to Google Workspace (G Suite) for Education.
- Implemented ITIL-based change control processes and assisted in the implementation of single sign-on and Help Desk/inventory management solutions.

TECHNICAL SKILLS

Infrastructure & Virtualization: VMware ESXi/vSphere, vMotion, VMware Horizon, Microsoft Hyper-V, vSAN, SAN, Dell VxRail

Servers & Operating Systems: Windows Server 2008 R2/2012 R2/2016, Sysprep, MDT/WDS, macOS, iOS, Android

Networking & Security: Networking, Fortinet FortiGate, PfSense, VPN, iBoss content filtering, Microsoft Defender, OpenVAS, Security Onion, RDP, nComputing

Identity & Directory Services: Active Directory, Group Policy, Microsoft Entra ID, Novell eDirectory, Novell/Windows DNS & DHCP

IT Service Management & Tools: ITIL, Zendesk, GLPI, PRTG, WSUS, PDQ Deploy, ZENworks

Backup, DevOps & Collaboration: Veeam, Atlassian Bamboo, Bitbucket, GitLab

Cloud & Productivity: Microsoft Office, Google Workspace/G Suite Admin, GAM/GADS/GAPS

EDUCATION

Western Governors University

2018 – 2024

Bachelor of Science, Cloud and Systems Administration

CERTIFICATIONS

ITIL Foundation	2018
CompTIA A+	2017
CompTIA Network+	2019
CompTIA Security+	2019
CompTIA Cloud Essentials	2020
CompTIA Project+	2023
LPI Linux Essentials	2019
Amplified IT Google Admin	2018