

● AVAILABLE NOW • FRUITLAND, IDAHO • REMOTE OR ON-SITE

Garrett Brock Leonard

Systems Administrator • Help Desk • IT Support

Author of *Security In the Dark*. More than a decade of hands-on IT, from helping someone who just can't sign in to working production issues with enterprise engineering teams. I find the actual cause, fix it, and write it down so it stays fixed.

PHONE 702-779-9439

EMAIL brockleonard.ml@gmail.com

WEB www.gbrockleonard.com

YEARS IN IT

15+

ROLES HELD

10

PLATFORMS

Win • Linux • macOS

CLOUDS

Azure • AWS • GCP

01 / WHAT I DO

What I can do for your IT team

TARGET ROLES

Systems Administrator

Junior Systems Administrator

Help Desk Technician

IT Support Technician

Desktop Support Technician

Tier 2 Support

Infrastructure Support

Network Support

IT Operations

MSP Support

Help desk and desktop support

Tier 1 and Tier 2 tickets, sign-in and password problems, slow or broken workstations, printers, peripherals, drivers and mobile devices. Remote or in person, explained in plain language.

Systems administration

Windows, Linux and macOS: accounts and permissions, software deployment, patching, services, storage, logs, performance and backups, from the GUI or the command line.

Onboarding and access

New-hire computer setup, account provisioning, access control and offboarding, with permissions kept to what each person actually needs.

Networking

TCP/IP, DNS, DHCP, subnetting, Wi-Fi, Ethernet, VPNs, firewalls and routers. I trace connectivity problems to the real cause, including when it isn't the network at all.

Cloud and identity

Microsoft Azure, AWS and Google Cloud: identity and access management, authentication, permissions and cloud-hosted applications.

Security built in

Endpoint and network security, system hardening, access reviews and vulnerability spotting as part of everyday administration.

Root cause and escalation

Logs, configs and methodical troubleshooting to find why something failed, then clean escalations with the evidence already gathered.

Documentation and automation

Clear runbooks and knowledge-base articles, plus Bash, PowerShell and Python scripts that take repetitive work off the queue.

02 / ABOUT

Both sides of IT support

I'm an IT professional with more than a decade of experience across systems administration, enterprise technical support, help desk, cloud infrastructure, cybersecurity, networking, software and computer hardware. I've supported everyday users with workstation, software, account, hardware and connectivity problems, and I've worked the harder cases too: Linux, cloud infrastructure, databases, authentication, networking, security, APIs and production systems.

I'm looking for a stable, long-term role as a **Systems Administrator, Help Desk Technician, IT Support Technician, Desktop Support Technician or Infrastructure Support Technician**, where I can bring that broader experience into a hands-on environment and keep growing with the team.

03 / EXPERIENCE

Where I've done the work

CORA ROBOTICS

May 2022 to Present

Senior Automation Engineer / AI and Mobile Software Engineer

Work across computer systems, software, hardware, networking, automation, cloud services and connected equipment. Much of the role is finding problems that cross several systems instead of living in one application or device.

- ◆ Diagnose computer hardware, software, networking, application, automation and system integration problems.
- ◆ Configure and maintain technical workstations and development environments.
- ◆ Work extensively with Linux and command-line environments.
- ◆ Troubleshoot operating system configuration, permissions, software dependencies, services and connectivity.
- ◆ Install, configure, test, update and troubleshoot software.
- ◆ Analyze system and application logs to determine the cause of failures.
- ◆ Troubleshoot communication between computers, controllers, software services, embedded equipment and network-connected devices.
- ◆ Diagnose network connectivity and communication problems.
- ◆ Perform hardware diagnostics when problems cannot be isolated to software.
- ◆ Troubleshoot APIs, databases, authentication systems, cloud services and application integrations.
- ◆ Support technical personnel with workstation, system, software and application problems.
- ◆ Assist with configuration and access-related issues.
- ◆ Use command-line utilities and diagnostic tools to investigate system behavior.
- ◆ Develop automation tools to reduce repetitive technical work and improve reliability.
- ◆ Document technical issues, configurations, troubleshooting procedures and resolutions.
- ◆ Provide advanced troubleshooting when an issue goes beyond basic user or application support.

CHAROITE TECHNOLOGIES LLC

April 2022 to April 2025

Senior Software Engineer / Systems and Infrastructure Support

Worked with software environments and the computer systems, cloud services, databases, networking and infrastructure that keep them running.

- ◆ Configured and troubleshoot Windows and Linux environments.
- ◆ Diagnosed workstation, operating system, software, application and network problems.
- ◆ Supported cloud-hosted applications and infrastructure.
- ◆ Investigated service availability and connectivity issues.
- ◆ Troubleshoot authentication and permissions problems.
- ◆ Worked with APIs, databases, networking, cloud services and application infrastructure.
- ◆ Used logs and system information to diagnose technical problems.
- ◆ Supported software installation, configuration, updates and dependencies.
- ◆ Assisted with user access and permissions issues.
- ◆ Troubleshoot communication between applications and backend services.
- ◆ Used command-line tools for administration and diagnostics.
- ◆ Supported remote technical environments and distributed users.
- ◆ Maintained technical documentation for systems and applications.
- ◆ Applied security-conscious configuration and troubleshooting practices.
- ◆ Handled problems that crossed application, database, network and infrastructure boundaries.

BROCKCODES

November 2022 to November 2024

Mobile Application Developer / IT Systems Support

Application development and technical systems support for mobile, cloud and user-facing technology.

- ◆ Configured development computers, tools and supporting software.
- ◆ Troubleshoot Windows and macOS systems.
- ◆ Diagnosed mobile device and application problems.
- ◆ Supported cloud-based services and cloud authentication systems.
- ◆ Troubleshoot account authentication and access issues.
- ◆ Diagnosed API communication problems.
- ◆ Investigated database and cloud connectivity issues.
- ◆ Worked with Firebase and Google Cloud Firestore.
- ◆ Tested applications across multiple devices and operating systems.
- ◆ Investigated application crashes and configuration problems.
- ◆ Diagnosed differences between local and cloud environments.
- ◆ Documented configurations and troubleshooting procedures.

MONGODB

2020 to 2022

Enterprise Technical Support

Technical support for enterprise customers running MongoDB and the infrastructure around it. Problems could sit in the database, the operating system, applications, networking, configuration or the communication between services.

- ◆ Investigated enterprise customer technical issues and reproduced them when possible.
- ◆ Worked directly with customers to understand reported problems and their environments.
- ◆ Analyzed system and application logs and reviewed configurations.
- ◆ Troubleshoot Linux-based environments.
- ◆ Investigated database connectivity and application-to-database communication problems.
- ◆ Investigated network problems affecting database connectivity.
- ◆ Helped diagnose operational problems in production environments.
- ◆ Separated database issues from operating system, network, application and infrastructure problems.
- ◆ Managed technical cases from first investigation through resolution or escalation.
- ◆ Communicated findings clearly to administrators, developers and enterprise teams.
- ◆ Collaborated with engineering teams when issues needed deeper investigation.
- ◆ Supported environments where uptime, reliability and accurate diagnosis mattered.

FTC SOLAR

April 2020 to December 2020

Senior Systems Engineer

Supported interconnected computer systems, networks, monitoring systems, automation equipment and technical infrastructure.

- ◆ Diagnosed system failures and hardware and software issues.
- ◆ Troubleshoot network connectivity problems.
- ◆ Supported network-connected equipment and remote, field-connected systems.
- ◆ Diagnosed communication problems between connected systems.
- ◆ Assisted with configuration and integration of technical systems.
- ◆ Analyzed system performance and operational failures.
- ◆ Documented configurations and maintained troubleshooting information.

ENTERTAINMENT INDUSTRY CONTRACTING

July 2019 to May 2020

Senior Security Architect

Security-focused systems and infrastructure consulting, finding weaknesses and improving the reliability and security of computer environments.

- ◆ Evaluated computer systems and networks for security weaknesses.
- ◆ Reviewed endpoint security, authentication and access control practices.
- ◆ Assisted with secure system configuration.
- ◆ Supported Windows and Linux environments.
- ◆ Troubleshoot system and network problems.
- ◆ Evaluated risks affecting endpoints, servers, applications and infrastructure.
- ◆ Documented findings and recommended security improvements.

LINUX TRAINING & SERVICES

September 2017 to July 2019

Linux Systems Administrator / Developer / Instructor

Hands-on Linux administration combined with troubleshooting, user support, documentation, development and technical instruction.

- ◆ Installed, configured and maintained Linux systems.
- ◆ Administered systems using command-line tools and SSH.
- ◆ Managed software packages and resolved dependency problems.
- ◆ Diagnosed boot issues and troubleshoot system services.
- ◆ Managed users, groups and permissions.
- ◆ Diagnosed storage, network and performance problems.
- ◆ Reviewed system and application logs.
- ◆ Assisted users with Linux and general computer problems.
- ◆ Created technical documentation and training material.
- ◆ Taught users to operate and troubleshoot Linux systems.
- ◆ Automated repetitive administrative work with scripting.

MICROSOFT

March 2016 to October 2017

Cloud Security Engineer

Worked with Microsoft cloud technologies, enterprise systems, security, identity, networking and infrastructure.

- ◆ Supported Microsoft cloud technologies and Azure environments.
- ◆ Investigated cloud configuration problems.
- ◆ Troubleshoot authentication, permissions and access problems.
- ◆ Assisted with identity and access-related issues.
- ◆ Evaluated cloud security configurations.
- ◆ Investigated network and service connectivity problems.
- ◆ Worked across operating systems, networking, cloud infrastructure and security.
- ◆ Documented findings, recommended corrective actions and communicated with customers and stakeholders.

SECURITY GROUP CENTRE

August 2015 to October 2017

Senior Information Security Consultant

Security, systems and network consulting for organizations that needed help finding and correcting weaknesses in their IT environments.

- ◆ Conducted security assessments of computer systems and networks.
- ◆ Identified vulnerabilities and configuration weaknesses.
- ◆ Reviewed Windows and Linux environments.
- ◆ Assisted with system hardening.
- ◆ Reviewed network and endpoint security.
- ◆ Evaluated authentication configurations, access controls and permissions.
- ◆ Prepared findings and remediation recommendations.

LEONARD IT CONSULTATION

June 2009 to April 2021

IT Consultant / Systems Support / Security Researcher

Independent computer support, systems administration, troubleshooting, networking, security and technology consulting, from everyday computer problems to complex systems and security issues.

- ◆ Diagnosed and repaired desktop and laptop hardware, and installed upgrades.
- ◆ Installed and configured Windows and Linux.
- ◆ Troubleshoot operating systems, drivers and applications.
- ◆ Installed software, updates and security patches.
- ◆ Configured user accounts and permissions.
- ◆ Troubleshoot internet, Wi-Fi, Ethernet and DNS problems.
- ◆ Configured routers and network-connected equipment.
- ◆ Resolved email, account, password and authentication problems.
- ◆ Installed and supported printers and peripherals.
- ◆ Migrated data, set up new computers and assisted with backup and recovery.
- ◆ Corrected poor performance and system stability problems.
- ◆ Provided remote and in-person technical support.
- ◆ Explained technical problems to nontechnical users in plain terms.
- ◆ Conducted security assessments and assisted with secure configuration.
- ◆ Documented configurations and repeatable solutions.

04 / TECHNICAL SKILLS

The toolkit**SA Systems Administration**

- Windows administration
- Linux systems administration
- macOS support
- Workstation configuration
- Server administration
- User account administration
- Permissions and access control
- Software installation and configuration
- Operating system installation
- Patch and update management
- Remote administration
- System monitoring
- Log analysis
- Command-line administration
- Performance troubleshooting
- Backup and recovery
- Storage troubleshooting
- Service troubleshooting
- Configuration management
- System hardening

HD Help Desk and End-User Support

- Tier 1 support
- Tier 2 support
- Desktop support
- Laptop support
- Remote user support
- Hardware diagnostics
- Software troubleshooting
- OS troubleshooting
- Application support
- Authentication problems
- Password and access issues
- Printers and peripherals
- Mobile devices
- New computer setup
- Driver troubleshooting
- Connectivity troubleshooting
- Incident investigation
- Root cause analysis
- Technical escalation
- User education
- Technical documentation

CL Microsoft and Cloud

Microsoft Windows Microsoft Azure

Microsoft cloud technologies Cloud identity

Cloud authentication Cloud permissions AWS

Google Cloud Platform Firebase Cloud Firestore

Cloud-hosted applications Virtual machines

SaaS troubleshooting Cloud infrastructure

Identity and access management

NW Networking

TCP/IP DNS DHCP IPv4 IP addressing

Subnetting LAN WAN Ethernet Wi-Fi

Wireless troubleshooting VPN troubleshooting Routing

Connectivity diagnostics Firewalls Ports and protocols

Client/server communication Network security

Router configuration

LX Linux

Installation and configuration Command line

Bash and shell SSH Remote administration

Users and groups Permissions Package management

Dependencies Service troubleshooting System logs

Networking Storage Performance diagnostics

Security and hardening

SC Cybersecurity

Information security Cloud security Endpoint security

Network security Authentication Access control

Security assessments Vulnerability identification

Security configuration System hardening Risk analysis

Incident investigation Permissions review

Infrastructure security

DV Databases, Development and Automation

MongoDB Google Cloud Firestore Firebase SQL

APIs Git PowerShell Bash Shell scripting

Automation Mobile application environments

Cloud application environments IoT systems

Embedded systems

05 / APPROACH

How I work

01

Troubleshooting

It's been the most consistent part of my career. I'm comfortable starting from a vague report, like a slow computer, an app that won't connect, a user who can't sign in or a service that just stopped, and working it until the real cause is found.

I look at the whole environment instead of trusting the first symptom: hardware, the OS, permissions, authentication, DNS, the network, configuration, databases, cloud services, or how the systems talk to each other.

02

End-user support

I've helped people who need basic computer assistance and I've worked with developers, engineers, administrators and enterprise teams.

I can explain a problem without burying someone in terminology, and give full technical detail when I'm talking to another administrator or engineer.

03

Systems administration

Windows and Linux administration, accounts, permissions, software, configuration, networking, remote administration, cloud services, command-line troubleshooting and security.

When I hit something I haven't supported before, I learn it and work through the documentation.

04

Networking

Connectivity at the user and systems level: Wi-Fi, Ethernet, TCP/IP, DNS, DHCP, addressing, VPNs, ports, protocols, firewalls and routing.

My software background helps when the network looks guilty but the real problem is authentication, configuration, DNS or a backend service.

05

Security

Security shapes how I do everyday administration and help desk work.

I pay attention to permissions, authentication, account access, configuration, endpoints and the security impact of every change, instead of treating security as a separate job.

06

Technical ownership

I want to know why something failed, not just apply a temporary fix.

When I can, I follow an issue from the first report through diagnosis, resolution, documentation and confirming the user or system is back to normal.

07

Documentation

I document configurations, troubleshooting steps, findings, procedures and repeatable solutions.

Today's hard problem should be a quick fix for the next technician who runs into it.

08

Adaptability

My career has covered systems administration, support, networking, security, cloud, databases, software, automation and hardware.

That range makes me comfortable on teams where technicians handle more than one narrow category of problem.

06 / WRITING

Books



CYBERSECURITY · CIPHER GROUP

Security In the Dark, Volume I: Foundations

A hands-on cybersecurity engineering apprenticeship in book form. Thirty-three chapters run from onboarding through Linux, Windows and macOS internals, endpoints, networking, identity, security operations and incident response, to data, risk and the cloud, building **Project Sentinel**, a Python security toolset, along the way. Maps to **CompTIA Security+** and **ISC2 SSCP**.

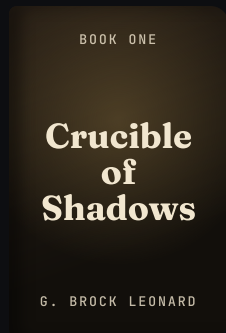
33 chapters

9 appendices

Security+

SSCP

Python Labs

amazon.com/dp/B0HHYRKJ1Y →

FICTION · ALTERNATE HISTORY

Crucible of Shadows

An alternate-history novel following the 77th Infantry Division through the Pacific War, from training in the American West to the fight for Guam. The series continues with *The Weight of Ash*, set on Leyte.

07 / PROJECTS

Things I'm building

INSURANCE TECHNOLOGY

UltraInsure

Platform for independent insurance producers: conversations, Google and iCloud calendar scheduling, CRM, SMS and email, licensing and compliance checks.

.NET 10

MAUI

Cloud Run

Firestore

COMMERCE AUTOMATION

AI Print-on-Demand Platform

Agent-driven design, review and listing of print-on-demand products, built spec-first with human approval gates.

AI agents

Flutter

Cloud functions

MOBILE AND CLOUD

BrockCodes

Mobile development and the systems behind it: device testing, Firebase backends, authentication and local-to-cloud parity.

Firebase

iOS

Android

08 / CONTACT

Let's talk

Hiring for systems administration, help desk, desktop support, infrastructure or MSP support? Call, text or email.

PHONE [702-779-9439](tel:702-779-9439)EMAIL brockleonard.ml@gmail.comWEB www.gbrockleonard.com