

STEVEN BRADFORD

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SENIOR ENTERPRISE SYSTEMS ENGINEER | WINDOWS INFRASTRUCTURE | ACTIVE DIRECTORY / ENTRA ID | AZURE | AUTOMATION | INCIDENT RESPONSE

PROFESSIONAL SUMMARY

Senior systems engineer with 25+ years of experience designing, supporting, securing, and modernizing large enterprise Microsoft environments. Deep background in Windows Server, Active Directory infrastructure, VMware virtualization, clustering, patching, PowerShell automation, audit support, and high-availability operations across complex multi-domain environments. Hands-on experience building and managing servers in Azure, supporting varied identity architectures including Active Directory and Entra ID, and working within privileged access and role-based access frameworks. Known for strong Tier 3 troubleshooting, incident ownership from initial response through root cause analysis and closure, and practical engineering support for secure, stable, scalable infrastructure.

CORE TECHNICAL STRENGTHS

• Microsoft Windows Server Administration	• Active Directory, Entra ID, DNS, and Group Policy
• VMware vSphere and Virtual Infrastructure	• Azure Server Build, Administration, and Support
• PowerShell Automation and Operational Scripting	• SCCM / MECM Provisioning, Patching, and Software Deployment
• Microsoft Clustering, IIS, and SQL Server Support	• Incident Response, RCA, Security Remediation, and Audit Support
• Privileged Access Architecture and RBAC Familiarity	• Enterprise Monitoring, Capacity Planning, and Server Performance

PROFESSIONAL EXPERIENCE

Senior Systems Engineer

Blackbaud | May 2018 – March 2026

- Serve as a Level 3 engineer supporting domestic and international data centers for a large enterprise Windows environment.
- Maintain, develop, and deploy Windows virtual infrastructure supporting 4,000+ servers across 3 forests, 12 domains, and 6 data centers.
- Provide advanced engineering support for Active Directory, DNS, Entra-connected identity environments, SQL Server, IIS, Microsoft clustering, and related core infrastructure services.
 - Build, configure, and manage servers in Azure as part of infrastructure support and modernization efforts.
 - Develop PowerShell automation for post-patch validation, domain controller checks, WS_FTP deployment, and PCI / SOC audit reporting and evidence collection.
 - Manage SCCM / MECM-driven provisioning, Microsoft patching, and selected third-party software deployment and removals; troubleshoot failed deployments and remediation issues.
 - Use Tenable and Kenna findings to identify missing patches and drive vulnerability remediation.
 - Administer VMware environments through vCenter, including new server provisioning, VM monitoring, backups, capacity planning, resource administration, and performance health checks.
 - Respond to internal and external incidents, drive technical investigation, coordinate remediation, perform root cause analysis, and manage issues through closure.
 - Work within privileged-access and role-based access control structures supporting secure administration of enterprise systems.

Master Engineer

Dell | April 2013 - May 2018

- Acted as a Level 3 escalation engineer for enterprise customers across Windows Server platforms and Microsoft infrastructure technologies.
- Troubleshoot and resolved complex issues involving Active Directory, DNS, SQL Server, clustering, SharePoint, and related services.

- Owned significant incident response activity for customer environments, including technical investigation, coordination, problem isolation, root cause analysis, and closure.
- Authored technical knowledge base content to reduce repeat incidents and improve troubleshooting consistency.
- Mentored Level 2 technicians on complex Windows and SharePoint issues, improving internal capability and escalation efficiency.
- Installed and helped develop a SharePoint farm for Dell Labs.

Windows Team Lead

International Paper | May 2000 - April 2013

- Led the enterprise Windows team responsible for 800+ servers across remote and on-site environments.
- Managed team operations including mentoring, training, hiring, performance reviews, and performance improvement.
- Oversaw DMZ Active Directory services and enterprise server operations supporting business-critical infrastructure.
- Led migration initiatives from physical to virtual servers to improve resource utilization and reduce infrastructure costs.
 - Directed internal infrastructure projects, managed production incidents, and led response efforts through troubleshooting, corrective action, root cause analysis, and closure.
- Built and configured HP servers to company standards and supported Dell hardware environments.
- Supported enterprise collaboration platforms, including extensive SharePoint Portal Server work from 2001 to 2010.
- Implemented extranet capabilities for customer transactions and managed ISA Server 2006, external FTP solutions, and web traffic monitoring.

EDUCATION & CERTIFICATIONS

Education	B.S., Computer Engineering Technology, University of Memphis Minor: Electronics Technology
Certifications	ITIL Foundation in IT Service Management MCSE: Cloud Platform and Infrastructure
Relevant Alignment	Windows Server Active Directory / Entra ID Azure VMware PowerShell Clustering IIS SQL Server Audit Support Incident Response