

Thorne Loki Cunningham

Systems & Infrastructure Engineer | Systems Administrator | Active Directory | Virtualization | Disaster Recovery

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PROFESSIONAL SUMMARY

Systems and infrastructure engineer with a professional IT background dating back to 2012 and recent specialization in MSP, healthcare-regulated, and multi-site production environments. Strong fit for Systems Administrator, Infrastructure Engineer, Virtualization Administrator, Senior Technical Support Engineer, and infrastructure operations roles requiring hands-on troubleshooting, server administration, virtualization, backup, and Active Directory support. Known for stepping into unstable or complex environments, identifying root cause, documenting clearly, and helping move infrastructure work from reactive support into repeatable operational process. Maintains a self-hosted technical portfolio at tlctechlab.com to document lab work in Proxmox, Linux, Cloudflare Tunnel, DNS, automation, and secure service publishing.

CORE TECHNICAL SKILLS

Infrastructure: Windows Server 2008 R2-2022, Active Directory, Group Policy, DNS, DHCP, DFSR, file and print services, domain controller lifecycle management

Virtualization and Storage: Microsoft Hyper-V, VMware ESXi, server conversions, Dell PowerEdge, MSA SAN, Synology NAS, SAN/NAS integration

Cloud and Collaboration: Microsoft 365, Office 365, Entra ID / Azure AD, Exchange Online, Exchange Server 2010, SharePoint, Microsoft Teams, Intune, SCCM

Backup and Disaster Recovery: Veeam Backup & Replication, disaster recovery support, backup validation, offsite recovery, business continuity, RPO/RTO-focused operations

Network and Security: Fortinet FortiGate, SonicWall, SSL VPN, IPsec site-to-site VPN, firewall policy support, routers, switches, remote access, HIPAA, PHI/PII data handling

Automation and Tools: PowerShell, Ansible, Bash, Nginx, Cloudflare Tunnel, system auditing, patching support, migration readiness, ServiceNow, ConnectWise, FreshDesk, Jira, Spiceworks, Numara Track-It

HOME LAB AND TECHNICAL PROJECTS

- Self-Hosted Portfolio Website: Built and published tlctechlab.com using Proxmox, a dedicated Debian LXC container, Nginx, Cloudflare Tunnel, proxied DNS, HTTPS enforcement, Cloudflare security rules, rate limiting, and Proxmox container firewall controls.
- Proxmox Virtualization Lab: Built and maintain a Proxmox-based lab to practice virtualization, Linux administration, containerized services, backup planning, DNS behavior, and infrastructure troubleshooting.
- Linux Containers and Network Services: Configured dedicated containers for Pi-hole DNS filtering, cloud services, PDF tools, Docker workloads, monitoring, and automation management using static IPv4 addressing and controlled IPv6 settings.
- Infrastructure Automation with Ansible: Deployed an Ansible management environment with organized inventory, SSH key-based authentication, host key checking, and connectivity validation across multiple Linux-based lab systems.
- Docker Services and Monitoring: Maintained a Docker services container for self-hosted workloads, reviewed Docker network configuration, and validated service separation for easier troubleshooting and administration.
- OpenClaw / AI Workflow Project: Developing an AI-focused project environment to explore local AI workflows, prompt engineering, automation, and practical use cases for technical documentation and repeatable troubleshooting workflows.

PROFESSIONAL EXPERIENCE

Systems & Infrastructure Engineer | MedCo Data, LLC | Clearwater, FL / Remote | April 2025 - Present

- Architect, deploy, and maintain Windows Server 2016-2022 environments across multi-site healthcare client networks, including Active Directory, Group Policy, DNS, and DFSR replication.
- Lead and support complex VMware ESXi to Microsoft Hyper-V migrations, including server conversions, SAN/NAS integrations, and post-migration optimization.
- Deploy and configure Dell PowerEdge hosts, MSA SANs, and Synology NAS systems for client environments requiring reliable storage and infrastructure resilience.
- Implement and manage Veeam Backup & Replication for on-premises and offsite disaster recovery, supporting business continuity and recovery objectives.
- Configure Fortinet firewalls, SSL VPNs, and site-to-site IPsec tunnels to secure client connectivity and protect healthcare-regulated data.
- Develop PowerShell scripts for system auditing, patching, and migration readiness to reduce manual work and improve consistency.
- Provide Tier-3 escalation support for complex infrastructure incidents involving authentication, replication, DNS, virtualization, backup, firewall, and server issues.
- Mentor junior technicians and standardize technical documentation, including infrastructure runbooks, deployment checklists, and remediation notes.

Remote System Administrator | Westcoast Computer Services, Inc. | Tampa, FL / Remote | June 2024 - April 2025

- Managed IT systems for 100+ client businesses across diverse industries, maintaining performance, reliability, and security in remote MSP environments.
- Administered Windows Server 2016/2019/2022 Standard and Datacenter environments, Microsoft 365, and Windows 10/11 endpoints.
- Implemented and managed Hyper-V and VMware virtualization platforms to support client infrastructure needs and improve operational efficiency.
- Configured and maintained SonicWall and Fortinet firewalls, VPNs, and remote access solutions for secure client connectivity.
- Managed Active Directory and Group Policy for user access, security configurations, and standardized system settings.
- Created automation tools and maintained documentation for client environments, configurations, support procedures, and troubleshooting workflows.

Help Desk III | Gulf Coast JFCS | Clearwater, FL | April 2023 - April 2024

- Resolved advanced technical escalations using ServiceNow and FreshDesk, supporting reliable incident management and resolution tracking.
- Administered user accounts, permissions, and endpoint access across Active Directory, Microsoft 365, Group Policy, Intune, and SCCM-supported environments.
- Supported IP phone systems, SharePoint, Microsoft Teams, security awareness initiatives, endpoint maintenance, and user training.
- Oversaw ticket workflows, mentored junior technicians, collaborated with Network and Systems Administrators on larger IT projects, and monitored logs for performance trends.

Hardware Support Engineer | MobileHelp | Boca Raton, FL | September 2022 - March 2023

- Diagnosed and resolved system operation issues for medical alert hardware and associated software platforms using systematic troubleshooting.
- Used SMS diagnostic commands to identify hardware signaling issues and supported RMA processes for returns and exchanges.

IT Support Engineer | Episource LLC | Tampa, FL | November 2019 - February 2020

- Provided phone, chat, and email support for internal users in a healthcare data environment handling PHI and PII.
- Managed and escalated support tickets in Jira and coordinated IT equipment distribution for remote staff.

Remote Desktop Support | Zymphony Technology Solutions | Tampa/St. Petersburg, FL | August 2018 - January 2019

- Managed ConnectWise service requests for multiple clients and provided remote support for Microsoft 365, Active Directory, Microsoft Office, workstations, servers, and network devices.
- Created and managed Active Directory user accounts, diagnosed routers/firewalls/switches, and documented troubleshooting procedures for team knowledge sharing.

Advanced Wireless Support Agent | Support.com | Tampa, FL | November 2017 - August 2018

- Delivered phone and remote-access support using TeamViewer and LogMeIn for wireless gateway setup, network connectivity, device configuration, email issues, and authentication errors.

Regional Field Tech | PLS Financial Services | Dallas/Fort Worth, TX | April 2013 - April 2014

- Supported 21 retail locations across the Dallas/Fort Worth market with server installations, POS workstation imaging, Livewire POS support, network administration, printer/copier support, and mobile device support.
- Provided 24/7 on-call technical support and used Numara Track-It to document and resolve issues across store environments.

IT Consultant | Network Advisors | Dallas, TX | March 2012 - March 2013

- Supported multiple clients with Windows 7 domain terminals, Server 2008 R2, Active Directory user and computer administration, Exchange Server 2010, software installations, network cabling, and remote support.
- Configured POS systems, including iPod-based mobile POS handhelds using remote desktop access to Terminal Server.

ADDITIONAL BUSINESS, SECURITY, AND SALES EXPERIENCE

Armed Guard & Executive Protection | ARDENT Protection LLC | February 2021 - July 2022

Owner / Broker | TLC Insurance Brokers | Florida | March 2020 - March 2021

Account Executive | Network Craze Technologies | Tampa Bay, FL | July 2019 - October 2019

Spotter Car | United Auto Recovery | Birmingham, AL | February 2017 - June 2017

EDUCATION AND PROFESSIONAL DEVELOPMENT

Western Governors University | Accelerated IT Bachelor's and Master's Degree | Information Technology | In Progress, started May 2026

Southern New Hampshire University | Bachelor of Science coursework, Information Technologies, Business Management concentration | Transferred to WGU

Trailhead by Salesforce | December 2024

National Society of Leadership and Success (NSLS) | Inducted Member