Nikolas Bretschneider

Greater Lansing Area, MI. - Bretschneider93@gmail.com

Motivated, knowledgeable IT leader with a desire to grow with an organization. I am a customer service oriented individual with over a decade of professional IT Experience.

Skills Summary

- Windows Server 2012-26
- Hardware Troubleshooting
- LAN/WAN Administration
- VPN implementation
- Solarwinds Monitoring
- AWS (EC2, SSM, EKS)
- Powershell Scripting
- Office 365 Migrations
- Software deployment
- Security Auditing
- Policy Authoring
- MDM Policy
- Kubernetes
- Project Management
- AD Server Migrations
- Tech Documentation
- Microsoft SQL
- M365 Security
- Helpdesk Management
- vSphere 6.7 - 7.0
- Android / iOS Support
- SharePoint Administration
- DNS
- Exchange 2013 - EXO

Professional Experience

CLOUD OPERATIONS ENGINEER – KYRIBA (06/20/2023 – PRESENT)

- Administered and troubleshot large-scale Kubernetes environments using Rancher, Argo CD, kubectl, and Helm, supporting business-critical financial applications.
- Managed production and pre-production cloud infrastructure across multiple global data centers running on AWS and Kubernetes.
- Led root cause analysis for production incidents by correlating application logs, Kubernetes events, Linux system logs, and infrastructure metrics.
- Performed Linux systems administration across Amazon Linux, Ubuntu, RHEL, and CentOS, including service management, storage expansion, certificate maintenance, filesystem troubleshooting, and OS patching.
- Managed TLS/SSL certificate deployments for customer-facing services, validating certificate chains, resolving trust issues, and restoring secure application availability.
- Automated operational tasks using Bash, PowerShell, and Ansible to improve deployment consistency and reduce manual effort.
- Supported Git-based infrastructure workflows, performing code reviews, branch management, merge requests, and infrastructure-as-code updates.
- Deployed and maintained Apache HTTP Server, application servers, and supporting middleware in highly available production environments.
- Diagnosed Kubernetes scheduling, storage, networking, and startup failures involving StatefulSets, Persistent Volumes, node affinity, taints, probes, and container initialization.
- Worked extensively with AWS services including EC2, Systems Manager (SSM), networking, and cloud infrastructure supporting globally distributed applications.
- Collaborated with software engineering, DevOps, QA, database, networking, and customer support teams to resolve high-priority production incidents within SLA targets.
- Supported secure customer file transfer infrastructure using ProFTPD/SFTP, troubleshooting authentication, connectivity, and enterprise integration issues.
- Managed enterprise monitoring and logging using Splunk, identifying infrastructure issues and validating log ingestion across distributed environments.
- Performed infrastructure validation and post-deployment health checks following releases, maintenance activities, and customer migrations.
- Troubleshot Active Directory, DNS, networking, and certificate-related issues affecting distributed enterprise applications.
- Supported compliance-driven operating system patching initiatives for regulated environments, ensuring infrastructure met internal security and audit requirements.
- Documented operational procedures, troubleshooting steps, and deployment processes to improve team knowledge sharing and incident response.
- Supported SOC and SWIFT compliance initiatives by performing operating system patch validation, infrastructure remediation, and evidence collection across Linux and Windows environments to meet audit and security requirements.

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IT SYSTEMS ADMINISTRATOR II – DAKKOTA INTEGRATED SYSTEMS (03/01/2022 – 06/06/2023)

- Virtualizing infrastructure for a large-scale automotive production organization
- Monitoring datastore growth utilizing Netwrix and vSphere alerting
- Implementing computing infrastructure to support assembly lines
- Testing cloud platforms such as AWS, Azure, and Google Cloud to transition away from physical infrastructure
- Managing over 1600 devices through Microsoft Endpoint Manager
- Supporting the production IT teams to ensure high production uptime
- Managing virtualization and data retention for disaster recovery utilizing Rubrik and Veeam solutions
- Helped rewrite company cyber security policy for insurance qualifications
- Modernized SharePoint collections
- Auditing security compliance to customer standards
- Training plant IT professionals to standards set by the corporate IT team
- Windows patching through Microsoft System Center Configuration Manager

IT MANAGER – SKYMINT BRANDS (11/12/2018 - 02/14/2022)

- Scaled the organization from a twenty-employee workgroup to a domain network with approximately 500 unique users
- Implemented and managed a Class A network with over 3000 concurrent connections utilizing Meraki SD-WAN
- Oversaw the network and PC implementation of sixteen new retail and production facilities within the state of Michigan
- Continuous facilitation of training for office and production staff on IT subject matters
- Enabled a 100% office transition into telecommuting roles during a global pandemic
- Guided the IT aspects of a company-wide rebranding initiative
- Independently implemented a functional intranet platform utilizing SharePoint Online containing over 3 TBs of user data
- Managed company domains via GoDaddy, Cloudflare, Office 365, and improved website security with SSL certificates
- Implemented weekly meetings for my department resulting in better IT communication throughout the organization
- Navigated IT growth through the unique regulatory standards of the cannabis industry
- Implemented retail point of sale systems including debit terminal integrations
- Cooperated with multiple departments for on-schedule retail store launches
- Deployed cybersecurity trainings improving phishing awareness for the organization
- Worked with vendors to ensure facility security compliance to LARA and CRA requirements

IT SYSTEMS ADMINISTRATOR – STRATEGIC COMPUTER SOLUTIONS, INC. (03/23/2014 - 11/12/2018)

- Independently supported over 200 client site locations
- Spec'd, ordered, and built PCs and Servers tailored towards the business needs of the client
- Managed Group Policies and Active Directory Servers for multiple client sites
- Implemented and managed Class B network configurations
- Worked with software/hardware vendors to efficiently resolve client issues
- Ensure business compliance with HIPAA standards
- Hosted eCommerce websites adhering to PCI compliance requirements

TIER 2 CUSTOMER SERVICE REP & TEAM LEAD – TELEPERFORMANCE [GOOGLE PROJECT] (09/01/2013 - 01/24/14)

- Troubleshoot Google products and software
- Submit bug reports directly to subject matter experts at Google HQ
- Trained and mentored over 30 Tier 1 support representatives

Certification

VMware Certified Professional – Data Center Virtualization 2023 (VCP-DCV 2023)
Credential ID VMW-03209319F-03145780

Education

WASHTENAW COMMUNITY COLLEGE (08/2011 - 06/2017) DIPLOMA RECEIVED

Graduated as an Associate of Applied Science in Occupational Studies.

PINCKNEY COMMUNITY HIGH SCHOOL (08/2007 - 07/2011) DIPLOMA RECEIVED