

Ralph Brandsma JR.

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Professional Summary

I have a hard-working personality and have had a passion for technology my whole life. I am always trying to learn as much as possible about my work and apply it to increase my knowledge and reach. I pick up on new ideas fast and plan a track to always continue improving that knowledge and building into other topics.

- Willing to relocate
- Authorized to work in the US for any employer

Work Experience

Systems Specialist

I-Tech Technology Consulting-Houston, TX

May 2023 to Present

- Efficiently resolving client related IT. support needs
- Upholding a "fix right the first time" technical culture
- Ongoing technical training and certification
- Creating trust-based relationships with clientele through reliable service delivery
- Consistent follow through and follow up to ensure client satisfaction
- Extensive use of ConnectWise (PSA Software) for tracking service details, documentation, and all other relevant information
- Extensive use of Labtech/Automate RMM software for providing client support and maintenance
- Providing remote and on-site IT. support for diverse client IT. environments
- Maintaining and supporting Active Directory & Work Group environments
- Configuring, troubleshooting, and maintaining Microsoft 365 ecosystem of products & services:
 - Exchange, SharePoint, Teams, Office Suite, Azure AAD
- Assisting clients with the evaluation, planning, deployment, and support of AI technologies within existing IT environments

- Deploying and supporting locally hosted Large Language Models (LLMs) using Ollama and LM Studio
- Setting up and deploying hosted AI models and services using OpenAI and Microsoft Copilot
- Working with clients to evaluate local versus hosted AI solutions based on security, privacy, accessibility, and business requirements
- Setting up and securing Model Context Protocol (MCP) connections to Microsoft and third-party APIs and services
- Assisting clients with integrating MCP-enabled connections into existing business workflows and IT environments
- Implementing and maintaining client specific IT security requirements for AI systems, API connections, and associated client data
- Creating and maintaining accurate client specific IT infrastructure documentation
- Recommending and/or performing applicable upgrades to IT systems
- Development and implementation of LOB monitoring and management applications

Network Administrator

City Ambulance Service-Spring, TX

August 2020 to May 2023

Responsible for overseeing the company's computer systems and networks to ensure proper maintenance and security.

Daily duties include -

- Working with the Director of IT and employees to identify network and computer system needs.
- Researching and creating plans to implement further Hardware and Software improvements.
- Managing Connections between various SaaS and local systems.
- Verifying SLA's are met for critical "No-Pause" departments.
- Completing "Ticket Items" as request are made
- Overseeing the installation of new hardware and software systems.
- Setting up new devices, (laptops, phones, tablets), for Field employees
- On-Site diagnostics and repair of satellite location systems
- Manage devices needed for Events and new employee onboarding process
- Train QA-QI staff on Supporting medics with the ePCR system
- Train HR staff on using the Hiring Process Manager in Traumasoft

Overview of Previously managed, and personally implemented, Site and Systems:

- Router/Security Appliance: Fortinet FortiGate in HA mode
- Dedicated WAN connection with 1gig failover via FortiGate SDWAN
- Policy and endpoint-group based Access and monitoring for network connections
- MikroTik POE switches with VLAN Tagging by department/endpoint-group
- On-Prem Exchange 2019 Server

- On-Prem Virtualization utilizing ProxMox for ~30 VDMs and 2 VSMs
- On-Prem NAS via TrueNAS for file-sharing and Hosting local access to QuickBooks Accounting software
- 2 independent Cloud-Hosted VOIP PBX's
- Wi-Fi Solution using Ubiquiti UniFi APs and Controller
- over 110 MDM managed Tablets for Medic Endpoints
- over 110 MDM managed phones for PTT communications
- Personally Developed Device inventory Database and web-access for accounting for and tracking all 220 devices listed above
- Personally developed applications to increase other department efficiency

Help Desk Manager

Merit Technology Consultants-Humble, TX

August 2019 to March 2020

managed the performance of Level 1 and Level 2 services, and support to users.

Confirmed that SLA's were achieved.

Responsible for ensuring the support exceeded expectations in regards to performance and defined metrics, and that standards and processes were followed to provide effective customer service and met requirements.

Directional Driller and Locator

Noble Underground LLC-Montgomery, TX

October 2018 to August 2019

Operated and Located for the Directional Drilling Machine. Planned routes and depth charts in order to meet specifications and standards for Natural Gas poly and steel pipelines. Maintained all related equipment and paperwork. Obtained a CDL for transporting machinery between sites.

Service Technician

Hwy 59 Appliances LLC-New Caney, TX

June 2015 to October 2018

On the road service technician. Worked in customers' homes to perform repairs and installations. Communicated with the customer to inform them what repairs and services were needed to solve the problem presented, and assist them to a better understanding of said problem to help them with their products in future endeavors. Technical knowledge and experience was used to interpret the symptoms and determine a solution to the presented issue.

Education

Associate's in General Studies

Lone Star College System-Kingwood, TX

August 2013 to May 2016

Skills

Soft Skills

- Customer Service
- Project Management
- Vendor Communication and Sales
- Networking

Technical Skills

- Virtualization
 - VMWare
 - Hyper-V
 - Proxmox
 - TrueNAS
- Computer Networking
 - VoIP
 - DHCP Server Management
 - TCP/IP Stack
 - DNS
 - Network Security
 - Network Monitoring
 - NGFW
 - SonicWall
 - Fortigate
 - OPNSense
- Windows
 - Server
 - Workstation
 - Active Directory
 - Remote Desktop

- Linux
 - Ubuntu Server
 - Ubuntu Desktop
- System Administration
- Software Troubleshooting
- Azure Hosting Management & Deployment
- Intune and MDM Management & Deployment
- Artificial Intelligence (AI)
- Hardware Repair
- Remote Access Software Deployment & Management
- Microsoft Exchange
- Windows Server

Programming

- C#
- PowerShell
- Python
- C
- Docker
- Git
- Model Context Protocol (MCP)
- Large Language Models (LLMs)
- RESTful APIs
- Ollama
- LM Studio
- Claude
- OpenClaw
- OpenAI Management & Deployment
- Microsoft Copilot Management & Deployment
- Encryption

Awards

Presidential service award

May 2015

For excellence in service to the community. Over 400 volunteer/service hours.