

JOSEPH HUGHES

Systems & Infrastructure Engineer | Technical Projects | Solution Design

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PROFESSIONAL SUMMARY

Systems and infrastructure professional with 8 years of progressive IT experience across managed services, systems administration, cloud support, technical escalation, and solution design. Connects infrastructure assessments and business requirements to practical project plans, with experience coordinating vendors and engineering teams from discovery through deployment and go-live.

PROFESSIONAL EXPERIENCE

Starfish Computer Corporation

Sales Engineer | September 2024 - Present

- Lead technical discovery and infrastructure solution design; develop bills of materials, select products and vendors, support proposals and client presentations, and coordinate project handoff and post-sale technical work.
- Conduct onsite assessments for prospective managed-services clients, identify infrastructure risks and gaps, and document findings and remediation recommendations for sales and engineering teams.
- Coordinated a **30,000-square-foot headquarters relocation supporting approximately 450 employees** over 6-8 months, from architectural planning and construction checks through equipment setup, configuration, and the physical move.
- Coordinated construction, cabling, security vendors, and engineering for **37 access points, 11 switches, 12 conference rooms, a three-rack data center, and two IDFs**; identified incorrect cable runs and a required wall-layout change during onsite reviews.
- Support **4-6 credit union branch openings, relocations, and acquisitions** from architectural meetings and infrastructure design through vendor coordination, project handoff, deployment assistance, and post-go-live coordination.
- Provided technical discovery and solution engineering supporting onboarding of approximately **6-8 new managed-services clients**; assisted with planning and setup for a public-sector data center modernization project.

Level 2 Engineer | April 2023 - August 2024

- Served as a primary escalation resource for Level 1 technicians, troubleshooting endpoint, server, Microsoft 365, networking, and application issues across managed client environments.
- Delivered onsite and remote support, handled escalated service-desk incidents, and supported Level 3 engineers with advanced infrastructure troubleshooting and project work.
- Performed server and endpoint patching, system maintenance, remediation, and technical documentation to support troubleshooting continuity and engineering handoffs.

EDUCATION

Auburn Career Center | 2017 - 2019

Career Technical Program - Internet Programming & Development

Honors | National Technical Honor Society

Lakeland Community College | 2017 - 2019 | Computer & Information Sciences coursework

PROFESSIONAL EXPERIENCE, CONTINUED

Hyland Software

Cloud Specialist 1 | November 2021 - April 2023

- Supported cloud infrastructure, networking, servers, and hosting tools for customer environments; investigated issues using internal monitoring, diagnostic tools, and support processes.
- Performed scheduled database and environment refreshes and server migration activities for customer and internal requirements.
- Worked with customers, partners, and internal technical teams to clarify requests, investigate infrastructure issues, and coordinate resolution.

Concord Technology Group

Lead Systems Administrator | October 2020 - October 2021

- Served as dedicated lead administrator for a school environment with **700+ users and endpoints**; delivered Tier 2/3 support across client/server, storage, and networking issues.
- Led email and Microsoft 365 tenant migrations; configured and deployed network equipment, workstations, and servers, including **Windows Server 2008 R2 to Server 2019 upgrades**.
- Created administrative automation with **PowerShell and Group Policy** and contributed to disaster recovery plan development, administration, and testing.

EARLIER EXPERIENCE

Kloud9 IT

Technical Support Engineer | February 2020 - October 2020

Provided client networking, application, and endpoint support; coordinated with software vendors, supported rollouts, and joined sales engineers on customer site visits for technical questions.

Presrite Corporation

IT Coordinator | September 2019 - March 2020

Supported IT across four locations, including Active Directory, PC deployment, and asset management; helped transition the Sightline application from local servers to cloud hosting.

Cornerstone IT

Helpdesk Engineer | September 2018 - September 2019

Resolved an average of 20 tickets daily across desktop, networking, and server support; deployed workstations and remediated malware and other endpoint threats.

TECHNICAL SKILLS

Microsoft: Windows Server, Microsoft 365, Exchange Online, Entra ID, Azure, Intune, Active Directory, Group Policy, DNS, DHCP, PowerShell

Infrastructure: VMware ESXi/vCenter, Hyper-V, HPE and Dell servers, HPE SAN, Dell EMC SAN, Synology, iSCSI

Networking & recovery: Cisco, Aruba, UniFi, WatchGuard, Fortinet, VLANs, wireless deployments, Datto, Veeam, disaster recovery support

Operations: NinjaOne, HaloPSA, Tigerpaw, technical documentation, vendor coordination, infrastructure assessments, rack installation, after-hours cutovers