

JAMES HOLAN

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PROFESSIONAL PROFILE

Technical Systems Professional and Administrator with over 20 years of experience ensuring 24/7 infrastructure availability and secure network operations. Proven expertise in deskside support, remote systems management, and NOC-style monitoring within high-stakes government and commercial environments. Expert in the Microsoft ecosystem, including Azure, Entra ID, and Intune, with a deep background in Cisco routing and LAN/WAN troubleshooting. Holds a US Gov Tier 4 Public Trust clearance and an advanced security certification (CASP+), specializing in identifying system vulnerabilities and maintaining a hardened security posture.

TECHNICAL SKILLS

- US Gov Tier 4 Public Trust Clearance
- MCSE
- CCNA
- CompTIA CASP+
- CompTIA A+
- CompTIA Network +
- CompTIA Security +
- CompTIA CYSA+
- Google IT Pro
- Azure Admin
- ITIL (In Progress)
- ServiceNow
- Router configuration
- Cisco
- Server, 2016, 2019, 2022
- DNS
- Active Directories
- Azure
- MS Entra ID
- Office/MS 365
- Microsoft Teams
- Microsoft Office
- Windows10,11
- Microsoft Exchange Server Admin
- Devops licensing/testing
- Fabric / Dataverse
- **Intune-Autopilot**
- **MS Copilot**
- Desktop administration
- Management Experience
- Training and Teaching Experience
- TCP/IP
- Help Desk
- Salesforce Admin
- Zendesk Admin
- Kaseya RMM
- PC/Laptop hardware
- Army National Guard 6 years
- PC/Laptop Hardware
- 3CX VOIP Admin
- Genesys Admin

PROFESSIONAL EXPERIENCE

The Providencia Group
IT Manager

Dallas, Tx
3/2021 – 1/2026

- Security Infrastructure Management: Directed remote operations to assess organizational infrastructure and data, identifying critical vulnerabilities and mitigating technical risks.
- Federal Contract Leadership: Managed a distributed IT team in providing specialized technical support for high-stakes government contracts.
- NIST Compliance & Authorization: Leveraged the NIST framework to lead the development of company Authority to Operate (ATO) packages.
- Policy Development: Authored comprehensive IT policies, procedures, and Standard Operating Documents (SOPs) designed to strengthen the organization's overall security posture.
- Full-Stack Systems Administration: Executed complex system administration tasks, including OS upgrades, hardware deployments, and the management of ServiceNow, Kaseya RMM, and Office 365 environments.
- Network & Mobile Engineering: Orchestrated the setup and maintenance of wireless technologies, including WAPs, Wi-Fi, MiFi, and corporate mobile device configurations.
- Mission-Critical Field Support: Provided remote and on-site technical support for HHS processing operations, ensuring continuous service for immigration request fulfillment.
- High-Availability Operations: Delivered 24/7 technical support for emergency operations while leading IT orientation and training classes for new personnel.
- DevOps Collaboration: Partnered with DevOps teams to manage the licensing, testing, and successful rollout of new enterprise products.

- Career Progression: Rapidly promoted through increasingly responsible roles, including IT Helpdesk Technician, Systems Administrator, and Security Analyst, culminating in the position of IT Manager.

BlackBeltShop.com
Irving, Tx
System Administrator/Infrastructure Lead
11/2002 – 1/2021

- Network Infrastructure Management: Architected and maintained the company LAN, WAN, and Wi-Fi networks, including the configuration of routers, switches, and secure hotspots.
- Security & Compliance: Spearheaded all projects to ensure strict PCI-DSS compliance for credit card processing and data handling across all digital platforms.
- Hardware & Connectivity: Managed full-cycle hardware deployments, including the physical installation and termination of networking cables to support office expansion.
- Cloud Administration: Administered the integration of various SaaS applications and oversaw digital communication tools, including Zoom and internal messaging systems.
- Systems Integration: Leveraged API-based tools and specialized apps to synchronize complex data sets between the core Shopify database and multiple external platforms.
- Project Management: Led technical projects focused on Search Engine Optimization (SEO) and Social Media Optimization (SMO) to ensure high availability and visibility of corporate digital assets.

Symon Communications
Plano, Tx
System Engineer/Technical Support Manager
1/1998 – 1/2002

- Duties included traveling to client sites across North America to install Windows NT, Windows 98, in multimedia call centers, and configuring it to operate with our Symon software.
- Installed Symon software, hardware that connected to PBX switches and provided training of the operation of this software to the clients.
- Managed a Technical Support desk that provided support for our customers and our field Engineers.

GTE
Irving, Tx
Plant Assignment Clerk/Phone Support
1/1997 – 1/1998

- Connection of phone service to customers using software applications that accessed a Unix database.
- Assisted field technicians in locating facilities and troubleshooting problems with cable pairs over the phone.
- Maintained system functionality by testing computer components.
- Handled customer complaints, provided appropriate solutions and alternatives within the time limits; followed up to ensure resolution.

EDUCATION

Networking Technologies Program
Dallas, Tx

Southern Methodist University

CERTIFICATIONS

CompTIA A +
CompTIA Network +
CompTIA Security +
CompTIA CySA +
CompTIA Advanced Security Practitioner (CASP+)
CCNA
MCSE
Google IT Pro
IBM Cyber Security Analyst
Azure
ITIL (In Progress)