

Keagan Ball

Senior IT Support Specialist / Systems Administrator

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Madison, OH | Open to Remote & Hybrid | keaganball.dev

SUMMARY

IT professional with hands-on experience in healthcare infrastructure, systems administration, and enterprise support within high-availability clinical environments. Background supporting multi-site healthcare operations while building internal automation tooling, reporting systems, and infrastructure integrations. Transitioning into Infrastructure and Platform Engineering with a focus on automation, virtualization, Azure, and AI-assisted systems.

CORE TECHNICAL SKILLS

Infrastructure & Systems	Windows Server, Active Directory, Group Policy, Microsoft 365, Exchange Online, Azure / Entra ID, Hyper-V, Proxmox, Docker, Linux (Ubuntu/Debian), DNS/DHCP, VLANs & Switching, Reverse Proxies & TLS, Endpoint Management, PowerShell
Automation & Development	C# / .NET 8, ASP.NET Core MVC, Python, REST APIs, SQL Server, MySQL, Entity Framework Core, Dapper, Git & GitHub, JSON/YAML, RabbitMQ, Microsoft Graph API, Automation Workflows
Security & Operations	Microsoft Defender, Email Security & Anti-Spoofing, Secure Remote Access, RBAC Concepts, Audit Logging, PRTG Monitoring, Infrastructure Documentation, Change Control, HIPAA-Conscious IT
Enterprise Platforms	ManageEngine Endpoint Central, ManageEngine ServiceDesk Plus, Milestone XProtect, GoTo Connect, SharePoint Online, Cisco Switching, Barracuda Firewalls

PROFESSIONAL EXPERIENCE

Senior IT Support Specialist / Systems Administration

Jun 2022 - Present

[Signature Health, Inc.](#)

Advanced technical support and systems administration for a multi-site healthcare organization. Role expanded from escalation support into infrastructure administration, automation development, and operational engineering.

- Took ownership of PRTG monitoring - expanded to 200+ sensors, built custom PowerShell EXE sensors for application health checks, and configured tiered alert escalation to surface real incidents faster.
- Developed PowerShell automation for AD and M365 user lifecycle management using the Microsoft Graph API - replacing per-request manual workflows with a consistent, auditable, logged process.
- Built operational tooling from scratch: SQL-backed asset tracking platform, GoTo Connect device automation for site-based paging compliance, and automated PRTG health reports distributed to leadership.
- Managed Hyper-V virtualization estate including VM templates and infrastructure for 40+ production workloads serving clinical and administrative systems.
- Introduced Git-based configuration management and runbook documentation standards - bringing infrastructure changes into version control and making procedures reproducible.
- Expanding into Azure: hybrid identity with Entra ID, Infrastructure-as-Code concepts, and repeatable deployment practices targeting cloud and platform engineering roles.

PowerShell | PRTG | Active Directory | Microsoft Graph | Hyper-V | Windows Server | Linux | Azure/Entra ID | Docker | SQL Server | Python | Git

Information Technology Specialist

Dec 2020 - Jun 2022

[Signature Health, Inc.](#)

Escalation-focused support role progressing toward systems administration. Technical escalation point for complex user, device, application, and infrastructure-adjacent issues while deepening skills across AD, endpoint management, and scripting.

- Served as escalation point for complex provisioning, application access, and recurring issues requiring root-cause analysis rather than one-off fixes.

- Began writing purposeful PowerShell scripts for repeatable support tasks, user lookups, and reporting - reducing manual work and improving consistency across workflows.
- Expanded into monitoring and infrastructure visibility work, learning how alerting and service health tied into day-to-day support quality.

Windows Server | Active Directory | Group Policy | PRTG | WSUS | SQL Server | PowerShell | Networking

MAJOR PROJECTS

<p>ENTERPRISE TOOLING</p> <p>Central Asset Tracking System</p> <p>Enterprise reporting and reconciliation platform comparing expected equipment assignments against actual assigned assets. Read-only audit architecture with automated sync workflows and Active Directory reconciliation.</p> <p>.NET 8 SQL Server EF Core Microsoft Graph API AD LDAP Endpoint Central</p>	<p>AUTOMATION</p> <p>GoTo Connect Automation Platform</p> <p>Internal automation managing enterprise phone devices and emergency paging compliance across multiple healthcare sites. API-driven configuration management with site-based assignment and operational compliance workflows.</p> <p>Python REST APIs GoTo Connect API SQL Reporting</p>
<p>AI INFRASTRUCTURE</p> <p>Policy & Procedure AI System</p> <p>Local RAG-based AI system for internal policy retrieval and Q&A.; Secure, document-grounded responses with fully offline infrastructure - no cloud dependency, designed for compliance-focused healthcare environments.</p> <p>.NET 8 Minimal API Ollama Qdrant Docker SQL Server</p>	<p>HOMELAB</p> <p>Infrastructure Engineering Lab</p> <p>Personal infrastructure sandbox for virtualization, AI workloads, containerization, monitoring, and automation experimentation. GPU-backed inference, VLAN segmentation, reverse proxies, TLS, and self-hosted monitoring stack.</p> <p>Proxmox Docker Linux VLAN Segmentation Monitoring</p>

EDUCATION & CERTIFICATIONS

<p>Bachelor's Degree - Information Technology</p>	<p>In Progress Systems Administration, Security, Networking, Web Technologies, Infrastructure, Software Development</p>
<p>Microsoft 365 Administrator (MS-102)</p>	<p>Pursuing Microsoft 365 administration, Entra ID, identity lifecycle, Exchange Online, compliance, hybrid environments</p>
<p>CCNA</p>	<p>Planned Networking, routing & switching, VLANs, subnetting, enterprise networking fundamentals</p>
<p>Azure Certifications (AZ-900 -> AZ-104)</p>	<p>Pursuing Azure infrastructure, administration, networking, identity, and cloud operations</p>