

# BRIAN WHEELER

IT SUPPORT • SYSTEMS • INFRASTRUCTURE • SECURITY

Lafayette, LA | (337) 789-1644 | [brian.wheeler03@yahoo.com](mailto:brian.wheeler03@yahoo.com)  
[linkedin.com/in/brian-wheeler-786269268](https://www.linkedin.com/in/brian-wheeler-786269268) | [portfolio.virtura.us](https://portfolio.virtura.us) | [github.com/Wheelbc-Virtura](https://github.com/Wheelbc-Virtura)

## PROFESSIONAL PROFILE

IT support and deployment professional with hands-on experience in enterprise device deployment, network integration, endpoint troubleshooting, user support, asset management, security configuration, documentation, and end-user training. Combines professional IT experience with extensive prior operations leadership in hospitality and food service. ISC2 SSCP and CompTIA certified, with an Associate of Science in Information Technology and continued cybersecurity education.

## CORE TECHNICAL CAPABILITIES

### Support & Deployment

Technical troubleshooting • Remote support • End-user training • Documentation • Escalation

### Systems & Platforms

Windows • Linux • Microsoft 365 • Proxmox • Docker • ZFS/storage • Hardware deployment

### Networking

IP configuration • DNS/DHCP • VLAN segmentation • Domain connectivity • SMTP • Network printing

### Security & Automation

Device hardening • Access control • Network isolation • Python • PowerShell • Repeatable workflows

## CERTIFICATIONS

### ISC2

Systems Security Certified Practitioner (SSCP)

### COMPTIA

Security+ ce • Network+ ce • A+ ce • Project+ ce

### COMPTIA STACKABLE

IT Operations Specialist (CIOS) • Secure Infrastructure Specialist (CSIS)

## PROFESSIONAL IT EXPERIENCE

### Client Onboarding Technician | Novatech

Aug 2024 - Present

Lafayette, LA

- Configure and deploy enterprise MFP systems across Canon, Konica Minolta, Brother, and HP environments to customer workflow, security, and network requirements.
- Perform IP configuration, domain connectivity, print driver installation, SMTP, scan-to-folder, and related network integration.
- Troubleshoot hardware, software, connectivity, and configuration issues during build, delivery, remote support, and onsite deployment.
- Apply device hardening and security policies; manage concurrent deployments while maintaining documentation quality and customer requirements.
- Train end users on device operation, scanning workflows, and basic troubleshooting.

### IT Intern | Pharma-Safe Industrial Services

Jul 2023 - Aug 2024

Lafayette, LA

- Supported IT operations through troubleshooting, user support, asset management, documentation, software testing, and cross-functional project work.
- Maintained IT asset records to improve hardware/software visibility, lifecycle tracking, and accountability.
- Documented recurring issues and support procedures; identified repeat problems and organized information to improve support consistency.
- Collected user feedback, tested software changes, and communicated usability issues to support targeted improvements.

SELECTED TECHNICAL PROJECTS

Segmented Self-Hosted Homelab *Personal Lab | Ongoing*

Security-focused infrastructure environment designed to demonstrate practical systems, networking, and operational troubleshooting.

- Designed and maintain a Proxmox and Docker environment using trust-based VLAN segmentation, internal/split DNS, reverse proxy routing, monitoring, remote access, and ZFS-backed storage.
- Separated management, trusted/family, guest, IoT, lab, and gaming workloads into distinct trust zones with controlled inter-network access.
- Documented architecture, service roles, troubleshooting lessons, and sanitized public diagrams in GitHub.

Green Parts Inventory *Workplace / Personal Development Project | 2025 - Present*

Inventory and equipment-tracking application built around real technician workflows and operational requirements.

- Implemented searchable model records, role-based access, QR workflows, audit history, equipment tracking, and technician-focused lookup.
- Translated workflow problems into application requirements and iterated on usability, auditing, and support features.

EARLIER OPERATIONS LEADERSHIP

Extensive prior leadership experience in customer-facing, high-volume operations adds depth in training, process improvement, cost control, inventory, scheduling, and decision-making under pressure.

General Manager | Sonic Drive-In

May 2021 - Dec 2021

Meridian, MS

- Managed inventory, bills, payroll, customer issues, recruiting, training, coaching, and day-to-day restaurant operations.
- Identified process, equipment, and workflow changes to improve service quality and reduce losses.

Chef | Target Hospitality

Dec 2018 - Apr 2021

Pecos, TX

- Supported high-volume workforce-camp food operations, trained kitchen staff, maintained food-safety standards, and managed stock and ordering.

Front & Back Manager | Xanterra Travel Collection

Apr 2014 - Jul 2018

Yellowstone National Park, WY

- Developed SOPs, created staff schedules, managed inventory and ordering, interpreted financial data, controlled costs, and improved guest experience.

EDUCATION & CONTINUED DEVELOPMENT

Western Governors University

B.S. Cybersecurity & Information Assurance

In progress • Expected Jul 2027

South Louisiana Community College

Associate of Science in Information Technology

May 2024 • GPA 3.65 • Dean's List

**2026 DEVELOPMENT:** Continuing advanced security coursework with ISC2 CCSP, CompTIA CySA+, and CompTIA PenTest+ targeted as part of ongoing professional and degree development.