

# Christopher Bradshaw

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## IT OPERATIONS ANALYST

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**Adept. | Learner. | Teacher. | Caregiver. | Enthusiastic.**

I am a self-motivated and adaptable team player with a commitment to excellence in all my endeavors. With a discerning eye for meaningful work, I invest my time and skills in pursuits that align with my values and make a difference.

## WORK EXPERIENCE

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**CLIENT SERVER OPERATIONS ANALYST INTERMEDIATE** – *Altamonte Springs, Florida*

February 2024 – Present

**AdventHealth**

- Provide critical support for a 24/7 enterprise data center environment, coordinating across hundreds of IT professionals to maintain uptime, optimize performance, and enforce operational standards.
- Perform system monitoring, incident triage, equipment configuration, and infrastructure support including power, cabling, and asset management using tools such as SolarWinds, DS View, and Data Center Expert.
- Support and coordinate major incident response, downtime scheduling, and disaster recovery initiatives alongside technical and executive teams.
- Lead hands-on hardware operations, including server racking, fiber and copper cable deployment, network labeling, and secure decommissioning of legacy assets.
- Contributed to major projects such as a full-site FAS server replacement, ensuring minimal disruption and on-schedule implementation.
- Recognized as Employee of the Month (Feb 2025) and received a formal commendation letter from a Senior Systems Engineer for project excellence and team leadership.
- Role blends physical systems, logistics, change control, and operational resilience—fueling a long-term interest in cybersecurity, threat operations, and enterprise infrastructure.

**SELF EMPLOYED** – Florida

April 2020 – January 2024

**Field Nation - Contract Services Provider**

- Installation, Maintenance, and Repair of Network Equipment.
- Customer communication, Handling mismanaged work orders, Resolving mistakes, Getting everyone working together again.
- Expertise in access point installation/replacement, cable termination, CCTV, desktop support, hardware troubleshooting/repair, server management (HP, Supermicro, Dell, Lenovo), POS systems, networking (routers/switches, including Cisco & Juniper), security/fire systems, telecom, telephony, wireless, and data center management (logistics, policy, power distribution, building, installation, and maintenance).
- Low Voltage Cabling, Fiber Cabling, Dressing, Combing.

**DATA CENTER TECHNICIAN** - *Pendleton, Oregon*  
**Amazon Web Services**

February 2020 - April

As a Data Center Technician at Amazon Web Services, I was responsible for maintaining and troubleshooting the hardware, software, and network infrastructure within the data center. My primary focus was to ensure optimal performance, minimal downtime, and efficient installation of new equipment to support AWS's extensive range of services, including cloud computing, storage, databases, and other technology solutions.

- Gained valuable experience in AWS's proprietary data center environment, contributing to the maintenance and operations of critical infrastructure.
- Leveraged 3 years of prior experience as a Lead Data Center Technician at IBM to adapt to the unique demands and methodologies of the AWS facility.

**LEAD SERVER BUILD TECHNICIAN** - *Chantilly, Virginia* Nov 2015 - Sept 2018  
**SoftLayer / IBM Cloud**

As a Lead Data Center Technician at IBM in the Northern Virginia region, I played a crucial role in overseeing the construction and setup of data centers, ensuring seamless and efficient infrastructure operations.

- Supervising and providing guidance to a team of technicians, managing maintenance and troubleshooting of hardware, software, and network infrastructure within the data center.
- Coordinating deployment and installation of new equipment, implementing data center policies, procedures, and best practices to improve performance, reliability, and security.
- Prioritizing support tickets, identifying opportunities for process improvement, and reporting on data center performance and growth projections to management.
- Assisting in data center expansions, migrations, and upgrades.

**PROJECT MANAGER - Melbourne, Florida**  
**United Service Source, INC.**

March 2013 - November 2015

As a Project Manager at United Service Source Inc. (USSI), my role was to ensure projects were delivered on time, within budget, and to specifications.

- Provided technical support to a field team responsible for maintaining and integrating various markets, including commercial communications and consumer sites.
- Managed daily activities and assignments for 10 remote technicians, ensuring that all projects were completed on time and to the satisfaction of stakeholders.
- Led successful projects from initiation to completion, ensuring smooth integration and optimal performance of new systems.
- Provided end-user support and training, ensuring seamless adoption and effective use of the new systems.

## **EDUCATION**

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**Eastern Florida State University - Cocoa, Florida**

Associate in Arts - Communications, Incomplete. 16 Credits to go! - 2010 -2012

CompTIA A+CE - 47GN5VJEKKE42FZN - 2015

## **PROFESSIONAL SKILLS**

Technical Support

Data Center

Leadership

Project Management

Operations

Communication

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In addition to my IT work, I have three years of experience as a Certified Nurse Aide in Texas and Florida 2012-2014, as well as providing care during employment gaps in Oregon (April 2020). This experience demonstrates my commitment to providing compassionate care and support to our elderly and persons with disabilities.

In February 2025, I participated in a weeklong mission project in Santo Domingo, Dominican Republic, organized by AdventHealth Global Missions in collaboration with Maranatha Volunteers International and Centro Médico Vista del Jardín. Working alongside a team of 41 clinical professionals—including doctors, nurses, physical therapists, IT specialists, and students—we painted six newly constructed kindergarten classrooms and the exterior of a local church building, assembled and distributed 250 wheelchairs to individuals in need, and supported medical treatment and medication distribution for over 1,000 people in rural areas.

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LET'S GO!