

# JAMES WILMOTH

Kannapolis, NC | (980) 500-9636 | me@hazaqames.com | me.hazaqames.com

Analytical, organized, and detail-oriented information systems engineer with extensive knowledge and experience in disaster recovery, scripting & automation, hypervisors & public clouds, security software, and much more. Proven track record of successful solution design, architecture, and implementation. Experienced lead with ownership and mentorship mentality.

## EXPERIENCE

### May 2020 – Dec 2023

NOC Lead | Biz Technology Solutions, Inc. | Mooresville, NC

Responsible for the reactive alerts generated from our clients' environments and the small team of NOC technicians and interns resolving them. Responsible for the maintenance, improvement, and efficiency of our remote monitoring & management software. Responsible for the creation of SOPs and architectural references for the IT Team. Supported the team as a senior engineer and knowledge expert in many areas.

### Jan 2020 – Dec 2023

Senior Automation Engineer | Biz Technology Solutions, Inc. | Mooresville, NC

Responsible for our remote monitoring & management migration, security software migration, and the design & architecture of the automation platform used for all our clients. Responsible for the creation and maintenance of over 320 scripts to automate tasks over tens of thousands of endpoints, along with supporting documentation for the team to follow.

### Jul 2014 – Dec 2023

Information Systems Engineer | Biz Technology Solutions, Inc. | Mooresville, NC

Responsible for our clients' backup solutions, including monitoring, remediation, backup verification testing, disaster recovery, and solution architecture for on-prem, hybrid, and cloud environments. Responsible for creating and maintaining our cloud backup environment. Responsible for vetting, pilot testing, and deploying mobile device management, security, and zero-trust software. Responsible for on-boarding process documentation. Served as escalation point and one of two primary advisors to the IT Director.

## EDUCATION

### Jan 2002 – Jun 2006

Bachelor of Computer Science, Software Engineering and Business Management | University of South Africa/Universiteit van Suid-Afrika

Due to complications with my degree, I chose not to finish.

## SKILLS

Backup & Recovery Systems • Disaster Preparedness • IT Infrastructure Management • Requirements Analysis • Enterprise Architecture • Enterprise Solution Design • Windows Server • Linux Server • Active Directory • Dell Hardware • Scripting & Automation • Office 365 Administration • Azure • VMware • Veeam • SentinelOne • ThreatLocker • Team Leadership • Leadership Development