

Mike (Bert) Roberts

Sr. SysAdmin | IT Ops Manager

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Professional summary

Ever since I was young I've been passionate about helping people and businesses with their IT needs whether through an employer or my own businesses.

I have over 20 years of professional IT experience with 15 years in Ops Management and Senior Administration. Adept at orchestrating MSP operations and enhancing cybersecurity postures.

LinkedIn & Personal

www.linkedin.com/in/bertroberts

www.bertroberts.com

Employment history

JUN 2016 - PRESENT

SALT LAKE CITY, UT

Sr. SysAdmin | IT Ops Manager, Zero 1 Computing

- Managing all aspects of an IT MSP operation including client relationship building.
- Building, migrating, managing, monitoring, and securing client networks.
- Expertise in managing Unifi, industry leading RMM's, MDM's, and Cybersecurity suites.
- Helping clients cut 20-50% of IT costs while assisting in scaled operational growth.
- Implementation of help desk ticketing systems to allow (co)management of client networks.
- Oversee endpoint security of client networks using top industry tools.

JUL 2022 - MAR 2023

SALT LAKE CITY, UT

Sr. SysAdmin | IT Ops Manager, NPI

- Led a strategic migration project for eight businesses, advising both MSP and client executives.
- Managed hundreds of Unifi devices, endpoints, servers, and BDR systems.
- Directed client and MSP IT teams, overseeing help desk operations and tier II/III support.
- Achieved significant cost reductions (25-50%) through centralizing all existing client IT solutions.
- Streamlined IT strategies by enhancing system efficiency and user satisfaction by over 200%.

JAN 2017 - OCT 2017

SALT LAKE CITY, UT

Sr. SysAdmin | IT Ops Manager, The Local Guy

- Executed network evaluations and projects for the largest MSP clientele.
- Provided technical leadership, mentoring, and training to team members.
- Implemented network security measures to protect clients from cyber threats.
- Primary escalated contact for clients to hear needs and deliver solutions.
- Fostered team synergy to deliver projects and streamline client systems.
- Reduced downtime by 30% through strategic IT management and proactive measures.

SEE LINKEDIN FOR FULL JOB HISTORY

Languages

English (Native)



Education

AUG 1998 - AUG 2001

Preston High School, Diploma

Tested into 12th grade computer classes in the 9th grade. Head tech for all 4 years in advanced computers. Handled networks for the entire city school system including the national guard labs.

MAR 2020 - MAR 2026

SALT LAKE CITY, UT

WGU, Bachelors of Cybersecurity and Information Assurance

Currently unenrolled. 35% completed.

Achievements

TryHackMe.com - Achieved Rank #10 in the world and #3 in the US

THM is a cybersecurity and ethical hacking learning platform with competitive leaderboards and over 3 million users. This required approximately 1400 hours of self-training.

TPUSA - Dell Agent Gold Status

Achieved gold agent status for the first year on the B2B call floor before moving to QA.

Boy Scouts of America

Completed Rank of Eagle Scout at 14 years old.

Soft Skills

Leadership & Initiative

Risk Management & Decision-Making

Critical Thinking & Self Learning

Client Building & Active Listening

Vendor & Project Management

Excellent Written & Verbal Communication

Technical Skills

Hardware

Unifi, Cisco, Meraki, FortiGate, Pfsense, SonicWALL, Synology, Dell, HP, SuperMicro, Levono, Apple.

Hypervisors

Hyper-V, VMWare vSphere, Proxmox, KVM, Oracle VM Virtualizer.

Microsoft Proficiency

Microsoft: DOS, Windows 3.1-11 Pro, Windows Server 2008-2022, AD(FS), GPO, SCCM, PowerShell, IIS, MSSQL, AutoIT.

Linux & Unix Proficiency

OSX, Alpine, Debian, Ubuntu, Arch, Red Hat, CentOS, Kali, Zorin, Mint, Parrot OS.

Apps & Tools

Azure, Entra ID, Intune, 365, AWS, Git, Cloudflare, Hugo, Markup/Markdown, Datto RMM, NinjaOne RMM, Apple MDM, Python.

TrueNAS, TaleScale, Docker, Wireguard, Boomi, Fishbowl ERP, Salesforce CRM.

Cybersecurity & Penetration Testing

SIEM, IDS/IPS, DLP, MFA, VPN, WAF, DNSSEC, TLS/SSL, SSH, IAM, PGP, CSRF, XSS, API, DMZ, DRM, EDR, NAC, PKI.

Metasploit, Nmap, aircrack-ng, John the Ripper, Hydra, Burp Suite, SQLMap, OWASP ZAP, Hashcat, Cobalt Strike.

Nikto, DirBuster, Maltego, SET, BeEf, Netcat, Reaver, THC-Hydra, Bettercap, Wireshark, Veil, Empire, Nessus, Fat Rat.

Methodology Understanding

Agile: Scrum, Kanban, Lean, User Stories, Sprint Planning, Daily Stand-ups, Retrospectives.

DevOps: CI, CD, IaC, Version Control, Config Management, Containerization, Automated Testing, Monitoring and Logging.

Compliance Understanding

PCI DSS, HIPAA, GDPR, CMMC, CCPA, FedRAMP, FERPA, SOC2, SOX, FISMA, NIST, GLBA, ISO 27001, ISO 27002, HITRUST/CSF.

Certifications & MOOC's

Axelos.com - ITIL4 Foundation Certification

Comptia.com - A+ Certification

uCertify.com - Fundamentals of Information Security

Tryhackme.com - Throwback Network - Compromise an AD Network

TCMSEC.com - Practical Ethical Hacking Complete Course

TCMSEC.com - Linux Privilege Escalation for Beginners

TCMSEC.com - Windows Privilege Escalation for Beginners

TCMSEC.com - Learn Ethical Hacking from Scratch

zSecurity.org - Learn Social Engineering from Scratch

zSecurity.org - Learn Python & Ethical Hacking from Scratch

zSecurity.org - Network Hacking Continued - Intermediate to Advanced

zSecurity.org - The Ultimate Dark Web, Anonymity, Privacy/Security Course

zSecurity.org - Website Hacking/Penetration Testing, and Bug Bounty Hunting

Udemy.com - Docker Mastery with Kubernetes + Swarm

Udemy.com - Learn Python Programming Masterclass

Udemy.com - AWS Certified - 4 Certifications Course