

MICHAEL HOWLAND

IT Support and Infrastructure Engineer

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PROFESSIONAL SUMMARY

IT Support and Infrastructure Engineer with hands-on experience across enterprise application support, network administration, and Linux server infrastructure. Troubleshoot complex production issues spanning SQL Server databases, application code, authentication, and network connectivity. Designed and operated multi-gig network and Linux server environments covering routing, switching, DNS, DHCP, wireless, network segmentation, storage, and performance monitoring. Combined a manufacturing floor background with enterprise technical support, bringing practical judgment to plant and operational technology environments.

KEY QUALIFICATIONS

- Hands-on network design and administration, including a 2 Gbps multi-gig network with 2.5 GbE switching, wired backhaul, MoCA transport, segmented wireless environments, and end to end throughput diagnosis.
- Direct Linux server administration running Unraid, AdGuard Home, DNS, DHCP, storage, and monitoring, plus multi-instance application hosting covering port management, permissions, backups, and performance tuning.
- Proven troubleshooting and root cause analysis across complex production systems, applied daily to enterprise financial and operational software for major cruise line clients.
- Authentication and access experience covering SAML, SSO, application roles, vendor permissions, and user access management.
- Hands-on manufacturing floor experience at DENSO and Adient, supporting production equipment and processes in industrial environments comparable to Byrne Dairy's operations.
- Strong documentation practices built on audit trails, configuration standards, and procedural records, supporting accurate and current network documentation.

CORE SKILLS

Network and Infrastructure: TCP/IP, DNS and DHCP, Routing and Switching, Network Segmentation, VPN and Remote Connectivity, Wi-Fi and AiMesh, 2.5 GbE, MoCA, AdGuard Home, Network Troubleshooting, Multi-Site Systems Support

Systems and Platforms: Linux, Unraid, Windows, Virtualized and Containerized Workloads, Storage and Backups, Performance Monitoring, Hardware Diagnosis and Thermal Management

Systems and Data: SQL Server / T-SQL, Stored Procedures, User Defined Functions, Linked Servers, Database Troubleshooting, Production Support, Data Analysis and Validation, Root Cause Analysis, Audit Trails and System Logs

Security and Access: SAML and SSO, Application Roles, Vendor Permissions, User Access Management, DNS Filtering

Tools and Methods: Jira / Ticketing Systems, TeamCity, Octopus Deploy, Metabase, ASP.NET, Software Testing / QA, Process Improvement, Excel (Advanced / VBA)

Professional: Problem Solving, Client Communication, Cross-Functional Collaboration, Time Management

TECHNICAL PROJECTS

- **Self-hosted application server infrastructure.** Hosted and administered multiple dedicated server instances using CubeCoders AMP on Unraid. Responsibilities covered instance deployment, configuration management, updates, resource allocation, network and port management, user permissions, persistent storage, backups, log review, performance monitoring, and troubleshooting. Administered the underlying Linux and Unraid host, the network layer, and the application layer directly rather than relying on externally managed hosting.
- **Multi-gig network design and operation.** Designed and operated a 2 Gbps multi-gig network built on an ASUS GT-AX11000 Pro router with XT8 and XT9 AiMesh nodes, 2.5 GbE switching and NICs, wired backhaul, and MoCA transport. Maintained segmented IoT and wireless environments, and resolved channel, backhaul, SSID, and client compatibility issues.

- **Network performance diagnosis.** Diagnosed end to end throughput bottlenecks across ISP service, routing, switching, Ethernet and MoCA transport, access points, wireless, and client hardware.
- **Linux server and DNS services.** Operated an Unraid server and AdGuard Home covering Linux administration, DNS and DHCP services, network-wide filtering, storage, monitoring, cooling, and hardware troubleshooting.
- **Hardware and applied engineering.** Built and upgraded PC hardware including NIC and network upgrades, thermal management, PWM fan control, and performance optimization. Operated multiple 3D printers in PLA, PETG, and ABS for functional mechanical parts, and built NFC payment stations and web payment landing pages integrating Venmo, PayPal, Cash App, and Square.

PROFESSIONAL EXPERIENCE

IT Support and Infrastructure Engineer (Software and Database) — Brenock Technology (a Carrix, SSA Marine company) *Oct 2023 – Present, Miami, FL (Remote)*

- Provided enterprise application support across financial and operational systems for Royal Caribbean, Norwegian, Carnival, Holland America, Virgin Voyages, and other cruise line clients.
- Performed advanced SQL Server and T-SQL analysis using complex joins, CTEs, aggregations, stored procedures, user defined functions, audit trails, linked servers, and staging databases across multiple environments.
- Executed controlled, ID driven production data remediation with pre and post validation through existing application procedures, protecting data integrity on financially sensitive records.
- Diagnosed root causes of financial issues spanning invoices, payments, accruals, forecasts, general ledger data, currency and FX handling, vendors, voyages, ports, accounting periods, and reversals.
- Troubleshot SAML and SSO authentication, application roles, vendor permissions, and user access, and supported release and reporting tooling including TeamCity, Octopus Deploy, and Metabase.
- Reverse engineered application behavior across ASP.NET MVC and WebForms, Kendo and jQuery front ends, SQL procedures, and audit trail history to isolate defects and verify fixes.
- Troubleshot network connectivity and VPN access issues affecting remote application performance, coordinating with infrastructure teams to implement fixes and prevent recurrence.

Production Technician — DENSO (DMAT) *Aug 2021 – Oct 2023, Athens, TN*

- Troubleshot production equipment and processes while executing controlled production activities under established procedures, quality standards, and documentation requirements.

Production Technician — Adient *Jul 2020 – Aug 2021, Athens, TN*

- Supported manufacturing changeovers and corrective actions, troubleshooting equipment faults and coordinating production requirements.

Office Associate — DENSO (DMAT) *May 2019 – Jul 2020, Athens, TN*

- Managed inventory, purchase-order, and vendor records in AS400 while preparing client/vendor correspondence, invoices, and related documentation.

ADDITIONAL EXPERIENCE

Safety Coordinator, Jtek *Aug 2018 – Mar 2019, Vonore, TN*

Shift Supervisor, Supplier Inspection Services *May 2016 – Jul 2018, Dayton, OH*

Quality Auditor / Team Leader, Nissen Chemitec America *Mar 2011 – Feb 2015, London, OH*

EDUCATION

G.E.D. — Northwestern Academy (01/2009)