Sean W. Creasy

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SUMMARY

Systems administrator with over 15 years of IT experience, most recently supporting approximately 60 client organizations and 2,000 endpoints in an MSP environment. Strong in automation and scripting, having written hundreds of PowerShell scripts and built internal tooling, including an open-source application that streamlines daily ticket work. Hands-on across endpoint and cloud management (Microsoft 365, Intune, Entra ID), security (ThreatLocker, Sophos XG and Check Point Quantum firewalls), virtualization, and backup and disaster recovery. Documents clearly, improves processes, and uses modern tools, including AI-assisted development, to work faster.

TECHNICAL SKILLS

Programming, Scripting & Automation: PowerShell, Python, SQL, JavaScript, TypeScript, C#.NET, VB.NET, ASP.NET, Java, PHP, HTML5/CSS3, UNIX/Linux shell scripting, Power Automate, WQL, VBScript, Windows Script Host, Objective-C, C/C++, COBOL, Pascal

Infrastructure & Directory: Microsoft Active Directory, Group Policy, DFS; UNIX network administration (firewalls, NAT, DHCP, mail, DNS, MySQL)

Virtualization: VMware vSphere/ESXi, Nutanix Prism/AHV, Microsoft Hyper-V, Proxmox VE, Citrix

AI-Assisted Development: Extensive use of LLM coding tools (Claude Code) to build applications and scripts and accelerate troubleshooting; experience integrating AI assistance (Anthropic, OpenAI) into applications and workflows

Cloud & Endpoint Management: Microsoft 365, Microsoft Entra ID (Azure AD), Microsoft Intune, AWS EC2, Google Workspace

Security & Networking: Huntress (managed detection and response), ThreatLocker (zero-trust application control), FortiGate, Sophos XG, and Check Point Quantum firewalls, VPNs, intrusion detection/IPS, UniFi wireless access points, NAT, DNS, DHCP

PKI & Certificate Management: Microsoft AD Certificate Services, TLS/SSL certificate management (issuance, renewal, revocation), certificate troubleshooting across web services and endpoints

RMM & Remote Support: NinjaRMM, ImmyBot, ScreenConnect

Operating Systems: Windows (Workstation and Server), DOS, macOS, Linux, FreeBSD, ChromeOS

Backup, Monitoring & Documentation: Veeam, Datto, PRTG, ConnectWise Manage, IT Glue, ORSYP Dollar Universe

PROFESSIONAL EXPERIENCE

PGH Networks 2020 - 2026

Systems Administrator

- Provided systems administration for Windows-based IT infrastructure across approximately 60 client organizations and 2,000 endpoints, as part of a 10-person service desk team.
- Developed scripted automations and reporting in NinjaRMM, and wrote hundreds of one-off PowerShell scripts to handle routine administrative and troubleshooting tasks far faster than manual processing.
- Repaired and maintained ImmyBot software deployments to reliably push applications to individual machines and groups without manual per-device installation.
- Designed and built ConnectWise Manage++, an open-source Electron desktop application that adds note management, live two-way sync, a live metrics dashboard, and AI assistance to ConnectWise Manage. Used its AI Suggest and metrics features to sharpen client communication and increase ticket throughput, with a noticeable rise in positive client feedback; open-sourced for other MSPs and IT teams to use.
- Managed Active Directory, Group Policy, Microsoft 365, and Microsoft Intune for identity, endpoint compliance, configuration, and application deployment.
- Performed a full endpoint audit of approximately 600 computers for a major client, remediating decommissioned devices, missing management agents, and machines not receiving updates, cutting wasted tooling costs and improving patch compliance.
- Created firewall rules and troubleshot security and connectivity issues on Sophos XG and Check Point Quantum firewalls; managed ThreatLocker application allowlisting across roughly 6 clients, evaluating and authorizing application access to enforce zero-trust controls.

- Served as primary PKI resource across multiple client environments, managing Microsoft AD Certificate Services and TLS/SSL certificates including issuance, renewal, revocation, and troubleshooting certificate-related issues across web services and endpoints.
- Administered virtualized environments using VMware vSphere/ESXi, Nutanix Prism/AHV, and Microsoft Hyper-V.
- Designed and implemented backup and disaster recovery with Veeam and Datto.
- Created and corrected SOPs and client documentation in IT Glue, writing each to be clear enough for any technician to follow without follow-up questions.

Apogee IT Services 2017 - 2020

Tier II Service Desk Engineer

- Troubleshot IT issues for SMB clients, managing Active Directory, Group Policy, Office 365, Citrix, and line-of-business applications.
- Configured and managed FortiGate firewalls (CLI and web interface) for security and VPN routing.
- Managed virtualization and disaster recovery solutions, ensuring business continuity for clients.

Heartland ECSI 2009 - 2017

Process Engineer (2014 - 2017)

- Automated business processes across multiple departments, eliminating an estimated one to two full-time employees' worth of manual work.
- Developed and maintained PowerShell, VBScript, and COBOL scripts for automation and workflow management.
- Migrated scripts and processes into ORSYP Dollar Universe for improved execution and tracking.

Sr. Production Support Specialist (2012 - 2014)

- Managed and automated student loan processing systems, enhancing operational efficiency.
- Provided Tier 2 support for troubleshooting critical production and financial transaction issues.
- Mentored junior support specialists, improving team performance and knowledge sharing.

Production Support Specialist (2009 - 2012)

- Automated financial transaction processing (VBScript, COBOL) and managed FTP accounts, Active Directory configurations, and operational documentation.

North Allegheny School District 2007 - 2008

IT Department - Intern / Summer Help

- Assisted with Active Directory and Group Policy management.
- Assisted in deploying over 500 computer stations across the school district, improving technology access for students.

EDUCATION

Slippery Rock University Aug 2003 - Dec 2007

Bachelor of Science in Information Technology, Minor in Dance

Community College of Allegheny County Jan 2009 - May 2010

Certificate in Software Development

CERTIFICATIONS

- Microsoft SC-900: Security, Compliance, and Identity Fundamentals
- CompTIA A+
- 3CX Basic, Intermediate, and Advanced

ACCOMPLISHMENTS

- Implemented a streamlined tuition refund process at Heartland ECSI, reducing processing time by 40%.
- Developed .NET authentication services for internal applications, improving security and efficiency.

AFFILIATIONS

- Licensed amateur radio operator (ARRL); member of American Mensa.