

# VINCENT ANDERSON

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## PROFILE

Infrastructure-focused IT professional who serves as the complete technical authority for growing organizations — trusted directly by executives, responsible for everything from strategic planning to the server room. Proven across SMBs, global enterprises, and government contractors managing Microsoft 365, Azure, Windows Server, Active Directory, Cisco networking, VMware, and mobile device environments. At my best when I own a problem end to end — from the first call to the final resolution.

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## CORE COMPETENCIES

### Infrastructure & Cloud

Windows Server Administration (NT through Server 2022) • Linux Server Administration — RedHat, Ubuntu, CentOS — production environments • Microsoft 365 & Exchange Administration • Azure Active Directory & Cloud Infrastructure • VMware ESXi/vSphere • Hyper-V • Proxmox • Citrix • LXC Containers

### Networking & Security

Cisco / Meraki routing, switching & wireless • HPE Aruba • FortiGate firewall management  
VPN — GlobalProtect, Cisco AnyConnect, WireGuard, MS Direct Access • DoD Compliance & Security Policy

### Endpoint & Mobile Management

Microsoft Intune • SCCM / MECM • MaaS360 • Apple Configurator • iOS / Android / iPadOS fleet management

### IT Leadership & Operations

IT Strategy, Roadmapping & Budget Development • Vendor Management & Contract Negotiation  
ServiceNow — ITSM administration & custom reporting • PowerBI analytics • Executive & White-Glove Support  
Full-lifecycle Project Management • Remote & Distributed Team Infrastructure

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## PROFESSIONAL EXPERIENCE

### Oak Shore IT — Virtual IT Manager / Infrastructure Consultant

June 2025 – Present

Raleigh, NC

- Delivered infrastructure needs assessment and technical proposal for client's international manufacturing facility buildout in Romania, including full server, network, and infrastructure requirements
- Designed and deployed multi-site network infrastructure for a two-location independent automotive dealership — distributed servers with cross-site replication and cloud backup redundancy
- Provided international remote IT consulting for a professional practice in Nigeria — implementing Active Directory integration, RDP access, and WireGuard VPN for secure remote operations
- Serving as ongoing IT support partner for a local SMB client base spanning food service, retail, and professional services — supporting network infrastructure, WiFi, and POS system integration
- Deployed smart building technology for a commercial office client to improve energy efficiency and operational convenience

### UPL, Ltd. — Business Analyst / IT Support Manager

April 2021 – May 2022

North American Region (Durham, NC / Remote) | Global agricultural enterprise operating in 130+ countries

- Filled a custom-created role combining L2/L3 technical support, regional IT operations leadership, and dedicated white-glove service for C-suite executives and PhD-level research scientists across North America
- Redesigned workstation deployment strategy — moving from manual builds to pre-configured, policy-driven provisioning through Intune and Active Directory — eliminating the need for a dedicated deployment specialist and redirecting that headcount directly into the support team
- Managed integration of scientific instrumentation valued in the hundreds of thousands of dollars into a secure enterprise network, balancing research operational requirements against corporate security and compliance policy
- Delivered a mobile research solution for field scientists requiring AI-driven plant health analysis, selecting a platform that met both the operational requirement and enterprise security standards for domain integration and MDM compliance
- Leveraged virtualization to extend the operational life and accessibility of specialized laboratory equipment, reducing hardware dependency without sacrificing research functionality
- Administered M365, Azure, Hyper-V, FortiGate, and HPE Aruba environments; delivered operational analytics to global IT leadership via PowerBI and ServiceNow reporting

## **Special Communications, LLC — IT Manager / Infrastructure Lead**

September 2018 – April 2021

Virginia Beach, VA | Remote from Raleigh, NC with periodic on-site visits

- Served as sole IT authority for a defense contractor managing \$10M+ in government contracts, supporting personnel and infrastructure across Virginia Beach, Afghanistan, and Iraq
- Engineered a low-bandwidth file access solution for overseas personnel — shipping a pre-configured branch server to support BranchCache and Offline Files sync over VSAT satellite internet, maintaining reliability despite high-latency conditions in active operational environments
- Designed and maintained a three-site disaster recovery architecture spanning Virginia Beach, overseas operational locations, and a local mirror — ensuring business continuity and data redundancy across all environments
- Managed an Active Directory consolidation following a company acquisition, integrating two separate domain environments while maintaining operational continuity
- Administered the full technology stack autonomously from Raleigh, demonstrating the trusted, remote IT leadership model the role required

## **Triangle Brick Company — Manager of Business Systems**

July 2016 – September 2018

Durham, NC

- Managed full enterprise infrastructure including Active Directory, Exchange, SQL Server, VPN, and proprietary manufacturing applications
- Oversaw a fleet of 130+ mobile devices using Apple Configurator and MaaS360 MDM, enforcing security policies across a distributed workforce
- Spearheaded two high-impact field technology projects: deploying Rand McNally GPS/routing devices across the truck fleet, and mounting iPads in forklifts integrated directly with the company ERP system — improving operational visibility and efficiency across the distribution floor
- Developed annual IT budgets, negotiated vendor contracts, and led end-to-end technology projects from needs assessment through deployment

## **Digital Cloud International, LLC — Lead Solutions Engineer**

September 2002 – June 2016

Raleigh, NC & Virginia Beach, VA

- Provided managed IT services to SMB and defense contractor clients across the U.S. and internationally as a long-term independent solutions engineer, supporting four generations of Windows infrastructure from XP through Server 2012
- Maintained DoD security compliance for defense contractor clients — including configuration management, written access control documentation, and biannual full security audits
- Administered Exchange Server environments for multiple clients, managing mail flow, DNS, spam filtering, and disaster recovery at a time when self-hosted enterprise email represented a significant technical differentiator for small businesses
- Deployed and managed ClearOS/ClarkConnect Linux-based firewall appliances for SMB clients, an early adoption of open-source network security infrastructure

## **Crossroad Strategies — Independent Political Consultant**

2004 – 2006

Washington, DC | Concurrent with Digital Cloud International

- Provided web strategy and online fundraising consulting to political campaigns and PACs at the national level during a period when internet-based fundraising was still an emerging discipline
- Managed development resources and client relationships at consulting rates, delivering full web infrastructure for nationally prominent political organizations
- Transitioned back to full-time technical infrastructure focus through Digital Cloud International following this engagement, deepening expertise in enterprise systems, server administration, and DoD-compliant environments

*Raleigh, NC*

- Joined the department's IT team directly out of high school, providing second-level support for a Windows NT/NetWare 5.1 environment serving 1,300+ users across 30+ statewide locations
- Designed and personally owned the imaging and deployment methodology for a full Windows 2000 migration across 1,300+ PCs — developing automated solutions using Norton Ghost and Novell ZenWorks that became the standard deployment process for the project
- Bridged communication between Helpdesk and Network Management teams, training helpdesk staff and facilitating structural changes to the support model

## **CERTIFICATIONS & TECHNICAL TRAINING**

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### **Certifications**

**Microsoft 365 Certified: Fundamentals**

Issued March 2022

**MTA: Windows Server Fundamentals**

Issued February 2021

### **Technical Training & Professional Development**

**MS-102: Microsoft 365 Administrator Expert**

In Progress — Target: Summer 2026

**MCSA: Windows Server 2012**

Carolina Career College, 2016 (coursework completed)

**Cisco CCNA Prep**

Wake Technical Community College, 2020 (coursework completed)

## **EDUCATION**

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**North Carolina A&T State University** — Political Science, Attended 2000–2004