



Taylor Tisdial

IT Support Specialist | Windows Server, Active Directory, Networking

Greater Seattle Area

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Summary

IT Support Specialist transitioning from operations leadership into systems and networking. Experienced with hands-on troubleshooting, multi-site hardware and network support, and homelab projects including Active Directory and a self-hosted documentation assistant. Focused on building real-world skills in system administration and networking fundamentals.

Certifications

CompTIA Network+  
CompTIA  
In Progress (Oct 2024 - Est. Q1 2025)

Builds on cabling, VLANs, security, and homelab networking experience.

CompTIA A+  
Hands-on Proficient  
2005 - Present  
20+ years hardware/OS troubleshooting  
Passed most recent (2025) practice exam

Education

Woodinville High School  
2010 – 2013  
High School Diploma  
WANIC 200 - Video Game Design

Experience

U-Haul

March 2024 - July 2024 · 4 mos

Field Computer Specialist

North Seattle Area

- Provided on-site IT support for corporate and store locations, handling hardware setup, troubleshooting, and small-scale infrastructure repairs.
- Installed and maintained IP/coax security cameras, NVR/DVR systems, and PTI access control; trained staff on PTI software and created simple how-to guides
- Installed and terminated Cat5e/6 cabling; configured routers, switches, and Wi-Fi across multiple sites.

U-Haul

Dec 2023 - March 2024 · 3 mos

General Manager

Kirkland, WA

- Oversaw \$1.2M/annual store and 10-person team; reduced labor costs 20% through optimized workflows.
- Built custom software (see Projects) that slashed procedure lookup time vs. the internal site, driving team self-sufficiency.

Rairdon Auto Group

Jan 2021 - Nov 2024 · 4 yrs

Inventory Manager

Maserati of Kirkland

- Built and maintained Excel/SharePoint systems to track VINs, barcodes, and vehicle status across intake, inspection, detailing, and shipping.
- Coordinated claims, service scheduling, and vendor workflows; streamlined processes using Power Automate and simple dashboards.

Urban Self Storage

Nov 2019 - Jan 2021 · 1 yr

Property Manager

Sammamish, WA

- Managed a 700–800-unit storage facility, overseeing tenant move-ins/outs, access control systems, and vendor coordination for maintenance and security

Key Projects

Active Directory Lab

2025

Homelab

- Built an Active Directory lab on Proxmox, configuring Windows Server, AD DS, DNS/DHCP, OUs, and GPOs for password policy, drive mapping, and security baselines.
- Automated user provisioning and common admin tasks with PowerShell (Get-ADUser, New-ADUser); documented domain-join and least-privilege workflows.
- Implemented basic hardening for RDP and Windows Firewall and wrote a clear SOP with troubleshooting steps for common AD issues.

Internal Documentation AI Assistant

2024

Homelab

- Wrote an automated web-scraper to download and structure PDF documentation, adding rate-limiting, retries, and file-organization logic while keeping all data local for privacy.
- Developed a local RAG (Retrieval Augmented Generation) system by parsing PDFs, cleaning text, chunking content, generating embeddings, and storing them in a local vector database to avoid external data exposure.
- Hosted the system at home with user accounts and access controls; deployed a local chatbot interface that let users query documentation through natural-language prompts without transmitting company data off-site.

Technical Skills

Tier 1-2 Support	Networking	Systems Administration	Tools & Automation
Windows 10/11, M365, PC setup/repair, printers, POS, VoIP phones, cable/port checks, hardware-level troubleshooting	Cat5e/6 cabling, VLANs, DHCP/DNS, routers, switches, Wi-Fi, TCP/IP, network troubleshooting	Active Directory, Group Policy, Windows Server 2025, PowerShell, basic Entra ID/M365, RedHat & Ubuntu Linux	PowerShell, Bash, Python; virtualization with QEMU/Hyper-V/Proxmox; Git/GitHub; Linux CLI; basic web hosting and service deployment