

Kameron Fisher

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Insightful and dynamic Systems Engineer with 6+ years of experience in managing IT infrastructure and ensuring seamless user support. Proficient in troubleshooting and maintaining IT systems, including hardware, software, and network infrastructure. Eager to transition into a Remote Systems Engineer role, leveraging IT expertise to optimize systems and workflows, as well as enhancing productivity and efficiency across the organization.

Professional Experience

Rocket Limited Partnership | Detroit, Michigan | September 2024-September 2025

Systems Engineer

- Worked with multiple teams to remediate vulnerabilities in both infrastructure and code repositories.
- Collaborated with Internal and external partners to merge two enterprise tier Atlassian Stacks and maintain a seamless user experience.
- Decommissioned an enterprise deployment of AWS in multiple environments.
- Collaborated with internal and external partners to improve our security posture on SAAS tools. Completed SSO Deployment to Atlassian, Cypress, Browserstack, Retool, Five9 and Terraform improving security posture and enabling a more seamless user management experience.
- Worked with internal partners to update deployments leveraging Terraform Cloud.
- Increased observability of Saas tools by integrating with Adaptive Shield. These integrations monitored our security configurations and enabled the org to make more informed risk assessment decisions.

Rocket Homes | Detroit, Michigan

Senior Systems Administrator | June 2021 to September 2024

- Render technical support to 250 employees, addressing issues related to computers, software, network connectivity, user access and hardware failures including Mac and Windows deployments.
- Customized Jira workflows to align with organization's unique processes and requirements, resulting in increase in productivity
- Develop and oversee Jira projects, configuring project settings, creating issue types, and defining project roles and permissions
- Manage 250 user accounts within multiple Saas tools as well as Entra ID and On Prem AD. Creating and deleting accounts, assigning access permissions, and resetting passwords
- Enhance troubleshooting efficiency by maintaining comprehensive and up-to-date documentation of organization's computer systems and networks
- Automated asset-related field within ticketing platform and engineered automation protocols that updated customer data fields during ticket creation, reducing manual steps for agents

- Administrator of Company Jira Service Management Site. Configured JSM Projects for various teams tailoring their projects to meet their unique business needs.

Rocket Central | Detroit, Michigan

Desktop Support Technician | March 2017 to June 2021

- Performed in-depth troubleshooting of 8 or more hardware, software, and network connectivity issues per day leveraging JAMF and Intune to manage mobile deployments.
- Conveyed complex concepts in user-friendly terms while helping 20,000 end-users, offering assistance both remotely and on-site
- Collaborated closely with multiple IT teams to mitigate escalations and complex issues

Additional Experience

Information Technology Specialist, United States Army

Supervises, installs, operates, and performs unit maintenance on manual and automated telecommunications equipment that may link mainframes, minicomputers and microcomputers to networks; uses various protocols and topologies, including local area networks and wide area networks. Installs, operates, and maintains telecommunications and automated message switching equipment; performs network troubleshooting and problem diagnosis; performs tests to check signal flow and linkage to other installations; maintains records of message activity.

Core Competencies

System Administration, Process Optimization, Technical Support, Hardware/Software Troubleshooting, User Support, Data Infrastructure, Data Reporting & Testing, Automation

Technical Skills

Familiarity with AWS resources and Deploying IAC through Terraform Cloud

Slack, Atlassian Jira Query Language (JQL), Microsoft 365, Jamf Cloud, Hardware and Software Diagnostics

Education & Certifications

Information Technology Specialist, United States Army, Signal School Fort Gordon GA

Job specific training with a focus on Cisco Network Fundamentals, Cisco Routing Protocols, It Essentials I, It Essentials II, Network Administration and Security+