

DOUGLAS Michael GRAMER
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SUMMARY: Senior IT Support Specialist with 20+ years of experience in remote and onsite technical support, systems administration, networking, cybersecurity, POS deployment, and multi-client environments. Expertise in Microsoft 365, Azure, Active Directory, Group Policy, Windows Server, Linux, TCP/IP, VPN, backup and disaster recovery, documentation, and Tier II/III escalations.

CORE SKILLS: Microsoft 365, Azure, Active Directory, Group Policy, Windows Server, Linux, TCP/IP, DNS, DHCP, VPN, Network Troubleshooting, Endpoint Security, MFA, Remote Support, Helpdesk, Incident Management, Python, Bash

PROFESSIONAL EXPERIENCE

Owner, TWIN Services LLC | 2012-Present

- Provide remote IT support, networking, PCI compliance, vendor management, and technology solutions for multiple clients.
- Deliver troubleshooting, documentation, and security-focused customer support across diverse environments.

Technical Support Specialist, Transform POS | 2007-2012

- Provided remote and onsite technical support for POS software, hardware, payment processing systems, and business applications.
- Installed and configured POS systems, receipt printers, barcode scanners, payment terminals, and workstation peripherals.
- Performed customer implementations, user training, software installation, device configuration, troubleshooting, and escalation support.
- Designed, installed, and supported small- and large-scale networks using Cisco, Aruba, Fortinet, and Motorola equipment; troubleshoot cabling, routers, switches, wireless access points, and network security devices.
- Documented incidents and resolutions while delivering exceptional customer service.

Systems Administrator, Fox Valley Internet | 2005-2007

- Administered Windows and Linux infrastructure in a server colocation environment supporting numerous client systems.
- Managed Active Directory, Group Policy, VMware, backups, disaster recovery, security controls, and network troubleshooting.
- Utilized Nagios and spearheaded Zabbix integration for proactive monitoring, alerting, and performance visibility.
- Automated administrative tasks using Python and Bash scripting.

EDUCATION & CERTIFICATIONS: B.S. Information Technology, WGU (Sept 10, 2026) | Security+ | Network+ | A+ | ITIL 4 | AWS CCP | Linux Essentials