

SCOTT DIEMER

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PROFESSIONAL SUMMARY

Detail-oriented IT Support Specialist with strong operations management, systems administration, and technical support experience. Hands-on expertise configuring Active Directory, deploying ticketing systems, managing Linux/Windows servers, and resolving complex hardware/software issues. Proven record in technical onboarding, documentation, and user training.

TECHNICAL SKILLS

- **Operating Systems:** Windows Server 2022, Windows 11 Enterprise, Ubuntu Linux, QEMU/KVM Virtualization
- **Active Directory & Identity Management:** Domain Controllers, User Provisioning, OUs, GPOs, AppLocker Policies
- **Networking & Protocols:** TCP/IP, IPv4 Subnetting & CIDR, DNS (SPF, DKIM, DMARC), SSH, Routing & Switching
- **Help Desk & Web Infrastructure:** osTicket Administration, Docker Containerization, Nginx, MariaDB, PHP-FPM, Git/GitHub

TECHNICAL & IT LAB PROJECTS

Enterprise Active Directory & AppLocker Lab | scottdiemer.com/journal

- Deployed Windows Server 2022 Domain Controller in KVM and joined Windows 11 Enterprise VMs to the domain.
- Provisioned structured Active Directory OUs and user accounts for a simulated multi-department environment.
- Enforced AppLocker kernel-level execution policies to restrict unauthorized user-space installations.

Production osTicket Help Desk & Infrastructure Hardening | tickets.scottdiemer.com

- Deployed dedicated osTicket instance on Ubuntu server with Nginx, MariaDB, and PHP-FPM stack.
- Secured endpoints using Let's Encrypt SSL/TLS certificates and hardened server file permissions.
- Configured core ticketing rules, agent queues, and database settings for future Active Directory LDAP integration.

Self-Hosted Mailcow Mail Server Deployment | mail.scottdiemer.com

- Architected Mailcow mail server stack (Postfix, Dovecot, Rspamd) in Docker containers on Ubuntu VPS.
- Configured DNS authentication protocols (SPF, DKIM, DMARC, PTR) and IPv4 routing for optimal deliverability.

Personal Technical Portfolio & Systems Deployment | *scottdiemer.com*

- Engineered a Next.js technical portfolio and markdown journal system deployed behind an Nginx reverse proxy.

CERTIFICATIONS & EDUCATION

Google IT Support Professional Certificate | Grow with Google

- **Certificate Attained:** Technical Support Fundamentals
- **In Progress:** Networking, Operating Systems, System Administration & Infrastructure Services, IT Security

Computer Science | Winter Park Tech (Orange Technical College)

- Foundational studies in software engineering principles, database architecture, and object-oriented programming.

PROFESSIONAL EXPERIENCE

Manager | Farm City Inc. — Orlando, FL | *10+ Years – Present*

- Lead facility operations, technical infrastructure updates, and end-user support.
- Developed technical onboarding frameworks, standard operating procedure (SOP) documentation, and staff training.
- Spearhead root-cause problem solving and incident mitigation to minimize operational downtime.
- Supervise and mentor staff on workflow systems, safety protocols, and task management tools.

COMMUNITY & VOLUNTEER EXPERIENCE

Trusted Editor Group Member (Volunteer) | GNOME Foundation — Remote | *Mar 2022 – Oct 2024*

- Audited and updated technical documentation across GNOME open-source desktop ecosystems.
- Collaborated with global developer teams to review technical submissions and resolve documentation tickets.
- Monitored wiki infrastructure for unauthorized edits and security vulnerabilities.