

JOSEPH SPILLERS

Indianapolis, IN • (260) 442-2113 • jdspille@gmail.com • github.com/spilloid

PROFESSIONAL SUMMARY

Infrastructure-minded technologist with 5+ years of progressive experience in IT operations, automation, and platform tooling. Proven track record of converting manual workflows into automated, repeatable processes using PowerShell, Bash, and Python. Background spans endpoint management (Intune, RMM), monitoring and alerting, containerized deployments, and building internal developer tools. Holds a B.S. in Computer Science (Honors, 3.8 GPA) with a minor in Mathematics, CompTIA Network+, and Azure Fundamentals (AZ-900). Seeking a DevOps or Platform Engineering role to apply automation-first thinking at infrastructure scale.

TECHNICAL SKILLS

Automation & Scripting: PowerShell, Bash, Python, JavaScript/TypeScript, Node.js

Platforms & Infrastructure: Proxmox, Docker, Linux (Ubuntu), Windows Server, Azure (AZ-900), Intune/Endpoint Manager

Monitoring & Tooling: Datto RMM, ConnectWise RMM, proactive alerting, log analysis

DevOps Practices: CI/CD concepts, containerization, zero-touch provisioning, infrastructure automation, ITIL

Development: REST APIs, Angular, React, C++, PHP, SQL, Git, SOLID principles, Phaser (game dev)

PROFESSIONAL EXPERIENCE

Help Desk Support Specialist & Developer *May 2025 – Present*

One View • Indianapolis, IN

- Build and maintain internal automation tools (PowerShell, Python, JavaScript) for document management platform operations and data pipeline troubleshooting
- Developing the **OneView Support Platform**, an all-in-one endpoint provisioner for all product stacks offered by the company — handling full setup, teardown, and a collection of maintenance scripts (Python, Docker)
- Author SOPs and technical specifications for support workflows, verification frameworks, and recovery procedures

Technical Support Specialist *Oct 2023 – May 2025*

Resultant • Indianapolis, IN

- Resolved complex technical challenges for mid-market clients, leveraging automation to streamline support delivery and improve satisfaction
- Drove proactive monitoring and root-cause analysis initiatives that reduced incident volume and accelerated mean time to resolution
- Standardized endpoint deployment procedures via Intune zero-touch provisioning, improving fleet management efficiency across client environments

Team Lead, IT Support Technician III *Sep 2021 – Oct 2023*

RPM Technologies (MSP) • Indianapolis, IN

- Promoted to Team Lead within six months; managed a 6-person support team and increased service desk efficiency by 30% through workflow automation and proactive alerting
- Oversaw handoff of complex engineering projects across client accounts, ensuring timely delivery and technical quality
- Authored and maintained SOPs, training documentation, and performance metrics driving continuous improvement

DevOps IT Support Technician II *Mar 2021 – Sep 2021*

RPM Technologies (MSP) • Indianapolis, IN

- Automated key service desk operations by converting complex manual procedures into single-push deployment scripts (PowerShell, Bash)
- Deployed monitoring systems that preemptively detected and remediated issues, reducing client downtime by 25%

- Provided on-site and remote support for workstation rollouts, firewall installations, cabling, and hardware troubleshooting

Full Stack Software Developer *Jan 2018 – Jul 2019*

IUPUI Graduate Psychology Department • Indianapolis, IN

- Designed and built survey software that eliminated paper-based workflows for the department, following SOLID design principles
- Shipped V1.0 in PHP/MySQL, then led conversion to React/Express (V2.0) for improved maintainability and performance

Teacher's Assistant *Aug 2017 – Dec 2018*

IUPUI School of Science • Indianapolis, IN

- Lectured 120+ students in CS courses and led a 20-person Project Lead Team Learning group
- Contributed to automated grading software that tested student projects for functionality, code quality, and plagiarism

PROJECTS

OneView Support Platform — *C# • DotNet • WinForms • PowerShell • Python*

All-in-one endpoint provisioner for every product stack offered by One View. Handles full environment setup, teardown, and ongoing maintenance scripting for client deployments.

JokeBot — *Python • Flask • Docker*

Lightweight containerized REST API serving randomized jokes. Dockerized for portable deployment, demonstrating container workflow and API design.

vimConfigurator — *Vim Script • Bash*

Portable, idempotent Vim setup script that provisions a consistent development environment on any machine. Built for rapid onboarding onto bare servers.

pool_sim — *TypeScript • Node.js • Phaser*

Billiards physics prototype with coefficient-driven collision modeling. Demonstrates game loop architecture and real-time simulation.

Deciwatcher — *CSS • IoT • C++*

Networked IoT concept for ambient noise monitoring at scale. Devices collaboratively build a real-time acoustic map of their environment.

Visitor Game Engine — *C++*

Game engine built around the Visitor design pattern. Sprites live in an abstract scene structure with all game logic encapsulated in visitor objects. UML-first architecture.

HOMELAB

Proxmox VE hypervisor environment with VM-based OPNSense Firewall, TrueNas Appliance, Unifi Gateway and containerized services orchestrated through K8s (CKA Pending). Used for hands-on infrastructure experimentation, self-hosted tooling, and validating deployment workflows.

EDUCATION & CERTIFICATIONS

B.S. in Computer Science (Honors), Minor in Mathematics | GPA 3.8

Purdue School of Science, Indiana University-Purdue University, Indianapolis, IN

CompTIA Network+ | Microsoft Azure Fundamentals (AZ-900)