



Mitchell Sanborn

Systems Administration and IT Support

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<https://mitchellsanborn.us>

Certifications

Apple Certified Support Professional

2026

Apple

Jamf Certified Associate (Jamf Pro)

2025

Jamf

References

Will Alder

(435) 713-5792

Matt Visnovsky

(801) 694-4617

Skills

Operating Systems

Windows, macOS, Linux, iOS, iPadOS

Identity and Productivity

Microsoft 365, Entra ID, Active Directory, Google Workspace, SSO, MFA

Device Management and Imaging

Microsoft Intune, Addigy, Microsoft Deployment Toolkit (MDT), Clonezilla

Networking

Wi-Fi, UniFi, WatchGuard, SonicWall, Netgear, VLANs, WireGuard, OpenVPN, IPsec

Servers and Scripting

Proxmox, VMware ESXi/vSphere, PowerShell, Bash, Docker Compose

Security and Compliance

Huntress EDR, PCI-DSS, HIPAA

Summary

IT professional with nearly 10 years in technical support and systems administration. Currently directing IT operations at a managed service provider (MSP), where my team supports about 1,000 users and 1,200 devices. Hands-on with Windows, Microsoft 365 and Entra ID, Active Directory, Microsoft Intune, and small-business networking, including Wi-Fi, firewalls, and VPNs. Comfortable supporting users of every skill level and writing documentation other people can follow.

Experience

WebGuy Internet, Inc.

Sandy, UT

Director of IT Operations

Aug 2024 – Present

- Lead a team of 4 technicians supporting 40+ client organizations in healthcare, education, and hospitality; serve as the primary escalation point for difficult issues.
- Oversee support for about 1,000 users and 1,200 managed devices across Windows, macOS, and mobile platforms.
- Deploy and manage Windows and Apple devices with Microsoft Intune and Addigy mobile device management (MDM).
- Delivered 6 large projects in the past 12 months, including server migrations, network redesigns, and cloud integrations.
- Rolled out Payment Card Industry (PCI) compliant networks at 6 client sites.
- Harden client environments with virtual LAN (VLAN) segmentation, WatchGuard and UniFi firewalls, and Huntress endpoint detection and response (EDR).
- Built a security audit framework with weighted risk scoring and HIPAA and PCI-DSS compliance addendums.
- Mentor junior technicians and maintain documentation for both the team and clients.

WebGuy Internet, Inc.

Sandy, UT

Apple Solutions Consultant

Aug 2021 – Aug 2024

- Deployed and supported Mac, iPhone, and iPad fleets for business and education clients, including zero-touch deployment and security policy enforcement.
- Led WebGuy to Apple Consultant status.

WebGuy Internet, Inc.

Sandy, UT

Systems Administrator

Feb 2021 – Aug 2024

- Supported Windows, macOS, and Linux across 40+ client networks, handling day-to-day maintenance, patching, and troubleshooting.
- Managed user accounts and hybrid identity with on-premises Active Directory, Entra ID, and Google SAML, including single sign-on (SSO) and multi-factor authentication (MFA).
- Designed network segmentation, site-to-site VPNs (WireGuard, OpenVPN, IPsec), and firewall rules; segmentation contained at least 5 security incidents.
- Restored affected systems from backup within 3 hours during ransomware recovery and led the post-incident hardening.
- Administered Proxmox and VMware ESXi/vSphere virtual machines and automated routine tasks with PowerShell and Bash.

Lucid Software

South Jordan, UT

IT Technician

Jul 2019 – Feb 2021

- Provided front-line hardware, software, and network support for 1,800 employees on Windows, macOS, and mobile devices.
- Onboarded 10 to 30 new hires per month, setting up equipment and accounts in Active Directory and Google Workspace.
- Documented recurring issues and fixes to build an internal knowledge base.

Instructure

Salt Lake City, UT

Technical Support Engineer

Feb 2017 – Jul 2019

- Supported end users, administrators, and IT teams on a cloud-based education platform.
- Set the team record of 215 chats handled in a single 10-hour shift.
- Escalated bugs to engineering and product teams and tested fixes.