

STEPHANIE R. WILDER

Infrastructure Modernization & System Documentation

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PROFESSIONAL SUMMARY

Technical professional specializing in Infrastructure Modernization and System Documentation. Proven track record in managing complex physical-to-logical migrations and maintaining high-availability containerized environments.

CORE TECHNICAL STACK

- **Virtualization:** Proxmox VE, LXC, VM Management.
- **Networking:** Ubiquiti UniFi Ecosystem, 802.1Q VLAN Tagging, Firewall Orchestration.
- **DevOps/Cloud:** Docker, Docker Compose, Cloudflare DNS/SSL.
- **Documentation:** MkDocs, Markdown, Technical Case Studies.

RECENT EXPERIENCE

Technical Support Specialist II | Spectrio

June 2022 - Present

- **Key Achievement: Subject Matter Expert** — Selected as one of two agents to stabilize and scale the support framework for a nationwide KIA dealership pilot. Identified critical documentation gaps and engineered Tier 1/Tier 2 escalation paths.
- **Systems Management: Knowledge Base Reconstruction** — Restructuring internal KB for 20+ platforms and 2,000+ devices, mapping troubleshooting phases to a standardized life cycle.
- **Problem Solving: Enterprise MDM & SOP Development** — Manage signage networks using InReality MDM. Authored new SOP frameworks for Enplug, DSX, and GRRID.

EDUCATION & CERTIFICATIONS

- University of Kansas, Salina - Technical Writing
- Certified Technical Writer - TechWriterHQ
- Fresno City College – Certificate of Achievement: Cybersecurity
- Heald College - Associate of Applied Science: Information Technology and Cybersecurity

Technical Certifications

CompTIA A+,
Network+,
Microsoft Certified Professional