



EDUCATION

Masters in Information Technology (Minor in Networking) Loyola University Chicago | Aug 2011 – May 2013

Bachelor of Technology in Information Technology St. Joseph's College of Engineering | May 2006 – May 2010

Certifications: MCSE (Server Infrastructure 2012), AWS Solutions Architect Associate, SC-200, SC-300, AZ-500, Azure Security Engineer Associate, VCA6-DCV

SUMMARY

Proactive, detail-oriented, and results-driven **Cloud Systems Engineer & Microsoft Infrastructure Specialist** with **12+ years of enterprise IT experience** in hybrid cloud infrastructure, endpoint management, infrastructure modernization, container orchestration, and enterprise systems operations. Expert in evaluating and optimizing existing platforms, implementing cloud-native solutions, supporting data center environments, and embedding FinOps practices to reduce costs and increase operational efficiency. Adept in **Azure, Azure VMware Solution (AVS), Azure App Services, Azure Virtual Desktop (AVD) with Nerdio, AWS EKS, Kubernetes, Microsoft 365, Intune, SCCM, SharePoint Online, Power Platform ecosystems, VMware, NetApp, and enterprise networking**. Known for delivering strategic IT projects, Tier 3 support, advanced troubleshooting, cross-functional technical leadership, and mentoring junior staff.

CORE SKILLS & TECHNOLOGIES

- **Cloud Platforms:** Azure, AWS EKS, ECS, Azure VMware Solution (AVS), Azure App Services, Azure Virtual Desktop (AVD)
- **Endpoint Management:** Microsoft Intune, SCCM, Windows Autopilot, Mobile Device Management (iOS, Android, Windows 10/11)
- **Container & Orchestration:** Kubernetes (1.24+), Docker, Helm, Customize, ArgoCD, Container Networking, EKS Networking, Service Mesh
- **Infrastructure as Code:** AWS CDK, CloudFormation, Terraform, ARM Templates



- **Microsoft Ecosystem:** Azure AD, Microsoft 365 (Teams, SharePoint Online, Exchange Online), DFS, DNS, DHCP, GPO, Active Directory Sites and Services
- **Virtualization & Storage:** VMware, Hyper-V, vRealize, Azure VMware Solution, NetApp, LUN/Datastore management, iSCSI, Azure Data Lake, Synapse Link
- **Networking:** VLAN, NAT, ACL, VPN, routing, Layer 3 switching, inter-VLAN routing, WireShark, Kubernetes CNI plugins
- **CI/CD & Automation:** Azure DevOps, GitHub Actions, Jenkins, TeamCity, Octopus Deploy, PowerShell, Python, Bash, PowerCLI
- **Database & Backup:** SQL Server, Administration of NAS Filers including NetApp, Azure Backup, Veeam, MARS, Disaster Recovery Planning
- **Monitoring & Telemetry:** AWS CloudWatch, CloudTrail, Datadog, OpenTelemetry, SCCM/Intune logs, CMTrace, Event Viewer
- **Security & Compliance:** Azure Security integration, Compliance policies, FinOps optimization
- **DevOps Tools:** Git, Artifactory, Jenkins, Docker, CI/CD pipelines

PROFESSIONAL EXPERIENCE

Cloud & Infrastructure Systems Engineer / Tier 3 Support Lead — Large MSP
Irvine, CA | Feb 2022 – Present

- Serve as SME for **hybrid cloud infrastructure solutions** integrating **Azure VMware Solution (AVS), Azure App Services, Azure Virtual Desktop (AVD) with Nerdio, and AWS EKS.**
- Provide **Tier 3 support for SCCM and Intune**, including troubleshooting application deployments, task sequences, driver packages, compliance policies, Autopilot profiles, and co-management setup.
- Lead **mobile device management (MDM)** initiatives for iOS, Android, and Windows 10/11.
- Transition endpoint workloads from SCCM to Intune (WUfB, endpoint security, app deployment).
- Analyze logs and diagnostics (CMTrace, Event Viewer, Intune troubleshooting blade, MDMDiagnosticsTool) to resolve incidents efficiently.



- Proactively recommend enhancements to endpoint management practices and automation opportunities.
- Support hardware environments (HP servers, NetApp storage, multi-vendor networking devices) in virtualized and cloud environments.
- Manage AWS EKS clusters, Azure VNETs, Azure AD Connect, Azure Firewall security configurations.
- Administer Kubernetes clusters, Helm charts, ArgoCD pipelines, ingress controllers, persistent volumes, and operators.
- Develop infrastructure as code using **Terraform, AWS CDK, and ARM templates**.
- Implement and troubleshoot advanced Active Directory setups including sites, services, trusts, DFS namespaces, replication groups, DNS, DHCP, and GPO policies.
- Manage DATTO backups, use ticketing system Autotask and RapidFire Tools for NIST security.
- Mentor junior engineers and collaborate with engineering teams on escalated issues, platform optimizations, and DevOps processes.
- Deliver enterprise **Power Platform governance, Power BI dashboards, and business automations via Power Automate**.
- Lead vendor collaboration for cloud transitions, infrastructure optimization, and security alignment.
- Manage VMware environments, vRealize automation, and troubleshoot complex network/storage issues.
- Utilize debugging tools like WireShark and Wireshark for networking issue diagnosis.

Environment: Azure, AVS, Azure App Services, AVD with Nerdio, AWS EKS, Kubernetes, Terraform, Azure DevOps, PowerShell, Python, SQL Server, Intune, SCCM, Microsoft 365, SharePoint, NetApp, VMware, WireShark

Network Systems Engineer / Microsoft Infrastructure Lead — Education System
| **Oct 2017 – Feb 2022**

- Delivered **enterprise hybrid cloud migrations** integrating **Azure, AWS, Kubernetes**, and on-prem infrastructure.



- Led **SharePoint Online, Azure AD, Azure Firewall, Intune, SCCM, Azure AD Connect, VPN, and VNET** deployments.
- Provided Tier 3 support for SCCM applications, task sequences, driver packages, software update groups, and client health.
- Supported Intune compliance policies, configuration profiles, Autopilot, and MDM enrollments.
- Automated infrastructure and security policy deployment using **Terraform, PowerShell, and PowerCLI**.
- Administered **Power Platform environments**, Power BI dashboards, and business process automations via Power Automate.
- Supported VMware infrastructure, performed complex AD migrations, GPO policy deployments, DFS replication health checks, and DNS/DHCP troubleshooting.
- Supported NetApp storage provisioning and Veeam backup management.

Environment: Azure, AWS, Kubernetes, Terraform, PowerShell, Microsoft 365, Intune, Cisco, SharePoint, SQL Server, NetApp, VMware

Systems Engineer II / Help Desk & Infrastructure Lead — University **| Jul 2015 – Oct 2017**

- Provided Tier 3 support and Microsoft infrastructure modernization including **Active Directory migrations, DNS, DHCP, GPO, and Azure hybrid integrations**.
- Supported SCCM deployments, boundaries, distribution points, and client push installations.
- Resolved complex SCCM and Intune endpoint management incidents.
- Delivered Kubernetes containerized workloads, Azure DevOps pipelines, and Terraform resource templates.
- Troubleshot Windows/Linux server and VMware virtualized environments.
- Managed data center infrastructure including HP servers, multi-vendor switches, and NAS devices.

Environment: Azure, Kubernetes, Azure DevOps, Terraform, PowerShell, VMware, Intune, Microsoft 365, SharePoint, SQL Server



Earlier Roles:

Infrastructure Systems Engineer | Ascend Learning (Nov 2014 – Jun 2015)

- Deployed **Windows/Linux server builds**, patch management, WebDAV via IIS 8.5.
- Implemented **VMware 5.5 Automation Tool**, DNS administration, vCenter 5.0 to 5.5 upgrade.

Sr. Engineer Consultant | Sky Group Technology (Oct 2014 – Nov 2014)

- Led **Terminal Server 2012**, SharePoint 2012 builds, VMware server provisioning, LAN troubleshooting.

IT Systems Administrator | Itegria (May 2014 – Sep 2014)

- Managed **Office 365 migrations**, DAG management, robocopy scripting, Hyper-V, RDS, GPO security.

Exchange Engineer | C7 Data Center (May 2013 – May 2014)

- Maintained Exchange 2007/2010/2013/O365 for 2K+ users, DAG, PowerShell automation, SQL Server 2012.
 - Lead Engineer on Exchange Server migrations to O365 – worked on 8 different projects for email migration.
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