

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

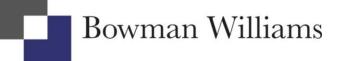
Certifications: MCSE (Server Infrastructure 2012), AWS Solutions Architect Associate, SC-200, SC-300, AZ-500, Azure Security Engineer Associate, VCA6-DCV

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

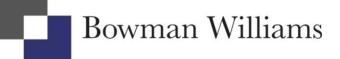


- Microsoft Ecosystem: Azure AD, Microsoft 365 (Teams, SharePoint Online, Exchange Online), DFS, DNS, DHCP, GPO, Active Directory Sites and Services
- Virtualization & Storage: VMware, Hyper-V, vRealize, Azure VMware Solution, NetApp, LUN/Datastore management, iSCSI, Azure Data Lake, Synapse Link
- Networking: 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 Trvine, 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 Bl 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 Bl 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.