

Security-First Service Delivery Leader & Azure Architect

Hands-on MSP leader with 6+ years owning service delivery across 50+ client locations and mentoring a 50+ person global team. Designs and executes Azure/M365/Entra architectures, Zero Trust with Conditional Access, and hybrid network/server builds. Track record includes 100+ Azure workload migrations, ~30% cloud cost reductions via FinOps and IaC, and calm, client-facing leadership that bridges sales/AMs and engineering.

Skills

Service Delivery • Client Leadership • Azure/M365/Entra • Zero Trust • Identity & Access • Cloud Migrations • IaC (Terraform/Bicep) • DevOps (Azure DevOps/GitHub Actions/Jenkins) • Containers/AKS • VMware/Hyper-V/KVM • AD/GPO/SCCM • PowerShell Automation • Cisco Networking (routing/switching, VLAN/VPN, firewalls, wireless, VoIP)

Achievements

- Led 100+ Azure workload migrations and multiple greenfield tenant builds; standardized cutovers and DR with ASR/Backup.
- Drove ~30% reduction in cloud spend through rightsizing, reservations, and cost governance.
- Implemented Zero Trust patterns with Entra ID and Conditional Access across multi-tenant estates.
- Built CI/CD and IaC foundations to accelerate delivery and eliminate drift across environments.
- Regularly runs client kickoffs, trainings, and executive updates; trusted technical authority on sales/QBR calls.

Professional Experience

IT Service Delivery Manager | MSP (Confidential) — 2019–Present

- Own service delivery for 50+ client locations; guide a 50+ global team across on-prem and cloud.
- Architect Azure landing zones, AKS, App Services, Functions; enforce policy via Arc/Stack HCI.
- Standardize DR/backups with Azure Backup/ASR; align to RTO/RPO and compliance needs.
- Embed DevOps pipelines and IaC (Bicep/Terraform); improve release speed and consistency.

- Implement Zero Trust with Entra ID, Conditional Access, Key Vault; reduce incidents and risk.
- Partner with AMs/sales on scoping, proposals, and client education; conduct 2–3 onsite days weekly.

Lead Plant IT Engineer | Global Manufacturer (Contract) — 2017–2019

- Led local IT operations; improved network uptime and performance with Cisco refreshes.
- Managed Windows Server/AD, VMware, Citrix; introduced hybrid identity via Azure AD Connect.
- Built SharePoint workflows and automation with Jenkins/Ansible; reduced deployment errors.

Systems Security Analyst | Federal Health Agency (Contract) — 2015–2017

- Ran regional security ops across 50+ sites; automated patching with SCCM and PowerShell to 95% compliance.
- Hardened AD/GPO and implemented privileged access controls; reduced recurring incidents by 30%.
- Developed 50+ automation scripts and standardized documentation for audit readiness.

Tools & Technologies

Cloud: Azure, AWS • **Identity:** Entra ID, AAD Connect, Conditional Access • **M365:** Exchange Online, Teams, SharePoint, Licensing/Tenant Admin • **Containers:** AKS, Docker • **IaC/DevOps:** Terraform, Bicep, Azure DevOps, GitHub Actions, Jenkins • **Virtualization:** VMware, Hyper-V, KVM, Citrix • **Systems:** Windows Server, Linux, AD/GPO, SCCM/Endpoint Mgmt • **Scripting:** PowerShell, Bash • **Networking:** Cisco routing/switching, VLAN/VPN, firewalls, wireless, VoIP • **ITSM:** ServiceNow, Autotask, ConnectWise, BMC Remedy

Education & Training (Redacted Institutions)

- Coursework: Information Systems & Technology
- Coursework: Media Communications
- Training: MCITP, CCNA, VCA
- MicroMasters: Cybersecurity & Software Development