

Senior IT Technician | Systems & Cloud Administrator | Microsoft 365 Security Expert

OBJECTIVE

Accomplished IT professional with over a decade of hands-on experience managing hybrid infrastructures, securing enterprise networks, and delivering reliable technical support across Windows, macOS, and cloud environments. Recognized for leadership in guiding teams, mentoring technicians, and fostering collaboration across departments to ensure seamless IT operations. Proven ability to improve system reliability, strengthen security frameworks, and drive projects that enhance productivity and user satisfaction through proactive problem-solving and clear communication.

EXPERIENCE

Small MSP - Senior IT Consultant
November 2018 – August 2025

Network Administration & Infrastructure

- Engineered secure hybrid networks using SonicWall, Fortinet, Meraki, and PFSense firewalls
- Designed VLAN segmentation, VPNs, and SD-WAN routing for distributed client environments
- Implemented proactive monitoring with NinjaRMM, and PowerShell automation
- Managed Microsoft 365 DNS, DHCP, and hybrid AD Connect environments
- Authored network topology diagrams and escalation workflows in IT Glue and Confluence

Server & Cloud Administration

- Deployed and maintained VMware vSphere and Hyper-V clusters with Datto and Synology replication
- Administered Azure AD, Exchange Online, and Intune MDM for 200 + endpoints
- Automated patching, alerting, and backup verification, cut manual maintenance
- Led Microsoft 365 and SharePoint migrations that eliminated on-prem file servers

Endpoint, SaaS & Security Management

- Enforced security baselines using Defender for Endpoint, Proofpoint, Webroot, and ThreatDown
- Managed 1Password Business vaults with quarterly access audits
- Configured Conditional Access, MFA, and DLP policies across client tenants

SKILLS

- **Autotask**
- **NinjaRMM**
- **SentinelOne**
- **ThreatDown (Malwarebytes)**
- **Proofpoint**
- **Fortinet**
- **SonicWall**
- **Meraki**
- **PFSense**
- **IT Glue**
- **Confluence**
- **Virtualization & Device Management:** VMware, Hyper-V, Intune, Jamf Pro, Kaseya
- **Cloud & Hybrid Environments:** Microsoft 365 Google Workspace
- **Networking & Infrastructure:** VLAN segmentation, VPN configuration, TCP/IP, DNS, DHCP, subnetting, QoS, VPNs
- **Email Security:** SPF, DKIM, DMARC, email encryption, MFA, 1Password
- **Security & Compliance:** Microsoft Defender, Conditional Access, DLP, phishing and ransomware response
- **Systems & Infrastructure:** Windows Server (2008 R2–2025), Windows 10/11, Windows 365, macOS (Mojave–Sonoma), iOS/iPadOS, Active Directory, Group Policy, PowerShell scripting
- **Virtualization & Backup:** Acronis, Datto RMM, Synology NAS, RAID, system imaging, disaster recovery planning
- **Documentation & Process:** SOP development, Panda asset tracking, workflow design, knowledge base creation

Client Projects & Leadership

- Led network refresh and cloud-transition projects under SLA constraints
- Created standardized onboarding templates reducing deployment time
- Conducted QBRs and trained new technicians on documentation and escalation standards

LA Based Small MSP - Lead Technician

December 2013 - 2018

Network Administration & Infrastructure

- Configured SonicWall and Cisco firewalls; designed VLAN and VPN architectures
- Deployed Cisco and Ubiquiti switches; optimized LAN/WAN performance using PRTG and SolarWinds
- Documented IP schemas and network baselines in IT Glue

Server & Cloud Administration

- Managed Windows Server 2008 R2 / 2012 R2 and Exchange 2010 on VMware ESXi 5.5
- Implemented Acronis and Datto backups with off-site replication testing
- Migrated departments to early Office 365 and SharePoint hybrid environments

Endpoint, SaaS & Security Management

- Deployed Windows Servers, Autotask Endpoint Management RMM, and Webroot,
- Implemented LastPass Enterprise for password governance
- Conducted vulnerability and patch-compliance audits quarterly

Client Projects & Leadership

- Directed infrastructure upgrades and server replacements across managed clients
- Collaborated with sales on MSP contract rollouts and QBR deliverables
- Mentored junior technicians on troubleshooting, ticketing, and client communication

Real Estate Brokage - Network Administrator

July 2010 - 2013

Network Administration & Infrastructure

- Upgraded core systems from Windows 2000 to Server 2012 R2 virtualized on VMware ESXi 4.1
- Built SonicWall VPN mesh interconnecting seven offices / 300 + agents
- Installed Cisco / Netgear switching with QoS for VOIP systems

Server & Cloud Administration

- Managed Active Directory, Exchange 2010, and RAID storage using Symantec Backup Exec
- Automated backup verification and recovery testing to ensure 100 % restore success

EDUCATION

Microsoft 365 Certified: Administrator Expert

Microsoft 365 Certified: Endpoint Administrator Associate

Jamf Certified Associate: Jamf Pro Jamf Ambassador

Santa Monica College: Bachelor of Science, Computer Science

Endpoint, SaaS & Security Management

- Administered AVG Business AV and Windows Firewall policies
- Supported secure escrow email and encrypted document workflows

Client Projects & Leadership

- Led network refresh and office technology deployments on time and under budget
- Negotiated vendor contracts reducing telecom and printing costs 15 %

**Restaurant Supply Store - Computer Technician
October 2007 - 2010****Network Administration & Infrastructure**

- Installed and maintained LAN/WLAN networks using Cisco Small Business and Linksys hardware
- Configured routers, switches, and POS systems for office and warehouse operations

Server & Cloud Administration

- Deployed Windows Server 2003 with SQL 2005 integration for inventory management
- Implemented Acronis True Image and Ghost Suite for fast system recovery

Endpoint, SaaS & Security Management

- Managed AVG Admin Console and Malwarebytes Enterprise for workstation security
- Provided remote support through LogMeIn and Microsoft VPN

Client Projects & Leadership

- Spearheaded server migration and data cleanup reducing downtime
- Created asset spreadsheets and maintenance checklists to standardize support