
Experience

Small MSP

Systems Engineer

Holland, MI

December 2019 – Present

- Designed, deployed, documented, and maintained network infrastructure and endpoint systems across multiple client environments.
- Created and deployed automation scripts and policies to streamline system management, reduce manual tasks, and proactively detect issues across client devices.
- Acted as a technical escalation point for level 1/2 engineers, providing guidance and resolving complex issues.
- Led Microsoft 365, cloud, and server migration projects, including planning, execution, and post-migration support.
- Implemented and maintained security tools such as EDR, web filtering, and MFA to enhance client cybersecurity posture.
- Implemented centralized Microsoft 365 management tools to enforce security best practices across client tenants, including MFA, identity & access management (IAM), and sharing restrictions.
- Interfaced directly with clients and third-party vendors, providing billable consulting services and project leadership.

School District

I.T. Field Technician

Holland, MI

May 2019 – December 2019

- Worked directly with students and faculty utilizing ticketing systems for issue management.
- Offered help desk support and conducted device repairs.
- Participated in incident response.
- Implemented automated device enrollment, streamlining deployment processes.

Certifications

Azure Administrator Associate (AZ-104)

Microsoft

2022

Azure Fundamentals (AZ-900)

Microsoft

2021

Skills & Interests

Computer Networking: Routing, Switching, Firewall configuration, VPNs, Network monitoring tools, DNS, MPLS

Microsoft 365: Conditional Access, EntraID, Azure, Graph API, Exchange Online, SharePoint, Purview

Endpoint Management: Windows Server, Active Directory, PowerShell scripting, Microsoft Office, MacOS/iOS/Android MDM.

Education

Davenport University

Bachelor's (incomplete), Network Management & Security

Grand Rapids, MI