

PROFESSIONAL SUMMARY

Results-driven IT professional with 15+ years of experience managing network operations, cloud infrastructure, and endpoint security across enterprise and creative environments. Skilled in Microsoft 365, Azure/Entra ID, Intune, Meraki networks, and Synology NAS administration. Experienced in device management (Addigy, Automox), virtualization, documentation, and client service delivery. Recognized for technical precision, process improvement, and cross-team collaboration in fast-paced, mission-critical settings.

PROFESSIONAL EXPERIENCE

2017 – Present

T3 Cloud Systems Specialist / Team Lead, (Small MSP) – Los Angeles, CA

- Provided Tier-3 support for 50+ client networks across the U.S.
- Manage team handling cloud, identity, and endpoint security incidents.
- Administer Microsoft 365, Entra ID, Intune, and Azure resources for client organizations.
- Configure and maintain MFA, MDM, and EDR systems to ensure compliance and security.
- Develop SOPs, escalation workflows, and client-facing documentation.
- Collaborate with leadership to enhance performance and response times.

2015 – 2017

Network Engineer, Multi-Purpose Stadium – Los Angeles, CA

- Provide network support for USC Football, LA Rams games, concerts, and national broadcasts.
- Configure VLANs, manage Fortinet firewalls, and maintain Aruba wireless systems.
- Support domain migrations and Active Directory administration for all Coliseum PCs.
- Collaborate with Ticketmaster and vendors to ensure wireless reliability during events.
- Document network changes and assist in modernization of Coliseum infrastructure.

EDUCATION

B.S. Information Technology – University of Charleston, Charleston, WV

Completed coursework in Networking, Systems Administration, Cybersecurity, and Cloud Technologies.

SKILLS & ABILITIES

- Network & Systems Administration
- Microsoft 365 / Exchange / SharePoint
- Active Directory / Entra ID / Azure
- Firewall & VLAN Configuration (Cisco Meraki, Fortinet, Ubiquiti)
- Wi-Fi Infrastructure (Aruba, Meraki)
- MFA / MDM / EDR Implementation
- Incident Response & Escalation Handling
- Team Leadership & NOC Management

ACCOMPLISHMENTS

- Recognized for leadership and service excellence managing distributed NOC teams.
- Successfully supported high-availability network operations for major live events.
- Contributed to modernization projects improving network stability and performance.