

Professional Summary

Dynamic IT Engineer with proven expertise at a Large MSP, specializing in endpoint and network troubleshooting, cloud services, NOC monitoring and VoIP system integration. Adept at enhancing IT infrastructure and solutions, I excel in delivering exceptional customer support while automating processes to boost efficiency.

Work History (see LinkedIn for full history)

Large MSP, Houston, TX

Service Desk Technician, July 2013 - July 2016

- Provided support to a client base of over 30 organizations, ranging in size from 2 to 300 employees.
- Skilled in troubleshooting a wide range of Microsoft technologies, including Windows 7-11, Server 2012 and later, and Microsoft Office/365 applications.
- Hands-on experience with industry-standard RMM and ticketing tools, including Kaseya, NinjaRMM, N-able, and the ConnectWise suite (Control Center and Manage).

Network Engineer, Microsoft 365 Tenant Engineer, NOC Technician, VoIP Engineer - July 2016 - Present

- Received promotions and gained additional responsibilities encompassing the titles above
- Proficient in configuring, managing, and troubleshooting switches, firewalls, and other network devices from vendors such as Cisco and Fortinet.
- Designed and implemented multiple small to medium-sized networks tailored to client requirements, including VLAN configuration to segment traffic and the deployment of isolated guest networks.
- Deployed comprehensive firewall configurations to enhance network security, including web and DNS filtering, antivirus integration, VPN setup, and other policy-based controls.
- Performed full migrations of client email systems, file repositories, and directory services to Microsoft 365 platforms including Exchange, SharePoint, and Entra.
- Transitioned traditional on-prem Active Directory infrastructures to hybrid and fully cloud-based Entra environments, successfully retiring outdated AD servers.
- Set up SharePoint for centralized file storage and access control and configured OneDrive for personal file management and backup solutions.
- Conducted daily monitoring of networks and systems, overseeing more than 100 servers, 200 network devices, and 1,000 workstations.
- Managed and verified daily backups while performing periodic restore validations across systems including Datto (BCDR and SaaS), Veeam, Windows Backup, and additional backup platforms.
- Address and troubleshoot alerts generated by daily monitoring, coordinating with other departments by escalating issues beyond scope.
- Proficient in deploying and maintaining VoIP solutions across various platforms, including Teams Phones, RingCentral, FreePBX, Cisco, and other hosted and on-prem systems.
- Successfully completed multiple migrations to various VoIP platforms, ensuring minimal disruption and seamless transition.
- Designed and implemented advanced FreePBX-based VoIP systems featuring hot/warm spare and offsite backups, complex call trees with 30+ nested routes, failover handling, and other custom functionalities.
- Implemented a range of VoIP hardware solutions using Yealink and Aastra phones and conferencing systems, along with softphone deployments from vendors such as Zoiper and MicroSIP.
- Implemented performance monitoring and reporting tools for call centers (20+ agents), leveraging solutions like QueueMetrics and Five9.

Education

Lone Star Community College, Tomball, TX

Associate of Applied Science, Cisco Network Engineering, 2009

- Dean's List 2008-2009 - 3.4 GPA