
OVERVIEW

Dedicated and work-oriented cybersecurity novice with years of experience managing, deploying, servicing, and repairing computers in a home and business setting, and seeking a position to further develop cybersecurity knowledge through risk assessment, security architecture, and business policies.

EXPERIENCE

Escalation Specialist / Endpoint Engineer - Small MSP

December 2024 - Present

- Designed, managed, implemented, and tested new endpoint hardening, patch management, and automations through Intune and NinjaRMM
- Implemented and advised on Network changes and installation of Unifi and Fortinet networks
- Managed the Helpdesk team and provided additional technical support to both the team and clients
- Built, managed, and maintained Azure Cloud environments for Active Directory applications
- Managed, advised, and implemented SAAS solutions to replace on-prem or cloud hardware like SharePoint
- Reviewed and managed endpoint security through Microsoft Defender and Huntress

Helpdesk Technician - Same MSP above

June 2024 - December 2024

- Managed clients and workflows with ConnectWise ticketing suite, Microsoft Partner Center, NinjaRMM, Azure, and Fortinet
- Created, removed, and maintained user accounts and groups in Entra ID, AD Domain, and workgroup environments
- Addressed network issues using Fortinet and Unifi
- Reviewed and troubleshot Azure cloud environments
- Worked with Active Directory and group policy to set resource permissions

IT Technician -

August 2023 - June 2024

- Deployed, repaired, and managed 2000+ Chromebooks, laptops, and desktops over seven schools
 - Performed software and hardware troubleshooting
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SKILLS

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| - Java & Python Programming | - Legacy and Modern Environment Architect |
| - Hardware and software troubleshooting and repair | - Network design and implementation with Fortinet |
| - Azure environment setup, configuration, and maintenance | - Security design and implementation with Defender |
| - Microsoft cloud environment management and development | - Intune Endpoint management and RMM deployments |
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CERTIFICATIONS

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| - CompTIA A+ Core 1 & 2 | CompTIA Network+ | Axelos ITIL Foundation |
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EDUCATION

Western Governors University

July 2024 - Present

- Major: Cybersecurity and Information Assurance
 - Completion: 54%
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