

Professional Summary

IT Support Specialist with an MSP background, supported ~2,000 users across 50+ companies with a lifetime 99.5% CSAT. Specialized in Microsoft 365 & Entra ID/Intune administration, SonicWall & Aruba networking, and macOS configuration via ABM/MDM platforms. Recognized for white-glove executive support, clear communication, and converting ad-hoc fixes into repeatable SOPs that cut ticket time and volume.

Experience

TECHNICAL SUPPORT ENGINEER, LEVEL 1 — Small MSP — 05/2023 - 08/2025

- Supported ~2,000 users across 50+ tenants with ~1,000 hours onsite experience, averaged 12 tickets/day resolved with 98% SLA and 99.5% CSAT; regularly handled new companies with minimal documentation while maintaining white-glove service.
- Experienced with internal and client asset management, endpoint patching, and server hardware maintenance; spearheaded device management and redeployment for a 500+ user company.
- Managed ABM/MDM platforms for 5 companies, proficient in macOS configuration and support; assisted with configuring and implementing Intune/Autopilot rollouts for Windows 11 across 10+ clients ; significantly reduced device setup time for both OS platforms.
- Regularly managed Microsoft Entra ID, Exchange Online, and SharePoint/OneDrive, supported multiple Tenant Transitions, MFA/Conditional Access Rollouts, and Data Cloud Migrations; improved and enforced end user security baselines.
- Administered SonicWall/UniFi/Meraki/Aruba/FortiNet infrastructures; provisioned VLANs, DHCP scopes, DNS, VPN connections, and access rules; focused on improving network efficiency and site security.
- Authored 30+ SOPs/KB Articles for top recurring issues, significantly reduced repeat tickets; mentored newly hired technicians on troubleshooting, triage, and escalation protocols.
- Managed Local/365 Backups for 10+ companies, experienced in Veeam/Commvault configuration and support; assisted with multiple server/filesystem disaster recovery situations.

AFFILIATE DATA SPECIALIST — Money Lending — 08/2022 - 05/2023

- Updated online affiliate brand pages, utilizing data for Brand ID's, cashback rates, promos, terms and conditions. Wrote descriptions of an affiliate's products, services, website, and brand information, to be displayed on the Hoopla Doopla Website.

Skills

- Endpoint & MDM:** Windows 10/11, macOS, iOS, Intune/Autopilot, ABM, Jamf Now, Mosyle, RDP/RD Gateway Manager, AssetBots
- Servers and Hypervisors:** Windows Server, VMware ESXi, Microsoft Hyper-V
- Identity & M365:** Entra ID (Azure AD), Local Active Directory (AD), Google Workspace Admin, Exchange Online, SharePoint Online, Teams Admin, Purview Admin, SARA Enterprise; Conditional Access, MFA
- Networking:** SonicWall (NSM/MySonicWall), UniFi Network, Meraki Dashboard, Aruba Central, FortiNet (FortiManager/FortiCloud); VLAN, DHCP, DNS, VPN (SonicWall, FortiCloud, Cisco, CloudBrink)
- VoIP & A/V Systems:** RingCentral, Dialpad, Teams Phone, Zoom, Broadvoice; IP Phone Configuration, iOS Integrations, Conference/Teams Room Setup (Zoom, Teams)
- Enterprise Applications:** Adobe (Admin Console/CC/Photoshop/Acrobat Legacy), Asana, Quickbooks, FileZilla
- Printing:** Brother, Xerox, Ricoh/RSI, HP, Sharp, Kyocera, Konica; Local AD/Intune/Entra integrations, PaperCut, SMTP, Faxing
- Security Cameras & Access Control:** UniFi/Ubiquiti, Rhombus, Blue Iris
- Security Platforms:** ThreatLocker, SentinelOne; M365/Exchange email security; Check Point (Avanan)
- Backup/DR:** Veeam, Datto, Commvault, Keepit
- RMM/ITSM:** ConnectWise (Manage/ScreenConnect/RMM), Datto RMM
- Automation:** PowerShell (user/device provisioning, application/device troubleshooting, reporting), ImmyBot, PIA

Education and Certifications

- Actively pursuing a CompTIA Network+ — Expected Q4 2025
- High School Diploma — Sky Mountain Charter School — 12/2021
Graduated 1.5 Years ahead of schedule, National Honors Society, maintained 4.0 GPA throughout, Teacher's Aid in 5 courses.

Awards

- Strikeworks Solutions — Employee of the Year — 2024