

PROFESSIONAL SUMMARY

Senior Systems Administrator with extensive expertise in enterprise IT infrastructure and cloud services, leveraging over 17 years of experience. Demonstrates proficiency in managing and optimizing hybrid environments through Azure, AWS, and Cisco technologies, while excelling in systems automation and endpoint solutions. Committed to driving innovation and scalability in IT operations, with a focus on security and compliance standards.

EMPLOYMENT HISTORY

SENIOR SYSTEMS ADMINISTRATOR

Oct 2023 - Present

Large MSP

- Administer hybrid Active Directory and Azure AD, including RBAC, conditional access, and MFA policies.
- Manage Microsoft 365 tenant configurations including Exchange Online, SharePoint, and DLP enforcement.
- Develop endpoint automation via Intune, AutoPilot, and Microsoft Configuration Manager (MCM).
- Implement Azure Automation Runbooks and Functions for infrastructure orchestration and health reporting.
- Conduct remediation workflows using Tenable.io vulnerability scans and patch management policies.
- Deploy and manage Cisco Meraki firewalls, switches, and APs; configure SD-WAN and site-to-site VPNs.
- Integrate infrastructure telemetry into Datadog; manage alerting via OpsGenie for NOC/SOC workflows.
- Contribute to annual PCI-DSS and HIPAA audits with supporting technical documentation.
- Deliver white-glove client support and remote troubleshooting across hardware and software layers.
- Maintain rigorous documentation, time tracking, and KPI adherence within ticketing systems.

Frisco, TX

SENIOR SYSTEMS ADMINISTRATOR

Oct 2022 - Oct 2023

Large MSP

- Provided tier-3 escalation for cloud infrastructure issues involving Microsoft 365, Azure, and endpoint security.
- Managed Intune, Office 365, Proofpoint, and Mimecast implementations across distributed environments.
- Designed and applied Conditional Access, MFA, and zero-trust controls (DUO, Cloudflare, iBoss).
- Authored SOPs, architecture diagrams, and technical documentation for internal knowledge base.
- Delivered root cause analysis and permanent fixes for recurring infrastructure incidents.
- Executed domain controller upgrades, GPO and certificate policy deployments, and vulnerability patching.
- Utilized tools such as RMM, MDM/MAM, AV/AM platforms to ensure security posture across endpoints.

Dallas, TX

SENIOR ONSITE CLIENT SUPPORT

Oct 2015 - Oct 2022

Large MSP

- Provide local on-site client support and technical issue resolution after initial equipment deployments.
- Collaborate with project management and network teams to oversee the onboarding process for new clients.
- Maintain and troubleshoot client hardware, including PC and MAC workstations, laptops, printers/scanners, mobile devices, and tablets.
- Manage and troubleshoot hardware issues (video cards, USB & peripheral devices, and drivers).
- Update and manage daily calendar activities through Connect Wise.

Boston, MA

- Ongoing ticket management oversight for all clients.
- Create/Manage Active Directory accounts, groups & permissions.
- Install, configure & manage print queues.
- Manage domain services & policies.
- Troubleshoot DNS, DHCP, and TCP/IP issues.

NETWORK SUPPORT ANALYST
Mortgage Company

May 2012 - Oct 2015
Lewisville, TX

- Perform second level support of client devices including configuration, deployment, troubleshooting and repair.
- Install updates and service packs on Windows/Mac/Linux servers.
- Install updates on network switching and routing devices.
- Performing troubleshooting to system failures and identify bottlenecks to ensure long term efficiency of network.
- Evaluate local area network (LAN) or wide area network (WAN) performance data to ensure sufficient availability or speed, to identify network problems, or for disaster recovery purposes.
- Test and configure software and maintain and repair hardware and peripheral devices.
- Maintain manual and electronic documents, files and records (e.g. work order logs, inventory, etc.) for the purpose of documenting activities, conveying information and/or providing an up-to-date reference and audit trail.
- Install and configure wireless networking equipment.
- Manage network monitoring utilities and alerting systems.
- Research and remediate cybersecurity risks.
- Manage Office 365 licenses and user support.
- Monitor and test data backups.

NETWORK ANALYST

Sept 2011 – May 2012
Dallas, TX

- Maintained Citrix XenApp/XenDesktop, performed profile/image management.
- Automated OS/application deployments via SCCM and Altiris.
- Conducted audits and compliance checks on Wintel infrastructure.

SUPPORT ENGINEER
Motar Company

Jun 2011 – Sept 2011
Denton, TX

- Provided L2/L3 infrastructure support on VMware and Backup Exec systems.
- Administered SCCM patch deployments and automated system diagnostics.

MAC SUPPORT DESK TECHNICIAN
Financial Company

Dec 2008 - Jun 2011
Irving, TX

- Delivered tier-2 phone support to HP field techs across enterprise IT environments.
- Logged recurring incidents to enhance QA and internal knowledge base.
- Supported engineering teams in bug validation and software rollout efforts.

EDUCATION

ASSOCIATE OF APPLIED SCIENCE – COMPUTER NETWORKING & ENGINEERING
Westwood College

SKILLS

Cisco Catalyst, Cisco Meraki, VPN, DHCP, DNS, VLANs, BGP, OSPF, LAN/WAN Design, SNMP, Firewall Configuration, Microsoft Azure, Azure AD, AWS, VMware ESXi, Hyper-V, Citrix XenApp, Azure Functions, Runbooks, AutoPilot, Intune, Windows Server, Microsoft 365, Exchange, SCCM, Datadog, OpsGenie, Tenable.io, ConnectWise, Remedy, LANDesk, Altiris, PowerShell, Batch, VBScript, PCI-DSS, HIPAA, Endpoint Protection.

ADDITIONAL INFORMATION

CERTIFICATION

Cisco Certified Network Associate (CCNA)

Issued June 2014 (Eligible for reinstatement)