

Experience

Large (MSP) | **Security Remediation Engineer**

12/24 - Present

- Investigated and remediated vulnerabilities identified by 3rd-party vendors e.g., Drawbridge, Optima, and Agio by performing in-depth analysis, developing tailored remediation plans, and delivering risk assessment reports aligned with business priorities and best practices.
- Drove monthly vulnerability management across endpoints and Microsoft 365 using tools such as VMAas, Footprint Agent, Rapid7, and SentinelOne, maintaining a Secure Score above 80% and validating remediation success through post-action scans.
- Managed cloud security configurations, hardened baselines, and enforced email security standards in Office 365, Proofpoint, Mimecast and Meraki while supporting endpoint health via tools such as NinjaOne, GoToAssist, ConnectWise, and ScreenConnect.
- Collaborated cross-functionally with Red Team, Platform Engineering, and Account Management to execute risk-based remediation strategies with minimal operational disruption.
- Led technical support efforts during remediation cycles using scripting in PowerShell, remote endpoint tools Putty & CheckMK, and documentation platforms Secret Server, IT Glue, enhancing reporting accuracy through severity-based classification. e.g., critical, informational, accepted risk.

Same MSP above | **Disaster Recovery Engineer**

12/23 - 12/24

- Planned, scheduled, and executed monthly regional and one-off client Disaster Recovery (DR) tests—including Functional and Operational tests—supporting 15–65 clients per region and 30–250 servers, while coordinating vendor and end-user participation through Regroup to ensure alignment with business continuity SLAs.
- Automated and executed DR failover and failback operations using custom PowerShell scripts integrated with Zerto, vSphere, and Veeam, enabling seamless transition of production services and reducing manual overhead.
- Delivered end-to-end DR support by remotely guiding vendors, clients & Helpdesk through test cycles via ConnectWise, NinjaOne, GoToAssist, and Citrix Studio, resolving connectivity issues and validating application availability in both production and DR environments.
- Developed and maintained detailed DR runbooks and infrastructure documentation, collaborating directly with clients to map dependencies and standardize test outcomes across multi-region environments.
- Monitored system and service readiness using tools such as Putty, Panorama, and CheckMK, performing Windows & Linux server health checks and scheduling test downtimes to reduce disruption and ensure DR validation.
- Improved DR program maturity by refining test procedures, optimizing vendor testing workflows, and introducing automation for scheduling, device status tracking, and test reporting across diverse client infrastructures.
- Secured critical DR credentials and infrastructure documentation using Secret Server and IT Glue, ensuring compliance and reducing risk during testing and production transitions.

Same MSP above | **Client Technology Management Engineer**

10/21 - 12/23

- Streamlined onboarding and off boarding workflows for 650+ Hedge Fund and Private Equity clients, standardizing user provisioning, decommissioning, and access management across platforms including Office 365, Okta, Duo, KnowBe4, and Automate Control
- Partnered with DevOps to automate IT onboarding and decommissioning workflows, reducing manual effort and supporting a 30% increase in adds and a 15% rise in removals from 2021 to 2023—without increasing headcount.

- Executed high-quality service delivery and troubleshooting across Citrix, O365, cloud storage, NFS shares, and security policies, with hands-on support in Citrix Studio and Powershell scripting for Exchange and calendar permissions
- Acted as primary escalation point for high-impact technical issues affecting C-level users, coordinating resolution and communication through ConnectWise Manage
- Managed client data and operational knowledge using IT Glue and Secret Server, ensuring infrastructure documentation was secure, current, and actionable
- Administered Barracuda backup environments, including restoration of email archives and critical client data, ensuring business continuity and recovery compliance

Same MSP above | **Client Support Technician**

01/20 - 10/21

- Delivered expert technical support and training through onsite, email, and phone channels—resolving issues efficiently while improving client proficiency in Citrix, VPN, and 2FA technologies.
- Managed client relationships and service delivery using ConnectWise, overseeing request lifecycles, resolving incidents, and administering secure access via Active Directory and domain services.
- Led application rollouts, workflow enhancements, and hardware maintenance projects—driving operational efficiency across diverse environments and improving system reliability.

Retail Firm **IT Support Specialist**

01/19 - 01/20

- Administered G Suite, Office 365, and Windows Server environments (2008–2016), managing Active Directory, Group Policy, DNS, and DHCP to support secure and efficient enterprise operations.
- Delivered end-to-end IT support for 200+ users across in-office and remote environments, resolving issues with desktop applications (MS Office, QuickBooks, Adobe), network devices, and mobile endpoints.
- Led backup, disaster recovery, and security awareness initiatives—including KnowBe4 campaigns—while providing 24/7 production support to minimize downtime and strengthen cybersecurity readiness.

| **Support Engineer**

09/17 - 12/18

- Delivered daily remote and onsite support for 320 hedge funds, broker-dealers, and family offices, ensuring operational continuity across Microsoft Office Suite, Bloomberg, Citrix, vSphere, and Geneva environments.
- Managed imaging, onboarding, and infrastructure processes—including SCCM deployments, AD account creation, Exchange mailbox setup, and Citrix/Skype integrations—streamlining user experience and reducing setup time.
- Monitored and maintained critical infrastructure and endpoint security using SolarWinds, MalwareBytes, and TrendMicro, while documenting technical procedures to standardize practices and enhance team efficiency.

EDUCATION

Syracuse University: B.S. Information Management & Technology Class of 2014

Minor: Global Enterprise Technology & African American Studies | Concentration: Project Management

Member of Alpha Phi Alpha Fraternity Incorporated | Delta Zeta Chapter, Spring 12 Initiate

TEDx Syracuse University | Event Director for founding student committee

SKILLS

- **Security & Compliance:** Vulnerability Management, Secure Score, Proofpoint, Mimecast, Microsoft Purview
- **Infrastructure:** Windows Server (2008–2019), Active Directory, Exchange, SCCM, Citrix Studio, VMware, Zerto
- **Tools & Platforms:** PowerShell, ConnectWise, NinjaOne, Regroup, Veeam, Panorama, Secret Server, IT Glue
- **Cloud & Endpoint:** Azure AD, M365, Meraki, Rapid7, SentinelOne, Mimecast, Office 365
- **DR & Monitoring:** CheckMK, Putty, Citrix Studio, GoToAssist