

Professional Summary

IT professional with 25+ years of experience driving infrastructure optimization, cloud solutions, and end-user support. Expertise in Microsoft 365, server administration, automation, and cybersecurity. Proven ability to lead teams, enable hybrid workplaces, and deliver secure, scalable technology solutions for both SMBs and global enterprises.

Professional Experience

Small MSP

– North Haledon, NJ

IT Consultant | Sep 2023 – Sep 2025

- Delivered Microsoft 365 consulting and managed services for 30 SMB clients, improving operational efficiency and cloud adoption.
- Automated system patching and maintenance with NinjaOne, reducing technician workload by 25%.
- Implemented MDM solutions (SimpleMDM, Apple Business Management) to secure client devices.
- Strengthened cybersecurity posture with Proofpoint, MFA, and endpoint protection tools.
- Supported hybrid workforces with remote desktop, VPN, and collaboration tools.

Terminals Firm

Elizabeth, NJ

Desktop Support Supervisor | Aug 2018 – Apr 2023

- Led a 6-member help desk team supporting 1,000+ users in a 24/7 port operations environment.
- Reduced ticket resolution time by 30% through process improvements and training.
- Directed enterprise-wide migration from Windows 7 to Windows 10 across 1,000+ devices.
- Deployed Microsoft 365 and OneDrive to enhance collaboration for office and remote staff.
- Acted as escalation point for critical issues, partnering with executives on technology needs.

Apparel Firm

– Bridgewater, NJ

Client Support Specialist (Contract) | May 2018 – Jun 2018

- Provided 2nd-level support for 1,100+ users in Active Directory, Exchange, and desktop systems.
- Configured and supported Cisco VoIP phones, enterprise apps, and printers.
- Ensured SLA compliance through timely resolution and issue tracking.

Packaging Firm

– Sayreville, NJ

IT Helpdesk | Jan 2017 – Feb 2018

- Provided 3rd-level support across multiple sites, administering Windows Server environments.
- Enforced endpoint protection via McAfee ePO Cloud and managed vulnerabilities with GFI Languard.
- Streamlined IT procurement using SAP and supported enterprise software rollouts with ManageEngine.

Pharmaceutical Firm

– Middlesex, NJ

Systems Support Analyst | Mar 2010 – Sep 2016

- Delivered Level II/III support and server administration in a regulated pharma environment.
- Ensured compliance with cGMP/DEA controls through validated system management and audits.
- Supported lab instruments, IP camera systems, and enterprise backups.

Earlier Career

Roles at Unilever/DELL, Citigroup, and DSV Air & Sea included desktop and server support for environments up to 5,000 users. Key contributions: OS migrations, enterprise application rollouts, technician training, and executive IT support.

Education & Certifications

Essex County College – Newark, NJ | A.A.S. Microcomputer Business Applications

Certifications:

- Microsoft 365 Certified: Modern Desktop Administrator Associate (in progress)
- CompTIA Security+ (planned 2025)
- ITIL v4 Foundation (in progress)

Technical Skills

- Cloud & Security: Microsoft 365, Azure (admin exposure), Proofpoint, NinjaOne, SimpleMDM, CrowdStrike, McAfee ePO, MFA
- Systems & Infrastructure: Windows Server (2008–2019), Active Directory, Exchange, VMware, SAP, ManageEngine, ServiceNow
- Remote/Hybrid Workplace: Microsoft Teams, OneDrive, VPN, Remote Desktop, Bomgar, Zoom
- Productivity & Tools: Office Suite, Acronis, Clonezilla, Unitrends, Veritas DLO
- Hardware & Networking: Dell/HP servers & workstations, printers (HP/Lexmark/Ricoh), iOS devices, Axis PTZ cameras
- Languages: English (fluent), Portuguese (fluent), Spanish (conversational)