

With 15+ years of experience driving enterprise growth and operational continuity through secure, efficient IT solutions, I quickly adapt to new processes and technologies. A proven leader in systems administration, cybersecurity, and network engineering, I have a track record of leveraging Six Sigma methodologies to streamline operations. Skilled at mastering emerging technologies and solving complex challenges to deliver reliable and high-performing IT environments.

CORE COMPETENCIES

- Microsoft 365 Administration (Exchange Online, SharePoint, Teams)
- Microsoft Azure (Cloud Services, Virtual Machines, Security & Compliance)
- Active Directory (Group Policy, Domain Services, Identity & Access Management)
- Windows Server (Configuration, Deployment, Patch Management)
- Endpoint Security (SentinelOne, ThreatLocker, Microsoft Intune, Device Management)
- Remote Monitoring & Management (NinjaOne, Endpoint Deployment, Automation)
- IT Project Management (Agile, Waterfall, Lean / Six Sigma Methodologies)

PROFESSIONAL HIGHLIGHTS

- Consistently achieved **95%+ first-call resolution** and **98%+ user satisfaction** in IT support roles
- Led a Six Sigma project as Team Lead that delivered **\$8M in cost savings over 4 years**
- Recipient of "**Tech of the Year**" award two years in a row (**2016–2018**)

PROFESSIONAL EXPERIENCE

Systems Administrator /Microsoft 365 Administrator | *Houston MSP* | November 2021 – September 2025

- **Managed** 450+ Windows physical and virtual servers, achieving **99.5% uptime** over five years through **proactive monitoring and preventive maintenance**.
- **Administered** Active Directory on-prem/**Azure**, Group Policy, and Microsoft 365 for **900+ users**, ensuring **high availability** and achieving **98% satisfaction** in internal IT surveys.
- **Strengthened** endpoint security with SentinelOne, ThreatLocker, NinjaOne, and Cynet, leading to an **80% reduction in malware incidents year-over-year**.
- **Conducted** monthly vulnerability assessments and patch management, **ensuring 100% compliance** with internal security policies.
- **Led cross-functional collaboration** with internal teams, vendors, and clients, **delivering infrastructure projects on time and within scope**.
- **Developed and delivered New Employee Orientation (NEO) training**, standardizing onboarding and **improving team productivity**.

IT Service Desk Lead | Global Manufacturing Company | Oct 2019 – Dec 2021

- **Managed and mentored a Tier 2–3 support team**, ensuring exceptional service delivery and maintaining a 90% first-call resolution rate for a global user base exceeding 10,000 users.
- **Oversaw the successful configuration and deployment** of over 700 remote VPN connections, enhancing secure corporate access for a geographically diverse workforce.
- Rolled out OneDrive for Business to end-users, **improving data backup and accessibility** across the organization.
- **Led the installation and configuration of diverse IT infrastructure components**, including desktops, laptops, peripherals, email clients, and backup systems, establishing and maintaining standards for consistent and efficient operations.

- Implemented OneDrive for Business, enabling seamless cloud-based file backup and **enhancing remote work capabilities** for over 2000+ employees.
- **Provided advanced support and acted as an escalation point for Microsoft 365** issues, including password resets, mailbox access, and account provisioning, collaborating with team members and ensuring effective resolution for complex technical challenges.

Network Engineer | Houston MSP | Jan 2016 – March 2019

- **Managed and optimized** VOIP systems to ensure **99% uptime** and seamless communication for enterprise users.
- **Resolved** network outages and performance issues through **in-depth root cause analysis**, minimizing downtime and **improving network stability**.
- **Spearheaded** projects to **reduce installation times by 20%** across client deployments, utilizing effective project management principles.
- **Maintained** comprehensive network documentation and **integrated** cloud environments to support efficient hybrid operations.

IT Systems Manager | Houston MSP | June 2015 – March 2019

- **Managed and maintained IT infrastructure** including hardware, peripherals, and network components.
- **Expertly configured networks**, including routing, switching, firewalls (SonicWALL), and Wi-Fi systems (Ubiquiti).
- **Deployed and Managed** network-based antivirus solutions (**Webroot, SentinelOne**) and cloud-based services like Microsoft products
- **Implemented and supported network-based antivirus solutions** (Webroot, SentinelOne) and backup systems.
- **Configured and maintained 27 IP cameras with user profiles.**
- **Utilized ConnectWise for IT service management, scripting and customer support.**

Law Firm | PC Technician | June 2012 - June 2015

- **Managed and maintained 35 workstations** in the ER, Labor and delivery, Sterile Processing, ensuring optimal performance and uptime for end-users.
- **Deployed and configured Omnicell software** on all workstations, to improve medication dispensing and inventory management.
- **Conducted research and development**, providing technical solutions and recommendations that directly supported business goals.
- **Led Lean process improvements** to streamline workflows and boost efficiency.

Defense Contractor | Assistant Lead Technician | October 2009 - June 2012

- **Established and maintained a comprehensive training program for 30-45 individuals**, resulting in an estimated savings of \$5 million over three years.
- **Developed and implemented a paperless tracking system for international shipments**, generating cost savings of \$2 million within one year.
- **Trained over 100 supply chain employees on SAP systems**, enhancing data accuracy and operational efficiency.
- Built and maintained strong relationships with suppliers, engineers, and key project stakeholders, driving effective collaboration and communication across multiple **Six Sigma** initiatives.