

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)

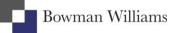
### **PROFESSIONAL EXPERIENCE**

**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 cloudbased 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.