

Professional Summary

Accomplished IT professional and Marine Corps Veteran with 3 years of experience supporting modern IT environments, I possess a strong understanding of leadership and cross-team collaboration, network infrastructure, and identity management knowledge. Proven ability to effectively communicate technical concepts to both technical and non-technical clients has been the key to my success. With my experience in a fast-paced MSP environment, serving diverse industries, I have developed the ability to adapt to new environments and infrastructure. I am eager to join an organization where I can continue to grow and make valuable contributions.

Experience

T3 Support **mid-size MSP** 01/2025 – Present
| McKinney, Texas

Serve as a senior escalation point for network and infrastructure issues across a diverse client base in a fast-paced MSP environment. Leverage deep expertise in networking concepts across different platforms, Microsoft 365, and virtual infrastructure to deliver secure, scalable solutions and guide cross-functional project execution.

- Serve as Tier 3 escalation for difficult networking issues with emphasis on Fortinet firewalls, such as advanced troubleshooting using CLI (e.g. diagnose, sniffer, debug, config commands).
- Acted as a technical lead in client-facing infrastructure projects, collaborating with internal teams and customer stakeholders to scope, design, and implement secure upgrades, migrations, and environment hardening efforts.
- Successfully deployed and stabilized environments across multiple clients. Configuring SD-WAN failover, IPsec/SSL VPNs, and centralized control via FortiManager and FortiAnalyzer.
- Diagnosed and resolved widespread packet loss and routing inefficiencies in segmented client networks, improving network reliability and reducing support escalations.
- Enabled smoother field deployments by supporting field technicians with firewall and switch setups and hardware replacements.
- Reduced false-positive alert fatigue and improved issue response time by optimizing Zabbix and device SNMP monitoring and alerting thresholds across multiple environments.
- Designed and deployed OneDrive/SharePoint environments, replacing on-premise shared drives to streamline file access, security, and version control for remote teams. Engineered and executed SharePoint Online migrations using Microsoft's SharePoint Migration Tool (SPMT), including comprehensive file permission mapping and rigorous post-migration validation across diverse departmental needs.

Tier 2 Network and Infrastructure Team Lead 12/2023 – 01/2025
| McKinney, Texas same MSP above

- Led the Service Delivery Network and Infrastructure Team, streamlining workflows to ensure SLA targets were consistently met.
- Developed and implemented technology strategies that aligned with business goals, resulting in improved processes, increased efficiency, and a competitive advantage in the marketplace.
- Analyzed trends and root causes to identify and resolve recurring technical issues, implementing long-term process improvements that reduced repeat incidents and enhanced team efficiency.
- Empowered Tier 1 and Tier 2 teams to resolve complex issues related to Windows, macOS, Office 365, Active Directory, VPNs, and firewall systems, significantly reducing escalations to Tier 3.
- Coached and audited performance regularly, resulting in measurable improvements in resolution times, first-call success rates, and customer satisfaction.
- Implemented Conditional Access policies and MFA enforcement for Microsoft 365 tenants, aligning security with user experience across remote and hybrid teams.

- Optimized Exchange Online for secure and reliable messaging by managing configurations, including mail flow rules, connector setup, and SMTP relay. Ensured uninterrupted communication through in-depth troubleshooting of mail delivery failures, utilizing Message Trace, email header analysis, and threat management tools.
- Significantly improved visibility and reduced response times for high-priority incidents by proactively identifying and resolving complex infrastructure issues. Leveraged Zabbix, FortiAnalyzer, and SNMP-based monitoring to achieve these improvements.
- Played a key role in onboarding new clients into the MSP ecosystem, contributing to the successful deployment of over 2,000 managed systems through tool setup, documentation, and post-rollout support.

Helpdesk Agent (Tier 1 and Tier 2)

03/2022 – 12/2023

| McKinney, Texas same MSP above

- Consistently delivered high-quality customer support by translating technical concepts into clear, actionable solutions, earning strong customer satisfaction scores.
- Provided end-to-end lifecycle support for corporate assets, including hardware diagnostics, software installations, remote troubleshooting, and preventative maintenance for workstations, laptops, and servers.
- Resolved common Microsoft 365 issues for end users, including password resets, OneDrive sync failures, and mail delivery problems.
- Partnered with Tier 2 leadership and project managers on new client onboarding, guaranteeing system documentation, integration, and adherence to service standards.
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Education, Certifications, and Skills

Community High School

Graduated 05/2016

CompTia A+
CompTia Net+
FortiNet NSE

Issued 06/2021
In Progress
In Progress

Microsoft 365 & Cloud

Azure AD/Entra ID User Management | Exchange Online management | MFA deployments with Conditional Access Policies | MS365 Suite troubleshooting | Intune Device Management | Tenant Migrations | Risky user identification and remediation | SharePoint/OneDrive deployment | Cloud security | Azure Virtual Machines

Network and Infrastructure

FortiGate configuration and deployment | FortiManager centralized management | FortiAnalyzer security monitoring | Network traffic analysis and debugging | SSL/IPSEC VPN configurations | Firewall policy management | FortiOS firmware management | Cisco LAN devices | WAP deployment | Zabbix monitoring | [Verge.io](https://verge.io) virtual machines | Data Recovery | Exchange Server administration

Core Skills

Communication | Leadership | Problem-solving | Adaptability | Time Management

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