

Mid Level IT System Administrator (Azure, AWS, Security Certified)

Personal profile

Highly motivated, team-oriented IT professional, with expertise in many fields including Network Administration, Systems Administration, Information Systems Security, Information Assurance, and Helpdesk, IT projects coordination.

Technical Skills

Active Directory Administration: Users, Groups, Computers, GPO, ...

Network Services Management: DNS, DHCP, IIS, ...

Microsoft 365/Azure Administration: Users/groups/License, mail and exchange online, security and compliance, device, Azure AD management, ...

Network and cloud security: VPN, IDS/IPS, NGFW, Data Loss Prevention (DLP), Information Protection, Conditional Access, Microsoft Defender ATP, Identity and Access Management (IAM),

Virtualization: VMware ESXi (Standalone, vSphere), Hyper-V

ITSM: Incident/request management, change management, Problem management

Work Experience

Cloud & Security-Focused MSP – IT Specialist II – Baltimore MD

November 2021 – Now

- Administered and optimized Active Directory and Azure Active Directory infrastructure, including users, groups, OUs, and GPOs, to enforce secure and scalable identity and access management, reducing access-related incidents by 40% and improving access security and user governance.
- Improved infrastructure reliability and uptime by configuring and managing critical Windows Server roles (DNS, DHCP, IIS, File/Print, FTP), supporting core business services across departments.
- Managed virtualization environments (VMware, Hyper-V): deployed and configured virtual machines and hosts to reduce hardware dependency and increase system flexibility, increasing server deployment speed by 30%.
- Enabled secure, cloud-first operations by administering Microsoft 365 tenants and Azure AD — handling identity, license, mail flow, device compliance, and Exchange Online configurations.
- Deployed and utilized infrastructure and IT Services Management and monitoring tools (SolarWinds, NinjaRMM, ConnectWise, N-Able, SNOW, DataDog) to proactively detect system issues and maintain accurate IT asset inventories, improving SLA compliance and IT responsiveness.

- Implemented multi-layered security controls using NGFWs, Microsoft Security features (MFA, Conditional Access), endpoint protection (Defender, Webroot), and regular vulnerability assessments to reduce cyber risk exposure and incident response time, and strengthening perimeter and endpoint defenses.
- Ensured 100% data recovery capability by implementing reliable backup and disaster recovery strategies using Veeam, protecting business continuity from data loss and system failures.
- Resolved user issues 25% faster by delivering effective Tier 1 and Tier 2 support, improving user satisfaction and minimizing productivity disruptions.
- Accelerated onboarding and system troubleshooting by creating and maintaining detailed and searchable documentation (Confluence, IT Glue, SharePoint), fostering transparency and team efficiency.

Multinational Supply Chain & Transportation Company - IT Support Technician, Team Leader – Douala Cameroon April 2013 – October 2021

- Directed a team of 5 support technicians, resolving over 200 monthly incidents and requests with a 95% resolution rate within SLA, ensuring high business unit productivity.
- Managed 500+ IT assets (PCs, laptops, printers, servers) through the full lifecycle (installation, relocation, upgrades, decommissioning), achieving a 98% accuracy rate in asset tracking and reducing equipment downtime by 15%.
- Spearheaded the restructuring of Active Directory, improving user and group management by automating workflows and implementing GPOs, which reduced login issues by 30% and improved overall system performance.
- Executed routine maintenance, patch management, and system backups using WSUS, Patch Manager, Intune, and Veeam; ensured 100% patch compliance, decreased unplanned downtime by 10%, and improved system security posture.
- Facilitated quarterly IT clinics and training for 100+ employees, reducing IT support ticket volume by 20% and increasing user efficiency and tool adoption rates by 25%.
- Implemented company-wide cybersecurity standard processes, ensuring compliance with internal security frameworks and reducing security incidents by 40% year-over-year.
- Led successful local and regional IT projects, including hardware/software upgrades and infrastructure consolidations, achieving 98% project completion on-time and 15% cost savings through vendor negotiations.
- Creating IT SOP
- Automating and managing workloads and business processes (Autosys, BMC Control M)

Education and Certifications

Master's Degree (Limoges Institute of IT Engineering – 3IL France): Computer Science

Network Certifications: Network + CE, Cisco CCNA

Cloud certifications: Azure Solutions Architect Expert, AWS Solutions Architect Associate

Security Certifications: Security + CE, Azure Security Engineer Associate, Azure IAM Administrator Associate

ITSM: ITIL V4 Foundation