
PROFESSIONAL SUMMARY

IT Professional driving IT operations, managing technical projects, and coordinating cross-functional teams in healthcare and enterprise environments. Proven track record of reducing downtime, optimizing workflows, and implementing cloud and security solutions. Experienced in leading IT projects and serving as interim IT Manager to ensure SLA compliance and operational excellence. Skilled in MS365, Azure AD, Intune, SharePoint, Google Workspace, network security, and enterprise system deployments.

KEY SKILLS

- Leadership & Management: Team supervision, mentorship, KPI tracking (BrightGauge), interim Service Desk Manager coverage, workflow oversight, performance monitoring
- Project Management: IT infrastructure projects, system migrations, software/hardware rollouts, workflow optimization, cross-functional coordination
- Cloud & Platform Administration: MS365 (Security, Compliance, Azure AD, Intune, Exchange, SharePoint), Google Workspace, JumpCloud, Hybrid AD, Apple Business Manager, MDM
- Network & Security: Cisco Meraki, FortiGate, FortCloud, TrendMicro, Darktrace, ProofPoint, KnowBe4, XDR, VPNs, CrowdStrike, SentinelOne, MFA rollout, HIPAA compliance, security awareness training
- Automation & Scripting: PowerShell (AD, MS365, cloud), workflow automation, DocuSign integrations, Box integrations, RMM tools (ConnectWise, Ninja; ScreenConnect)
- Technical Competence: Windows, macOS, iOS, Android, imaging, printers, Cmd, Terminal, Wireshark, SolarWinds, endpoint management, device provisioning
- Data & Reporting: Power BI, advanced Excel, SQL basics, dashboards, reporting metrics, CW Manage, Jira Service Desk
- Domain & DNS Management: Domain registration, DNS/MX setup, WHOIS, GoDaddy, Network Solutions, domain migrations
- Collaboration & Communication Tools: Microsoft Teams, Slack, Zoom, Confluence, SharePoint
- Backup & Disaster Recovery: BackBlaze, OneDrive, Google Drive, server backups, disaster recovery planning

PROFESSIONAL EXPERIENCE

Mid-size MSP – Los Angeles, CA
Escalation Engineer | June 2022 – Present

- Resolved high-severity Tier II/III escalations for 47+ enterprise clients, reducing downtime by 2 hours per incident and achieving 95% client satisfaction, ensuring uninterrupted business operations.
- Streamlined onboarding and offboarding for enterprise users, implementing standardized processes and automation that improved account accuracy, reduced setup time, and strengthened security compliance.
- Coordinated IT infrastructure projects including server migrations, network upgrades, and cloud integrations, completing all projects on time and generating \$120K in revenue.
- Implemented a Kaizen workflow initiative to automate ticket triaging, increasing team productivity by 20%.
- Supervised and trained a team of 5 technicians, cutting average resolution times by 15%.
- Served as interim IT Manager, handling operations, KPIs, and interdepartmental communications to maintain SLA compliance.

Healthcare Company – Pasadena, CA

Information Technology Specialist – Multiple Roles | Dec. 2018 – June 2022

Field Tech Senior Associate:

- Led IT support and systems integration during hospital acquisition transition, coordinating with leadership, clinical teams, and vendors to migrate 3,000+ users and devices seamlessly; maintained critical system uptime and ensured uninterrupted patient care.
- Managed escalated hardware, software, and clinical application issues, supporting Cerner, and imaging software in a high-pressure hospital environment.
- Supervised daily operations of a 6-person IT support team, ensuring SLA compliance and efficient ticket resolution.

Service Desk Technician II:

- Administered MS365, SharePoint, and AD for 3,000+ staff; led MFA/security protocol rollout, reducing account compromises by 30%.
- Resolved Tier II/III escalations with 90% first-contact resolution.
- Acted as Service Desk Manager during absences.

Help Desk Technician:

- Provided Tier I/II support for 3,000+ users.
- Supported Windows 10 and clinical software rollouts.
- Developed knowledge base and process documentation, improving team efficiency and reducing recurring tickets.

EDUCATION & CERTIFICATIONS

- B.S., Systems & Operations Management & Information Systems, California State University, Northridge
- A.S., Business Administration, Glendale Community College
- Certifications: Microsoft 365 Fundamentals (MS-900), Fortinet Certified Associate (FCA), Fortinet Certified Fundamentals (FCF); Currently studying: AZ-104, Fortinet FCP, CCNA.