
Objective

Results-driven IT professional with 8+ years of experience in IT operations, cloud technologies, security compliance, and team leadership. Proven expertise in managing IT infrastructure, optimizing security frameworks, and leading cross-functional teams to drive operational excellence. Seeking to leverage my leadership and technical skills.

Professional Experience

Small MSP

Solutions Engineer Tier III |

Frisco, TX | Aug 2024 - Present

- Managed IT operations and infrastructure, ensuring optimal performance and security compliance.
- Administered and optimized Microsoft 365, Azure, and VMware environments to enhance IT efficiency.
- Developed and enforced IT policies, aligning with NIST, SOC2, HIPAA, and ISO27001 standards.
- Led security audits, vulnerability assessments, and compliance initiatives to ensure regulatory adherence.
- Supervised IT helpdesk operations, optimizing end-user support and incident resolution.
- Managed IT vendor relationships, procurement, and budget tracking to optimize costs and performance.

Another Small MSP

**Senior Systems Engineer |
2024**

| Richardson, TX | May 2021 - July

- Led IT infrastructure projects, including cloud migration and enterprise security implementation.
- Managed identity and access control policies within Azure and Microsoft 365 environments.
- Provided hands-on IT support for onboarding/offboarding processes, ensuring seamless transitions.
- Spearheaded IT asset management, tracking hardware and software inventory for compliance.
- Designed and deployed patch management solutions to mitigate security vulnerabilities.

Travel Agency

System Administrator

| Irving, TX | July 2019 – May 2021

- Supervised IT helpdesk functions, providing technical support to users across Windows and Mac platforms.
- Designed and implemented Microsoft 365 and Azure AD strategies for user management and security.
- Led IT security and compliance efforts, aligning with SOC2 and HIPAA regulations.
- Managed IT vendor contracts and software license usage to optimize budget and procurement.

IT Specialist |
2019

| Richardson, TX | September 2017 – July

- Provided IT support and troubleshooting for enterprise users, resolving system and network issues.
- Assisted in developing IT policies, ensuring compliance with industry security standards.
- Automated IT processes using PowerShell, reducing manual workload and increasing efficiency.

Skills & Expertise

- **IT Management & Leadership:** Supervision of IT teams, performance reviews, and workload distribution.
- **Identity & Access Management:** Microsoft 365, Azure AD, and access control policies.
- **Security & Compliance:** HIPAA, SOC2, NIST, ISO27001, HITRUST compliance enforcement.
- **Helpdesk & End-User Support:** IT onboarding/offboarding, troubleshooting, and issue resolution.
- **Cloud & IT Infrastructure:** Microsoft Azure, VMware, Windows Server, and network security.
- **IT Budget & Vendor Management:** Cost optimization, vendor negotiations, and procurement oversight.
- **Automation & Scripting:** PowerShell scripting for system automation and IT process improvement.
- **Business Continuity & Disaster Recovery:** Implementation of backup, security audits, and risk mitigation strategies.

Certifications

- Microsoft Certified: Azure Solutions Architect Expert
- Microsoft 365 Certified: Modern Desktop Administrator Associate
- Microsoft Intune Certified: Enterprise Administrator Expert (In Progress)
- VMware Certified Professional (VCP)
- Cisco Certified Network Associate (CCNA)

Key Achievements

- Successfully led Microsoft Azure cloud migration, reducing IT infrastructure costs by 25%.
- Implemented IT security frameworks, reducing cyber threats by 40% through zero-trust architecture.
- Developed IT policies and procedures, aligning with industry standards to ensure compliance.
- Managed IT vendor contracts and optimized software licensing, saving 20% in IT expenditure.
- Designed and deployed enterprise-wide automation solutions, reducing manual IT tasks by 50%.
- Led IT disaster recovery initiatives, ensuring business continuity and compliance with security frameworks.

References

Available upon request.