
PROFESSIONAL SUMMARY

Highly experienced Senior Systems Engineer with 18+ years of progressive experience in infrastructure management, IT operations, and enterprise support. Skilled in high pressure MSP environments with hundreds of clients across multiple time zones, providing expert-level support in complex hybrid and cloud systems. Adept at multitasking across a wide range of technologies including Azure, O365, Google Workspace, Datto, Intune, VMware, firewalls, and server architecture. Known for meticulous attention to detail and outstanding client-facing skills, with a proven ability to communicate complex technical solutions to non-technical stakeholders.

CORE SKILLS

Systems & Infrastructure:

Windows Server • Active Directory • Group Policy • Hyper-V • VMWare • DNS/DHCP • File Services • Proxmox • RDS • NAS • Server Builds • Automation • Compliance • M365 Security

Networking & Security:

Firewalls: WatchGuard, Meraki, SonicWall • Site-to-Site & SSL VPNs • Network Cabling • Endpoint Protection • PCI Compliance • Datto BCDR

Cloud & SaaS Platforms:

Azure AD Sync • Microsoft 365 • SharePoint • DUO • Cloud Migrations • Backup Strategies • Google Workspace • Intune • Azure AD Sync • Remote Management Tools (e.g. ConnectWise, ScreenConnect, PuTTY, AnyDesk, RDP) • Firewall Rule Management

Leadership & Collaboration:

Mentorship • SOP Development • Training Program Design • Cross-Team Communication • Team Escalation Support

Software & Development:

WordPress • HTML/CSS • Adobe Suite • MySQL • PHP • Office Suite.

EXPERIENCE

Senior Systems Engineer/ IT Manager

National MSP with NOC/SOC Capabilities | McLean, VA

July 2024 - Present

- Led and mentored technicians across all levels while developing and implementing comprehensive training programs.

- Collaborated with internal stakeholders to identify recurring technical issues and implemented long-term solutions that reduced escalations by improving first-touch resolution.
- Created SOPs to standardize technical operations and improve team consistency.
- Managed the flow of service request tickets and addressed escalations across departments.
- Improved process efficiency through automation and strategic technology implementations.
- Standardized system configurations and documentation across environments to improve uptime, support efficiency, and compliance with IT best practices.
- Oversaw security, backup, and redundancy strategies for high-availability environments.
- Provided high-level support for server deployments, installations, and complex troubleshooting.
- Managed and maintained critical infrastructure supporting hundreds of endpoints, including Windows Servers, firewalls, and workstations.
- Designed and maintained site-to-site VPNs and LAN/WAN networking environments.
- Participated in client meetings to ensure technical alignment and service delivery satisfaction.
- Tools and tech: Windows Server, Linux, Hyper-V, ESXi, Proxmox, Datto, Azure AD Sync, DUO, RDS, DHCP, DNS, File Storage, Group Policy, Meraki, WatchGuard, SonicWall
- Delivered Tier 3 support across hundreds of SMB and enterprise clients in a high-volume, fast-paced national MSP environment, spanning multiple time zones and industries.
- Simultaneously managed 20+ escalations weekly involving hybrid Microsoft 365, Azure, Google Workspace, Datto BCDR, and firewall/security solutions.
- Maintained detailed documentation and configurations across dynamic client infrastructures with a focus on compliance and operational continuity.

Senior System Administrator

Managed IT, Cloud & Security Provider | Rockville, MD

February 2015 – June 2022

- Managed Windows Server environments with Active Directory, Group Policy, DNS, DHCP, and print services.
- Led firewall and VPN deployments, configurations, and cybersecurity initiatives.
- Oversaw virtualized infrastructure including Hyper-V and VMware ESXi.
- Designed and supported infrastructures for hundreds of devices including Windows Servers, firewalls, and cloud-integrated systems.
- Spearheaded Office 365 and SharePoint migrations with Azure AD synchronization.
- Developed SOPs and trained staff to improve operational procedures and technical skills.

CEO | Web Developer & System Administrator

Design Company | Rockville, MD

October 2006 – December 2021

- Developed and maintained websites using WordPress, PHP, MySQL, HTML, CSS, jQuery, and JavaScript.
- Delivered IT support including network setup, NAS deployment, backups, and recovery.
- Conducted system updates, patch management, and hardware/software troubleshooting.
- Created business graphics and marketing collateral with Adobe Photoshop and Illustrator.
- Managed IT projects, timelines, budgets, and stakeholder communications.
- Provided mentorship and technical guidance to junior team members.

EDUCATION

Information Technology AAS

Montgomery College | Rockville, MD

January 2004 – January 2009

Computer Science AAS

Montgomery College | Rockville, MD

January 2004 – January 2009

Graphic Design Certificate

Montgomery College | Rockville, MD

January 2004 – January 2009

Network Security Certificate

Watchguard One | Rockville, MD

January 2021

SD-WAN & Policy Management Certificate

Watchguard One | Rockville, MD

January 2021

Watchguard Cloud Certificate

Watchguard One | Rockville, MD

January 2021

AWARDS

Ownership

Current Employer |
McLean, VA

November 2002