EDUCATION

University of Maryland, Global Campus | Bachelor of Science in Cyber Security & Computer Networking

Montgomery College | Associates of Science in Cyber Security

CERTIFICATIONS

CompTIA A+, CompTIA Network+, CompTIA Security+, CompTIA CYSA+ , Azure 900, CompTIA CIOS IT Operations Specialist, CompTIA CSIS Secure Infrastructure Specialist, CompTIA CSAP Security Analytics Professional

TECHNICAL SKILLS

Tools : Hybrid Active Directory & Entra ID Management, Cisco Meraki, ConnectWise, IT glue, Microsoft 365 Admin Center, Patch Management, PowerShell, Proofpoint, Sentinel One

PROFESSIONAL EXPERIENCE

Systems Administrator   Small/mid MSP   02/2024 – Current

- Provisioned and managed user accounts via Active Directory and Azure AD for 200+ companies
- Maintained Microsoft 365, Exchange, and VMware/Azure workloads to ensure secure, high-availability enterprise operations
- Restored servers and optimized storage to ensure uptime and recovery targets
- Identified and resolved roadblocks for Mac users, streamlining operations and improving support response time by 50%
- Automated deprovisioning, reporting, and patching with PowerShell to boost efficiency
- Implement basic security standards such as firewall hardening rules, physical security protocols, and endpoint protection
- Monitored system logs and alerts to proactively identify and resolve performance bottlenecks

Help Desk Technician Team Lead   Same MSP above   10/2023 – 02/2024
Help Desk Technician   11/2019 – 10/2023

- Resolved 100+ weekly tickets across desktop, cloud, and mobile platforms using ConnectWise and remote tools
- Provided end-user support with 90%+ customer satisfaction and 95% SLA compliance
- Managed Microsoft 365 and Azure active directory for 100+ companies, including multifactor authentication setup and secure onboarding
- Deployed and refreshed Windows devices with domain/Entra joined, Group policy objects, and profile migrations without data loss
- Configured VPNs for remote users using Meraki, OpenVPN, and SSL to ensure secure access
- Applied monthly patches and antivirus updates to endpoints, strengthening security posture
- Created and maintained knowledge base articles and SOPs, reducing ticket volume by 25%
- Mentored junior technicians and coordinated with engineers to improve first-contact resolution by 20% and streamline escalations
- Tracked IT assets to optimize inventory, onboarding, and support workflows

IT Specialist   03/2018 – 10/2019

- Supported departmental systems across offices with upgrades, replacements, and maintenance to boost reliability
- Resolved remote issues via TeamViewer, Any Desk, and Service Now across desktop, printer, and network environments
- Deployed and imaged computers, applying monthly patches and antivirus updates
- Created 50+ support documents and converted business needs into IT solutions for non-technical stakeholders
- led office moves with seamless setup, connectivity, and minimal downtime
- Configured and maintained local network infrastructure including routers, switches, and wireless access points
- Enforced password policies, user permissions, and endpoint protection to strengthen device security
- Performed new staff onboarding with account setup, device provisioning, and multifactor authentication requirements