

Meldon Delacruz

Objective Process-oriented, seasoned IT professional seeking an operational or data governance position. Currently pursuing an MS in IT Management and preparing for the CISSP.

Key Skills

Leadership and Governance

- Compliance and Risk: Experienced in Risk Analysis and formal audit frameworks including NIST, HIPAA, CMMC, PCI-DSS and AT&T SISR.
- Frameworks: Deep understanding of ITIL service management and SDLC methodologies.
- Documentation: Expert in technical documentation and Network/Security Topology diagramming.

Cloud and Virtualization

- Azure Infrastructure: Comprehensive deployment of Azure Cloud, including MDM/MAM (Intune) and virtual environments.
- Virtualization: Proficient in Hyper-V, VMWare, and cloud-based virtual server management.

Network and Security

- Infrastructure: Advanced configuration of VLANs, Routing, Firewalls, Zero-Trust, and Wireless Tuning.
- Core Services: DNS, DHCP, Mail Flow, and Endpoint Security.
- Architecture: Skilled in designing and deploying physical and virtual network stacks and highly available systems.

Systems and Platforms:

- Operating Systems: Microsoft Windows (Server/Desktop), Debian-based Linux, macOS, iOS, Android.
- Hardware: Full lifecycle support for physical servers, workstations, and IoT devices.

Work Experience

Service Delivery Manager | *Link High Technologies Inc. (MSP) | Florham Park, NJ*
12/2024 – Present | 40 Hours/Week

- Direct IT support operations and implementation strategy, aligning service processes with the ITIL framework to ensure scalable, high-quality delivery.
- Executed IT compliance assessments and audits, identifying security gaps and ensuring alignment with various regulatory standards (HIPAA, CMMC, FCC, PCI-DSS)
- Design and deliver technology training for client staff, resulting in additional business opportunities and reducing end-user reliance on IT by improving user proficiency.
- Spearhead automation initiatives to streamline service ticket workflows, utilizing metrics to identify inefficiencies and reduce resolution delays.
- Build and mentor cross-trained teams, improving organizational flexibility and establishing standardized SOPs for onboarding and offboarding.

Senior Project Engineer / (Team Lead) | *Link High Technologies Inc. (MSP) | Florham Park, NJ*
07/2021 – 12/2024 | 40 Hours/Week

- Promoted to Team Lead to scope potential projects, create labor proposals, and mentor and team of engineers on Azure, Intune and SharePoint solutions.
- Redesigned project workflows, reducing internal meeting time by 50% while maintaining full oversight through automated reporting.
- Architected and deployed complex infrastructure including Site-to-Site VPNs, VLAN segmentation, and various security solutions.

- Acted as a technical SME and escalation point for L3 technicians, managing project lifecycles from implementation to documentation.
- Managed offsite engineers to serve clients outside of our normal geographic service area.

Service Desk Manager | *Infoaxis Inc. (MSP)* | *Mahwah, NJ*

02/2019 – 07/2021 | 40 Hours/Week

- Directed daily service operations, acting as the final escalation point for operational hurdles and client satisfaction issues.
- Coordinated project resources and technical staff to ensure on-time delivery of IT initiatives and strict adherence to client SLAs.
- Coached multi-tier support teams on soft skills and workflow management to improve “first-call” resolution and ease difficult client interactions.
- Analyzed operational bottlenecks, determining the most efficient paths to resolution for recurring technical and procedural issues.

Technical Analyst I & II | *Infoaxis Inc. (MSP)* | *Mahwah, NJ*

05/2018 – 02/2019 | 40 Hours/Week

- Delivered onsite and remote technical support for desktop, server, and network environments, progressing through two tiers of technical responsibility.
- Collaborated with network and infrastructure engineers to administrate and troubleshoot server and network connectivity issues.

Junior IT | *CCI Inc.* | *South Hackensack, NJ*

07/2016 – 05/2018 | 40 Hours/Week

- Supported foundational IT operations, including workstation deployment, basic hardware maintenance, and end-user troubleshooting in a fast-paced environment.

Education **BS & MS IT Management**

Western Governors University

March 2026 – Present (expected completion June 2026)

AAS. Computer Information Systems (Network Administration)

Passaic County Community College

January 2018

Certificates ISC2 CISSP (Expected completion December 2026)

CompTIA A+

CompTIA Network+

MS-900

AZ-900