

Connor Kucuk

IT Solutions Manager · Client Infrastructure Lead | Long Island, NY
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Professional Summary

Results-driven IT Solutions Manager with 5+ years of experience leading, supporting, and modernizing SMB technology environments across finance, healthcare, manufacturing, and professional services. Strong background in infrastructure strategy, cloud platforms, security compliance, and MSP operations. Known for documenting network infrastructure for new clients, outlining internal IT processes, serving as an escalation resource, and supporting project implementations that improve reliability, scalability, and security.

Core Competencies

Client Infrastructure Strategy & Documentation · Managed Services (MSP) Operations · Microsoft 365 & Azure AD / Entra ID · Network & Firewall Architecture · Security & Compliance Readiness · Process Standardization · Project Planning & Implementation Support

Professional Experience

Flexible IT — Long Island, NY

Technology Manager | Feb 2024 – Present

- Lead IT operations across 40+ SMB client environments with direct ownership of 20+ actively managed businesses
- Document network, cloud, and on-prem infrastructure for new client onboardings to ensure full system visibility
- Define and maintain internal processes for onboarding, offboarding, access control, escalation, and change management
- Serve as an escalation contact for support teams, assisting with complex infrastructure, identity, and security issues
- Support and assist with project implementations including Microsoft 365 migrations, cloud modernization, network upgrades, and security improvements

IT Support Specialist II | Mar 2023 – Jan 2024

- Delivered hands-on infrastructure and cloud support within multi-tenant MSP environments
- Assisted with infrastructure projects, platform migrations, VLAN/network changes, and SaaS integrations
- Maintained technical documentation standards to support onboarding efficiency and operational continuity

IT Support Specialist I | Mar 2022 – Mar 2023

- Provided remote and onsite technical support for SMB clients across diverse environments
- Assisted with endpoint deployments, system rollouts, and infrastructure changes

Previous Experience

Rocky Point School District — Rocky Point, NY

IT Analyst / Technician | Nov 2021 – Mar 2022

- Supported enterprise IT operations across academic and administrative environments

Technology Overview

Cloud & Identity: Microsoft 365, Azure AD / Entra ID, Intune

Security: Sophos, SonicWall, Avanan, Vanta

Networking & Virtualization: Cisco Meraki, UniFi, VMware vSphere

MSP Platforms & Monitoring: Nerdio, Auvik, Liongard

Education

Suffolk County Community College — Associate of Applied Science (AAS), Business Administration