

Colin Ogle

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PROFESSIONAL SUMMARY

I'm an IT support professional with over five years of experience in MSP environments, focusing on escalations, Microsoft 365 administration, network troubleshooting, and secure system deployments. I'm known for taking ownership of complex issues, improving documentation and processes, and supporting high-priority clients across multiple industries. I have worked closely with engineering, networking, and customer-facing teams to deliver reliable, scalable solutions that are easy for clients to adopt and understand.

TECHNICAL SKILLS

Systems & Administration: Microsoft 365, Azure AD, Active Directory, Exchange Admin Center, Proofpoint, Barracuda, DNS, DHCP, Group Policy

Networking: Cisco Meraki, firewalls, VPNs, network diagnostics

Tools & Platforms: ConnectWise Manage, ConnectWise Automate, NinjaRMM, IT Glue, ImmyBot, Datto, Webroot, CIPP

Hardware & OS: Windows 10/11, Dell/Lenovo/HP workstations, imaging & deployment, device migrations

Security: Spam filtering, phishing simulations, backup troubleshooting, endpoint security, user training

PROFESSIONAL EXPERIENCE

Alliance InfoSystems

Support Technician III | 10/2024 – 12/2025

Support Technician II | 11/2023 – 10/2024

- Served as the primary escalation point for Tier 1–2 technicians, resolving high-complexity issues and reducing backlog for multiple client environments.
- Managed and troubleshot client network infrastructure using Cisco Meraki, including firewall rules, VPNs, and performance issues.
- Collaborated with Centralized Services to resolve backup failures, network outages, and server incidents, improving uptime and reliability.
- Developed hands-on training scenarios for an internal network lab used by Tier 1–2 technicians.
- Submitted and executed change management requests involving firewall updates, DNS modifications, and server-level adjustments.
- Troubleshot Microsoft 365, third-party applications, printing issues, and network performance using NinjaRMM, ConnectWise Manage, and CIPP.
- Created and maintained internal SOPs in IT Glue, improving team efficiency and onboarding consistency.
- Deployed and configured Dell, Lenovo, and HP workstations using deployment servers and ImmyBot; migrated user data and ensured full functionality.
- Supported clients primarily in finance and law, assisting additional teams as needed based on ticket volume.

Advance Business Systems

Service Desk Technician – Tier I | 06/2021 – 11/2023

- Resolved service and project tickets in an MSP environment using ConnectWise Manage and ConnectWise Automate.
- Created, modified, and terminated user accounts in Azure AD/AD DS; managed Microsoft licensing and permissions.
- Configured spam filtering and quarantine policies in Proofpoint and Microsoft Exchange Admin Center.
- Deployed Windows 10 workstations, installed Microsoft apps via ODT, and configured client-specific software.
- Used Datto for server and SaaS backups, performing file restores and troubleshooting backup errors.
- Provided direct support to VIP users, including device migrations, onboarding/offboarding, and policy rollouts.
- Trained new technicians on best practices, ticket handling, and troubleshooting workflows.
- Built and executed Security Awareness Training campaigns using Webroot, including phishing simulations.
- Assisted Technical Alignment Managers by running Network Detective scans for technology alignment reviews.

CERTIFICATIONS

CompTIA Security+ (06/2025 – 06/2028)

CompTIA Network+ (08/2024 – 03-2028)

CompTIA A+ (12/2021 – 03/2028)

Microsoft 365 Certified: Fundamentals (01/2025)

Barracuda Email Security Gateway – Foundation (06/2025 – 06/2027)

Google Project Management – Coursera (08/2021)

Google IT Support – Coursera (05/2021)

CompTIA IT Fundamentals (ITF+) (04/2021)

EDUCATION

NPower – Tech Fundamentals | 01/2021 – 06/2021

Community College of Baltimore County – General Courses | 2015 – 2018

Sollers Point Technical High School – IT Networking Certificate | 2016

AFFILIATIONS

National Duckpin Bowling Congress (NDBC) | 2021 – Present

National Duckpin Youth Association (NDYA) | 2012 – 2021