

## **Summary:**

Highly skilled IT Systems Engineer with 6+ years of experience driving business growth through strategic IT solutions. Expertise in Microsoft Modern Workplace solutions, Zero Trust security principles, and cloud security. Proven track record in maturing M365 ecosystems, developing and implementing security policies, and enhancing user experiences. Proficient in M365 administration, IAM (Entra ID, Okta, Duo), MDM (Intune), and setting up passkeys with Windows Hello for Business as part of Zero Trust frameworks. Skilled in designing conditional access policies, endpoint protection, zero-touch deployment and comprehensive device security using Azure and M365.

## **Certifications:**

- AWS Solutions Architect Associate Certified (SAA-03) and AWS Certified Cloud Practitioner
- Microsoft Azure Administrator Certified (AZ-104)
- Microsoft Azure Virtual Desktop Specialty Certified (AZ-140)
- Microsoft Endpoint Administrator Associate (MD-102)
- CompTia Security+ and CompTia A+

## **Projects:**

### **Endpoint Management Modernization:**

- Planned and implemented Microsoft Endpoint Manager (Intune) solutions for clients, managing device enrollment, configuration, and app management across Windows, macOS, and mobile environments. Enabled seamless integration with Microsoft 365 services to deliver a secure and efficient endpoint experience

### **Windows Autopilot Deployment:**

- Developed zero-touch deployment workflows using Autopilot, PowerShell, and Intune, reducing device provisioning time by 90% and ensuring consistency in configuration and policy enforcement across devices

### **MDM and MAM for Mobile Devices:**

- Configured and deployed comprehensive mobile device management (MDM) and mobile application management (MAM) policies for iOS and Android devices, ensuring data protection and compliance. Implemented conditional access and app protection policies for Bring Your Own Device users, balancing flexibility with robust security measures. For corporate-owned devices, enforced stricter policies, including encryption, compliance checks, and remote wipe capabilities, safeguarding sensitive corporate data

### **Windows Hello for Business and Passkeys Implementation:**

- Spearheaded the deployment of Windows Hello for Business for over 1,000 users, integrating biometric authentication and passkey configurations with Azure AD and Intune. Leveraged conditional access policies and zero-touch deployment to enhance security, mitigate credential-based attacks, and provide users with a seamless authentication experience

### **Active Directory and SCCM Migrations:**

- Led successful migrations from legacy Active Directory and ADFS environments to Entra ID (Azure AD), modernizing identity and access management systems. Guided clients through SCCM to Intune migrations, ensuring smooth transitions to a modern device management infrastructure with enhanced capabilities for automation, security, and cloud integration

### **Compliance Audits:**

- Collaborated with stakeholders and IT teams to prepare for and successfully complete SOC2, ISO 27001, and NIST 800-171 compliance audits. Conducted rigorous assessments, implemented necessary security measures, and developed documentation to support certification readiness, ensuring client adherence to industry standards

### **Compliance and Security Policies:**

- Designed and implemented advanced conditional access policies, BitLocker encryption standards, and Microsoft Defender configurations. These measures aligned with Zero Trust frameworks to protect devices and data, ensuring compliance with industry regulations

### **Automation Initiatives:**

- Streamlined device lifecycle management through custom PowerShell scripts and automation tools, covering provisioning, patching, and decommissioning processes. This reduced operational overhead and improved compliance across multiple client environments

**Windows 10 to 11 Migration:**

- Orchestrated the automated upgrade process from Windows 10 to Windows 11 for multiple clients, ensuring a smooth transition with minimal disruption. Developed compatibility assessments, created deployment strategies using Intune and Autopilot, and provided end-user training to facilitate adoption of the new OS

**Work Experience:****Senior Systems Engineer, Proarch Technologies MSP , New York, NY***July 2023 - Present*

- Orchestrated the seamless migration of multiple client's data centers/servers to a hybrid/fully cloud environment achieving a 50% reduction in operational costs and enhancing system scalability
- Design and implement comprehensive security measures, including conditional access policies, configuration profiles, and endpoint protection strategies, to safeguard devices, environments, and users.
- Led end-to-end project initiatives, including developing project proposals, creating time estimation sheets, conducting infrastructure assessments, providing recommendations, and implementing solutions to modernize and remediate infrastructure issues using Microsoft best practices
- Subject matter expert in intune configuration profiles, app protection policies, conditional access policies, autopilot setup, app deployments, compliance policies, retention policies, GPO migrations to Intune, etc.
- Served as the primary contact for L2 and L3 support issues related to mobility, diagnosing, and resolving complex technical problems
- Optimized various client Azure environments to enhance cost efficiency and operational effectiveness. Implemented log analytics for real-time alerts and established reserved instances, resulting in significant cost savings and improved resource management
- Designed and executed a successful migration of enterprise applications to a hybrid cloud environment, resulting in a 30% reduction in operational costs and a 50% improvement in application performance
- Developed and implemented a robust disaster recovery plan for our clients, reducing potential downtime by 75% and ensuring business continuity during critical system failures
- Developed and maintained system documentation and standard operating procedures, which increased the efficiency of the onboarding process for new team members and new devices by 60%
- Coordinated with cross-departmental teams to facilitate the smooth decommissioning of legacy systems, ensuring zero downtime and maintaining business continuity throughout the transition
- Collaborated with IT security to enforce security policies on mobile devices to safeguard corporate data utilizing Intune app protection policies, conditional access, automatic MDM enrollment, ABM, Android, etc.
- Conducted rigorous system testing and validation, resulting in a 90% decrease in critical post-deployment issues and elevating customer satisfaction ratings by 35%
- Architected and implemented the transition from hybrid device management to pure-cloud driven Entra ID/Azure AD Joined device management and securing the cloud infrastructure and identity with Zero trust
- Integrated KnowBe4 with Entra SSO using SAML, enhancing user access security for over 500 employees and leveraged SCIM to sync users from Entra to KB4,streamlining user management and access control
- Automated OS patching and software deployment processes, ensuring seamless updates for clients' Windows and macOS devices

**Systems Engineer, WCA Technologies MSP, New York, NY***February 2022 - June 2023*

- Provided L1-L3 white glove support to 1000+ remote and on-site users, including C-level executives.
- Overhauled DNS infrastructure for multiple primary domains, including implementation of SPF, DKIM and DMARC protocols via Mimecast to reduce spam/ and setting up domain verification for all primary apps
- Managed backup, storage, updates, VPN setup, and maintenance on Windows servers and email servers.
- Led projects involving servers, workstations, network upgrades & handle 20+ tickets/day in ConnectWise.
- Performed policy work like creating & editing group policies,conditional access policies,MDM/UEM policies
- Implemented and integrated Azure AD SAML SSO on various SAAS applications
- Designed, developed, tested, and implemented technical IAM solutions using Azure AD and Duo
- Participated in migration projects between on-premises and Azure AD through Azure AD Connect
- Automated and set up zero-touch deployment of laptops using Windows Autopilot and Intune
- Implemented, maintained, and administered multiple M365 tenants, Exchange, Sharepoint sites, Intune, Google Workspace, Azure, VMs, etc.
- Delivered end-to-end endpoint management solutions, including MDM/UEM configuration, app deployment, and compliance policies using Intune

- Migrated group policies to Intune, implementing conditional access and security measures aligned with Entra
- Provided escalation support for business-critical systems and participated in on-call rotation
- Collaborated with a diverse audience, including highly technical IT professionals, developers, architects, and executive management, to address escalated problems in Microsoft software products
- Onboard/Offboard employees and inform them about hardware and software security and best practices

**Technical Analyst, Weight Watchers (Contract), New York, NY***October 2021 - February 2022*

- Provided desktop support to thousands of end-users closing hundreds of tickets per month utilizing Jira, Airwatch, Jamf, Sailpoint, Appgate, Okta, AD, Kerberos, Zoom, G-Suite, Workday, Adobe, etc.
- Managed 15+ Jira tickets daily, prioritizing tasks and providing timely updates and resolutions with urgency
- Achieved a 95%+ customer satisfaction rating based on feedback surveys
- Provided end-user instructional sessions, how-to documentation on Confluence, and always fulfilled SLA
- Managed access requests, MFA and password resets, and Mac OS and Windows computer management.
- Administered Okta, Slack, Google Workspace, Apple BM, Workspace One, and Appgate (Zero Trust SDP)

**Dell Field Engineer, Unisys (Contract), New York, NY***August 2019 - April 2020*

- Assisted over 10 customers per day by troubleshooting Dell enterprise desktop, laptops, and servers issues.
- Assisted with replacement of defective hardware, hardware upgrades, installation of OS upgrades, and provided customer support to hundreds of clients
- Achieved a 90%+ customer satisfaction rating based on feedback surveys
- Consulted on the diagnosis and problems of the end-user's machine in a timely and efficient manner

**Web Assistant Intern, Stony Brook University, Stony Brook, NY***December 2017 - December 2018*

- Used Omniupdate (OUcampus) a CMS to build and edit/convert Stony Brook websites to have more updated and responsive websites
- Analyzed problems in code and helped debug and troubleshoot to improve performance
- Developed and maintained web applications, like creating and integrating web services and databases
- Worked collaboratively with the web development team and stakeholders to identify and prioritize website and application features and functionality

**EDUCATION:****Stony Brook University, Stony Brook, NY**

- Bachelors of Science, Information Systems

**TECHNICAL SKILLS:**

- **Endpoint Management:** Microsoft Endpoint Manager (Intune), Windows Autopilot, SCCM, Addigy, JAMF
- **Identity and Access Management:** Active Directory, Entra ID (Azure AD), ADFS migrations, Conditional Access Policies, Okta, RBAC, MFA solutions, WhfB, SAML, OAuth 2, OIDC, SCIM
- **Device Management:** Windows 10/11, macOS, BYOD vs. Corporate Device Management, MDM (Intune, JAMF, Workspace One), MAM Policies
- **Security & Compliance:** Zero Trust Frameworks, Microsoft Defender for Endpoint, BitLocker, SOC2, ISO 27001, and NIST 800-171 audit preparation
- **Scripting & Automation:** PowerShell, JSON, Windows Autopilot provisioning, and lifecycle automation for devices
- **Cloud Services:** Azure AD, Microsoft 365 Services, Google Workspace
- **Operating Systems & Software Deployment:** Windows 10 to 11 upgrades, Intune for patching and app deployments
- **Collaboration & Communication Tools:** Zoom, Microsoft Teams, Slack, Jira, and Confluence
- **Networking & Infrastructure:** DNS, DHCP, TCP/IP, VPN setup, Azure-based monitoring systems
- **Troubleshooting & Support:** Advanced diagnostics for hardware, software, and cloud systems