

## Professional Summary

Strategic IT operations leader with 10+ years of experience in Microsoft 365 architecture, identity and access management, and automation. Proven success in leading cloud migrations, securing enterprise environments, and optimizing delivery through PowerShell and Power Automate. Skilled in Entra ID (Azure AD), MFA, Conditional Access, and Microsoft Purview. Adept at translating technical outcomes into business value and driving adoption through documentation and enablement and seeking a remote engagement lead role where autonomy, innovation, and client impact are prioritized.

## Core Competencies

- Microsoft 365 Administration (Exchange Online, Teams, SharePoint, OneDrive)
- Entra ID / Azure AD (SSO, MFA, Conditional Access, PIM)
- PowerShell & Power Automate Workflow Automation
- Microsoft Purview, DLP, Insider Risk, Compliance Center
- Cloud Migration & Modern Workplace Enablement
- Jira & Confluence Administration
- Technical Documentation (Runbooks, SOPs, Knowledge Bases)
- Identity Governance & Lifecycle Management
- Slack, LastPass, Okta Administration
- Agile Delivery & Escalation Management
- Executive Reporting & Visualization (Power BI)
- Remote Team Enablement & Cross-Functional Collaboration

## Professional Experience

**Avantor** — Lead Administrator, IT Ops Site Services *Oct 2024 – Sep 2025*

- Led IT operations across 3 global sites supporting 500+ users; ensured 99.9% uptime
- Automated onboarding with PowerShell scripts and digital playbooks, achieving 100% Day-One readiness
- Administered Microsoft 365 (Exchange, OneDrive, Teams, SharePoint) and Entra ID for identity lifecycle and access control
- Implemented Conditional Access and MFA policies to strengthen Zero Trust posture
- Leveraged Power Automate and Forms to visualize onboarding CSAT trends for executive leadership
- Authored Confluence documentation to support repeatable processes and cross-team enablement
- Partnered with compliance teams to align with FedRAMP and CMMC 2.0 standards

**AeroVironment** — Service Desk Coordinator | IT Support Analyst *Jun 2023 – Sep 2024*

- Supported Microsoft 365 integrations and user enablement initiatives across hybrid environments
- Triaged Jira Service Management queues by severity, impact, and VIP status
- Authored Confluence documentation and standardized support procedures
- Facilitated Agile standups and sprint cycles to improve team responsiveness
- Designed custom Jira and Zendesk widgets to enhance visibility and reduce ticket backlog by 40%

**Teladoc Health** — Technical Lead | Knowledge Management *Jan 2020 – Mar 2023*

- Designed and launched global Confluence knowledge base serving 4,000+ users

- Documented 200+ runbooks and led knowledge management initiatives
- Administered Slack, LastPass, Okta, and Microsoft MFA platforms to support secure collaboration
- Delivered training on Microsoft 365 tools including Teams and SharePoint
- Rebranded Service Desk as IT Business Partner, aligning support with enterprise goals
- Supported Entra ID and Microsoft 365 provisioning, governance, and decommissioning workflows

### **Securitas Security Services - IT Operations Analyst 01/2018 – 12/2018**

- Administered Okta and Slack for a hybrid workforce
- Led endpoint compliance initiatives using Jamf and Intune  
Streamlined ticket triage and resolution using Jira Service Management
- Created visual progress tracking tools and automated reporting dashboards

### **Early Career Highlights**

VPI and Paysafe • 01/2015 – 12/2018

Technical Support & Training

- Delivered technical support and training for SaaS platforms and payment technologies, advancing customer proficiency and product engagement

### **Education**

MBA, Business Administration — University of Phoenix (2023–2024) BS, Information Technology — University of Phoenix (2021–2023)

### **Certifications**

- Foundations of Leadership Certificate 1 & 2 – NSLS (2023)
- Executive Presence on Video Calls – LinkedIn (2022)