

## PROFESSIONAL SUMMARY

Versatile IT operations professional with 10+ years of experience in Microsoft 365 administration, technical documentation, and process automation. Skilled in Exchange Admin, OneDrive Admin, Teams, and SharePoint governance. Experienced in Jira administration (dashboards, Kanban boards, workflow schemes), Confluence knowledge base management, and automation with PowerShell and Power Automate. Adept at Slack and LastPass administration, Okta identity management, and Microsoft MFA security enforcement. Proven ability to translate complex systems into clear documentation and training resources that drive adoption and efficiency. Seeking a remote, mid-level individual contributor role focused on platform stewardship, documentation ownership, and process improvement.

## CORE COMPETENCIES

- Microsoft 365 Administration (Teams, SharePoint, Exchange Admin, OneDrive Admin)
- Jira Administration (Dashboards, Kanban Boards, Workflow Schemes)
- Confluence Knowledge Base Management
- PowerShell & Power Automate Workflow Automation
- SharePoint Site Design & Governance
- Slack Administration & Enablement
- LastPass Administration & Credential Governance
- Okta Administration & Identity Management
- Microsoft MFA Administration & Security Policy Enforcement
- ITIL V4 & Agile Methodologies
- Active Directory, Jira Service Desk, ServiceNow, Ivanti, ManageEngine, Zendesk
- Ticket Workflow Optimization & Escalation Management
- Technical Documentation & Internal Communications
- End-User Training & Enablement

## PROFESSIONAL EXPERIENCE

Avantor • 10/2024 - 09/2025

Lead Administrator, IT Ops Site Services

- 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
- Introduced Agile workflows and automated triage, reducing resolution time by 30%
- Administered Microsoft 365 (Exchange, OneDrive, Teams, SharePoint) and Jira (dashboards, Kanban boards, workflows).
- Authored Confluence pages to support repeatable processes and cross-team enablement.

AeroVironment • 06/2023 – 09/2024

Service Desk Coordinator | IT Support Analyst

- Reduced ERP ticket backlog by 40% through analytics and workflow refinement
- Designed custom service desk widget for enhanced visibility across Jira Service Desk and Zendesk
- Facilitated Agile standups and sprint cycles to improve team responsiveness
- Authored Confluence documentation and standardized support procedures
- Supported Microsoft 365 integrations and user enablement initiatives

Teladoc Health • 01/2020 – 03/2023

Technical Lead | Knowledge Management | IT Documentation

- Improved help desk efficiency by 25% via process reengineering and escalation protocols
- Rebranded Service Desk as IT Business Partner, aligning support with enterprise goals
- 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 and identity management
- Delivered training on Microsoft 365 tools, including Teams and SharePoint

Securitas Security Services

Service Desk Analyst • 12/2018 – 12/2019

- Delivered desktop and network troubleshooting across multi-region client base
- Authored internal support documentation and contributed to AD and M365 workflows

Paysafe

Technical Support • 01/2018 – 12/2018

- Provided SaaS and payment tech support; documented recurring issues and guides.
- Supported Microsoft 365 tools and integration troubleshooting.

VPI Voice Print International, Inc. • 01/2015 – 12/2018

Product Trainer

- Delivered interactive software training and created user guides for onboarding.
- Tailored training content for diverse user groups and business needs

## **EDUCATION**

Masters of Business Administration • University of Phoenix • 01/2023 – 05/2024

Bachelors of Science in Information Technology • University of Phoenix • 01/2021 – 01/2023

## **CERTIFICATIONS**

Foundations of Leadership Certificate 1 & 2 – National Society of Leadership and Success • 08/2023

Executive Presence on Video Calls – LinkedIn • 04/2022