Paul Hanlon

IT Infrastructure Engineer | Endpoint Management Specialist

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PROFESSIONAL SUMMARY

Accomplished IT Infrastructure Engineer with 16+ years of experience specializing in Microsoft Intune, Azure AD, and endpoint management. Successfully deployed and managed hybrid Azure AD environments across 700+ endpoints while developing custom automation solutions. Expert in PowerShell scripting, system administration, and enterprise-scale migrations with proven ability to improve operational efficiency through innovative technical solutions.

TECHNICAL SKILLS

Cloud & Identity Management:
Microsoft Intune, Azure AD, Hybrid Azure AD Join, Conditional Access, Compliance Policies, Endpoint Manager

Scripting & Automation:
PowerShell, Python, VBScript, Expect, Custom GUI Development

Systems Management:
SCCM, Active Directory, GPO, MDM, Software Deployment, Patch Management

Operating Systems:
Windows Server/Client, macOS, Linux, iOS, Android

Enterprise Tools:
Symantec Ghost, Dell KACE, Exchange, MS Office Suite, Visio, Project

Networking:
VLAN Design, pfSense, DNS, DHCP, VPN, Firewall Management, Network Segmentation

PROFESSIONAL EXPERIENCE

Endpoint Management Engineer
Catholic Charities New Hampshire | Manchester, NH | 2023-Present

- Successfully deployed and managed hybrid Azure AD and Intune MDM environments across 700+ endpoints
- Developed custom PowerShell GUI application for automated diagnostics and ticketing with Outlook integration
- Led organizational transition from email-based support to structured ticketing system, improving response times by 40%
- Resolved complex MDM enrollment, hybrid Azure AD join, and Group Policy issues through advanced troubleshooting
- Implemented endpoint compliance initiatives through custom scripting and policy refinement
- Created and maintained Group Policy Objects for security, software configuration, and user environment management

Enterprise Engineering Technician
State of New Hampshire | Concord, NH | 2022-2023

- Promoted from Technical Support Specialist (TSS3) to TSS5 within 6 weeks based on exceptional performance
- Managed SCCM application/package deployments and developed compliance scripting solutions
- Created PowerShell automation scripts for compliance monitoring, enforcement, and reporting
- Collaborated with state agencies and vendors on large-scale software deployments and troubleshooting initiatives
- Provided technical training and procurement assessments while maintaining accurate hardware inventory

Information Technology Administrator
Brooks Automation Inc. | Chelmsford, MA | 2018-2021

- Led enterprise-wide Windows 7 to Windows 10 migration and hardware refresh initiatives
- Managed OS imaging operations using Symantec Ghost and Dell KACE across manufacturing environments
- Administered Active Directory functions including user management, permissions, and group policies
- Supported Hyper-V virtual machines for legacy application compatibility in quarantined environments
- Provided comprehensive deskside and remote support using DameWare and TeamViewer

Customer Service Computer Technician
PlumChoice Inc. | Lowell, MA | 2013-2018

- Delivered Tier 3 Office 365 support for enterprise clients migrating from perpetual Office licenses
- Managed complex mailbox migrations and Office 365 client configurations for business customers
- Diagnosed and resolved advanced software/hardware issues remotely using Bomgar in high-volume call center
- Collaborated with Tier 2 technicians on escalated technical issues and retention initiatives
- Maintained high customer satisfaction scores while handling technical sales and diagnostic testing

Helpdesk Technician
Nerologica Inc. | Danvers, MA | 2012-2013

- Provided responsive helpdesk support including password resets, software installations, and network connectivity
- Managed Active Directory account administration while collaborating with IT staff on hardware/software issues

Helpdesk Technician
UMass Lowell | Lowell, MA | 2010-2012

- Provided comprehensive helpdesk support, network troubleshooting, and software installations
- Assisted students and faculty with class login issues, scheduling, and general IT-related inquiries

KEY PROJECTS & ACHIEVEMENTS

• Intune & M365 Enterprise Deployment
Successfully joined 700+ endpoints to Azure AD and deployed Microsoft 365 applications organization-wide with custom compliance policies.

• Custom PowerShell Helpdesk Tool
Developed GUI application for automated system diagnostics and ticket creation with Outlook integration, reducing support response times.

• Mass Windows 10/11 Upgrade Initiative
Automated multi-site kiosk upgrades using Clonezilla imaging pipeline with proportional resizing and automated health checks.

• Home Lab Infrastructure
Designed and implemented enterprise-grade home lab with Unraid, Docker containers, VLAN segmentation, and MQTT integration for Home Assistant monitoring. Utilizes ManageEngine for patch management and privilege management.

REFERENCES

Available upon request