

# Paul Hanlon

## IT Infrastructure Engineer | Endpoint Management Specialist

(978) 259-5582 | Derry, NH | Paul@hanlonhouse.us | www.hanlonhouse.us  
LinkedIn: linkedin.com/in/paul-hanlon-11863a1a5 | GitHub: github.com/B0st0wn

### 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**

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**• 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**

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Available upon request