

# Juan Blanco

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Mississauga, ON • (647) 888-4137 • juancarblanco98@gmail.com •  
linkedin.com/in/juan-blanco-

## Professional Summary

Results-driven IT professional with 2+ years' experience in cloud identity, security, and infrastructure administration. Primary onsite IT resource managing Azure AD/Entra ID, Intune compliance, SQL Server integration, and SonicWall firewall/VPN access. Skilled in incident resolution, documentation, and migrating core systems to cloud platforms including iManage. Certified in Azure Fundamentals and Network+, pursuing AZ-104 to advance into Cloud Engineering positions.

## Technical Skills

Cloud & Identity: Azure AD / Entra ID, Microsoft 365 Admin Center, Exchange Online, Intune (MDM), SCCM, PowerShell

Security & Networking: SonicWall Firewall & SSL-VPN, Duo MFA, Mimecast Threat Analysis, TCP/IP, DNS, DHCP, Patch Panel Verification

Systems & Data: Windows Server, SQL Server Query Execution + Log Review, iManage Cloud Migration, Print Server Management, RDP

Operations & Tools: ServiceNow, SysAid, SharePoint, Hiren's Boot, Zoom/Teams Rooms, SOP Documentation

## Professional Experience

Devry Smith Frank LLP — Toronto, ON

IT Systems Analyst • Mar 2024 – Present

- Primary onsite IT lead supporting 100+ users; responsible for end-to-end operations with selective Tier 2/3 escalations.
- Execute SQL Server queries to register workstations in the Document Management System; review logs and migrate legacy data to iManage Cloud.
- Administer SonicWall SSL-VPN access including WAN IP validation and trusted security group updates under least-privilege principles.
- Provision Azure AD identities, manage Duo MFA and Intune device compliance, domain-join PCs, and install productivity applications.
- Perform server health checks (SQL/print), trace patch-panel ports, and troubleshoot DNS/DHCP connectivity issues.
- Author SOPs and user guides for VPN/RDP access, boardroom setup, and default applications to streamline onboarding.
- Reimage devices, recover admin credentials with Hiren's Boot, configure IP phones, and support executive Teams/Zoom meetings.

Trillium Health Partners — Mississauga, ON

IT Support Technician • Nov 2023 – Feb 2024

- Managed inventory of 1,000+ hospital IT assets across multiple locations in SharePoint.

- Diagnosed and resolved workstation/peripheral issues; trained new team members on SOPs.

Alectra Utilities — Mississauga, ON

IT Support Analyst (Co-op) • Jan 2023 - Apr 2023

- Imaged and deployed 50+ SCCM-managed laptops/tablets; added to Active Directory OUs/collections.
- Provided Windows and Mac hardware support and readiness testing.

City of Mississauga — Mississauga, ON

Hardware Support Analyst (Co-op) • May 2022 - Sep 2022

- Delivered onsite and remote technical support for municipal users; configured network-connected equipment.

## **Certifications**

- Microsoft Certified: Azure Fundamentals (AZ-900) — 2024
- CompTIA Network+ — 2025
- Linux — Beginner to Advanced (Udemy) — 2023
- Microsoft Azure Administrator (AZ-104) — 2025

## **Education**

Ontario College Diploma, IT Infrastructure & Services — Sheridan College (Sep 2021 - Aug 2023)