

Juan Blanco

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Professional Summary

Results-driven IT Systems Analyst with 2+ years of experience supporting cloud identity, endpoint management, and enterprise infrastructure in hybrid environments.

Primary onsite IT resource responsible for Azure AD / Entra ID administration, Intune compliance, SQL-backed system integrations, and secure VPN access. Strong background in incident response, documentation, and system migrations, including enterprise document management system cloud transitions. Azure Fundamentals and Network+ certified, actively pursuing AZ-104 with a career focus on Cloud Support and Cloud Engineering roles.

Technical Skills

Cloud & Identity

Azure AD / Entra ID, Microsoft 365 Admin Center, Exchange Online
Intune (MDM), SCCM, PowerShell (administrative scripting)

Security & Networking

SonicWall Firewall & SSL-VPN, Duo MFA, Mimecast
TCP/IP, DNS, DHCP, Endpoint Hardening, Patch Panel Verification

Systems & Data

Windows Server, SQL Server (query execution, log review)
iManage Cloud Migration, Print Server Management, RDP

IT Operations & Tools

ServiceNow, SysAid, SharePoint
SOP & Technical Documentation
Zoom / Teams Rooms, Hiren's Boot, Device Imaging & Recovery

Professional Experience

Devry Smith Frank LLP — Toronto, ON

IT Systems Analyst | Mar 2024 – Present

- Primary onsite IT lead supporting 100+ users, owning end-to-end support operations with selective Tier 2/3 escalations
 - Execute SQL Server queries to onboard workstations into the Document Management System; review logs and support migration of legacy data to iManage Cloud
 - Administer SonicWall SSL-VPN access, including WAN IP validation, trusted security group updates, and least-privilege access controls
 - Provision and manage Azure AD identities, Duo MFA, Intune device compliance, domain joins, and application deployments
 - Perform server health checks (SQL and print services), trace patch-panel ports, and troubleshoot DNS/DHCP connectivity issues
 - Author SOPs and user guides for VPN/RDP access, boardroom systems, and default application configurations
 - Reimage and recover devices, retrieve administrative credentials using Hiren's Boot, configure IP phones, and support executive-level Teams/Zoom meetings
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Trillium Health Partners — Mississauga, ON

IT Support Technician | Nov 2023 – Feb 2024

- Managed inventory of 1,000+ hospital IT assets across multiple locations using SharePoint
 - Diagnosed and resolved workstation and peripheral issues; trained new team members on SOPs and workflows
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Alectra Utilities — Mississauga, ON

IT Support Analyst (Co-op) | Jan 2023 – Apr 2023

- Imaged and deployed 50+ SCCM-managed laptops and tablets; joined devices to Active Directory OUs and collections
 - Provided Windows and macOS hardware support and pre-deployment readiness testing
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City of Mississauga — Mississauga, ON

Hardware Support Analyst (Co-op) | May 2022 – Sep 2022

- Delivered onsite and remote technical support for municipal users
 - Configured and supported network-connected devices and peripherals
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Certifications

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

Ontario College Diploma — IT Infrastructure & Services

Sheridan College | Sep 2021 – Aug 2023