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Professional Summary

DevOps-minded Cloud Engineer with a proven background supporting **hybrid Microsoft enterprise infrastructures**. Adept at **automation (PowerShell, Bash, Python)**, **containerization (Docker)**, and **Infrastructure as Code (Terraform)**. Holds **10 industry certifications** and an **active Secret clearance**. Experienced with **Azure PIM, Intune, Exchange hybrid, and Active Directory** in high-security environments. Currently pursuing advanced credentials (Azure Administrator, AWS Solutions Architect, SysOps, Developer, and ISC2 CCSP) to further expertise in building **secure, automated, and cloud-native platforms**.

Certifications

- Active Secret Security Clearance
- AWS Certified Cloud Practitioner
- CompTIA A+, Network+, Security+, Cloud+, Project+
- ITIL 4 Foundation
- LPI Linux Essentials
- Microsoft 365 Fundamentals
- PCEP: Python Certified Entry-Level Programmer
- *(In Progress: Microsoft Azure Administrator (AZ-104), AWS Solutions Architect, SysOps, and Developer; ISC2 CCSP)*

Projects

- **Hybrid Kubernetes Platform with Terraform & Prometheus:** Deployed a production-style K3s cluster with an AWS-hosted master and homelab worker nodes. Automated provisioning and security groups using Terraform. Integrated Prometheus & Grafana for real-time monitoring and alerting, demonstrating hybrid-cloud resiliency and observability.
- **Cloud Resume 2.0:** Rebuilt the Cloud Resume Challenge with a modern Next.js + Tailwind stack, leveraging server-side rendering for performance and interactivity. Integrated dynamic features for resume updates and portfolio visibility, aligning with enterprise-grade web development practices.
- **Menu-Based PowerShell Automation:** Developed a modular PowerShell tool adopted by coworkers to streamline user, printer, and workstation lookups in Active Directory. Saved 2–3 minutes per call, reducing daily ticket resolution time across the team and reinforcing repeatable documentation practices.
- **Enterprise-Grade Homelab:** Designed and deployed containerized services with Docker/Portainer, fronted by Traefik reverse proxy and cert-manager for automated TLS. Implemented Prometheus/Grafana monitoring and recursive DNS filtering with Pi-hole & Unbound, creating a secure, production-style sandbox for testing cloud-native architectures

Education

- **B.S. Cloud Computing** *(In Progress, Expected Jan 2026)*
Western Governors University | Member, National Society of Leadership & Success
- **A.A. General Studies (4.0 GPA)**
Delgado Community College | 2010 | Phi Theta Kappa Honor Society

Technical Skills

- **Operating Systems:** Windows Server 2022, Linux (Ubuntu Desktop & Server | Red Hat)
- **Cloud Platforms:** AWS, Azure, GCP (introductory)
- **Virtualization:** Proxmox, Hyper-V, VirtualBox
- **Identity & Access Management:** Active Directory (ADUC/ADAC), Entra ID (Azure AD), Azure PIM
- **Enterprise Tools:** Exchange Online, Intune, SCCM, Cisco Finesse, Remedy, ActivClient
- **Networking:** DNS, DHCP, VPN, proxy/PAC configs, IP troubleshooting
- **Automation & Scripting:** PowerShell, Bash, Python, Ansible, Docker

Professional Experience

Enterprise Service Desk Analyst

Leidos via TEKSystems | Marine Corps Enterprise Support

Jan 2025 – Present

Active Secret Security Clearance

Environment: Hybrid Microsoft Enterprise – Active Directory, Azure AD, Exchange Online, O365, Intune

- **Incident Management & Troubleshooting:** Handle 20–30 enterprise support calls daily via Cisco Finesse, conducting root cause analysis and detailed documentation in Remedy with complete audit trails
- **Identity & Access Management:** Manage user lifecycle and access provisioning using ADAC, ADUC, and Entra ID, including group membership validation, role assignments, and cross-forest authentication issues
- **Hybrid Cloud Operations:** Troubleshoot Exchange hybrid configurations, validating SMTP proxy/target addresses, ECP redirection, and Azure AD Connect sync issues
- **Privileged Access Management:** Use Azure PIM daily for just-in-time elevation to manage O365, Exchange, and Azure AD roles
- **License & Service Management:** Resolve GAL mismatches and distribution list visibility problems; validate O365 licensing and service entitlements based on security group memberships
- **Infrastructure Support:** Perform network diagnostics (IP conflict, proxy/PAC config, domain trust failures), certificate checks for CAC logins, and Outlook optimization/cache resets
- **Mobile Device Management:** Use Intune for device inventory, IMEI lookup, and basic configuration management of mobile assets
- **Security Compliance:** Review SAAR forms and DoD training certificates to validate account requests and enforce role-based access controls
- **Process Automation:** Developed menu-based PowerShell tool for user, printer, and workstation lookup and call documentation automation to improve workflow efficiency