

Jessica Graf

512-920-9266 | jgraf9@gmail.com | linkedin.com/in/jgraf | TX

PROFESSIONAL SUMMARY

Dynamic Principal Technology Advisor and Microsoft 365 Solutions Architect with over 20 years of extensive IT leadership experience and technical expertise, specializing in enterprise M365 architecture, integration, and optimization. Expert in designing and securing large-scale Microsoft 365 environments—including Exchange Online, SharePoint, Teams, OneDrive, and Intune—while ensuring compliance, governance, and operational excellence. Proven track record in managing complex tenant-to-tenant migrations, mergers and acquisitions, and system integrations, achieving zero data loss and timely execution. Skilled in disaster recovery planning, infrastructure capacity management, and conducting technical due diligence for system acquisitions. Renowned for mentoring teams, developing robust policies, and aligning IT solutions with business strategies to drive organizational growth and resilience. Committed to promoting continuous improvement and innovation.

EDUCATION

University of Arizona

- Anthropology
- B.A.

EXPERIENCE

IT Solutions Architect

MERP Systems, Inc.

December 2021 - Present

- Architected and administered enterprise-scale Microsoft 365 environments, overseeing Exchange Online, SharePoint, Teams, OneDrive, and Intune for federal and commercial clients.
- Directed design and implementation of M365 security, compliance, and governance frameworks using Purview, DLP, and retention policies, achieving 100% audit readiness for GCC High environments.
- Led end-to-end technical integration and tenant-to-tenant migrations during M&A events for 5,000+ users, ensuring zero data loss and 100% on-time delivery.
- Developed and maintained comprehensive technical documentation, policies, and procedures for all M365 systems, contributing to standardized operations and regulatory compliance.
- Mentored and coached junior engineers, fostering a culture of continuous learning and technical excellence within the IT platform team.
- Drove incident management and root cause analysis for complex M365 issues, reducing incident resolution times by 40% and supporting critical MIM events as part of on-call rotation.
- Successfully implemented automated provisioning and reporting using PowerShell, which boosted IT productivity by more than 20 hours each week and greatly improved overall operational efficiency.
- Successfully implemented CI/CD pipelines leading to a 30% increase in deployment efficiency.

Senior IT Engineer (M365 & SharePoint Focus)

Hanger, Inc.

December 2017 - December 2021

- Served as subject matter expert for Microsoft 365 and SharePoint, supporting 5,000+ employees with scalable solutions and driving enterprise-wide adoption.
- Automated repetitive IT tasks using PowerShell and Power Automate, improving team efficiency by 25% and streamlining business processes.
- Managed and enforced compliance controls (DLP, encryption, retention), maintaining 100% HIPAA and SOC 2 audit success rates.
- Led Exchange Online migration and drove adoption of Teams and OneDrive, increasing collaboration and reducing infrastructure costs by 25%.
- Produced user training and technical documentation, reducing support tickets by 35% and enhancing user self-sufficiency.
- Directed onboarding workflows and IT process automation, decreasing manual effort by 40% and accelerating employee onboarding timelines.
- Established Teams governance model, achieving 90% adoption across the organization within 12 months.
- Continuous improvement

IT Team Lead / SharePoint & M365 Engineer

Carollo Engineers

December 2014 - December 2017

- Spearheaded SharePoint migration projects, modernizing collaboration for 1,500+ employees and increasing adoption by 20%.
- Deployed MFA and Conditional Access, reducing security risk exposure by 40% and ensuring regulatory compliance.
- Designed and implemented solutions tailored to business needs, strengthening stakeholder engagement and user satisfaction.
- Mentored IT staff on Microsoft 365 best practices, elevating team technical capabilities and knowledge retention.
- Managed multi-phase SharePoint migration, reducing infrastructure footprint by 70% and optimizing operational costs.
- Developed workflow library using Power Platform, halving approval cycle times and improving process efficiency.

IT Systems Engineer

Dell Technologies

December 2011 - December 2014

- Executed global rollouts of SharePoint and Microsoft 365 in hybrid environments, supporting 10,000+ users across 20+ international offices.
- Engineered PowerShell automation, saving over 15 staff hours weekly and streamlining operational tasks.
- Facilitated Exchange Online migrations for 10,000+ users, ensuring seamless transitions and minimal business disruption.
- Contributed to identity and access management initiatives, integrating hybrid Entra ID/Azure AD and ADFS for secure authentication.
- Automated Exchange mailbox provisioning, reducing onboarding time from days to hours and enhancing user experience.
- Collaborated with cybersecurity teams to implement MFA for 10,000+ users, bolstering organizational security posture.

SKILLS

Microsoft 365 Architecture & Governance: Exchange, SharePoint, Teams, OneDrive, Intune, M365 Security, Compliance, Tenant-to-Tenant Migrations, Licensing Alignment

Identity & Access Management: Entra ID/Azure AD, IAM, MFA, Conditional Access, ADFS

Security & Compliance: Purview, DLP, Retention, HIPAA, SOC 2, Disaster Recovery, Data Integrity, System Resiliency

Power Platform & Automation: Power Apps, Power Automate, Power BI, PowerShell Automation

Cloud & Hybrid Migrations: Tenant-to-Tenant, File Shares, Exchange, SharePoint

Technical Leadership & Mentoring: Team Leadership, Mentoring, Technical Documentation, Policy Development

Incident Management & Root Cause Analysis: Incident Response, Root Cause Analysis, Critical Event Support

Stakeholder Engagement & Adoption Strategy: Stakeholder Collaboration, User Training, Adoption Strategy