

Jessica Graf

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PROFESSIONAL SUMMARY

Microsoft 365 integration leader with 20+ years of IT experience and a proven record of designing, securing, and governing enterprise M365 environments across healthcare, government, and Fortune 500 organizations. Expert in Exchange Online, SharePoint, Teams, OneDrive, Copilot, and Power Platform, with deep experience leading tenant-to-tenant migrations, licensing alignment, and compliance frameworks. Recognized for mentoring teams, guiding executives through system acquisitions, and architecting resilient infrastructures that withstand audits, disasters, and future growth.

EDUCATION

University of Arizona

- Anthropology
- B.A.

EXPERIENCE

IT Solutions Architect / Microsoft 365 Integration Lead

MERP Systems, Inc.

December 2021 - Present

- Directed 5,000+ user tenant-to-tenant migration, harmonizing licensing and security posture for federal programs during consolidation.
- Designed governance frameworks that passed HIPAA/FedRAMP audits with zero findings, protecting funding and ensuring regulatory readiness.
- Partnered with executives to create M365 roadmaps that aligned system capacity with business growth, including cost models for new initiatives.
- Automated provisioning and monitoring using PowerShell, reducing admin workload by 20+ hours weekly.
- Served as incident response lead, troubleshooting critical outages and managing escalations across Exchange, SharePoint, and Teams.
- Mentored junior engineers in M365 architecture, building long-term internal capacity and adoption.

Senior IT Engineer / Collaboration Architect

Hanger, Inc.

December 2017 - December 2021

- Oversaw enterprise migration to Exchange Online for 5,000+ employees, cutting costs 25% and improving reliability.
- Consolidated intranet/SharePoint environments, improving user experience and reducing claim cycles by 75% through workflow automation.
- Implemented governance for Power BI and DLP controls, meeting HIPAA/SOC 2 compliance requirements.
- Developed incident management playbooks and root cause analysis processes, improving SLA resolution times by 30%.
- Guided leadership through licensing and capacity planning during IT modernization initiatives.

IT Team Lead / SharePoint & M365 Engineer

Carollo Engineers

December 2014 - December 2017

- Directed a 15-person IT team through multi-phase SharePoint and M365 migrations for 1,500+ staff.
- Implemented MFA, Conditional Access, and DLP controls, reducing security risks by 40%.
- Built Power Platform workflows that cut project approval cycles in half.
- Authored technical documentation and governance policies, ensuring consistent administration and compliance.
- Partnered with executives to evaluate vendor proposals and perform due diligence on system acquisitions.

IT Architect, Microsoft & Enterprise Platforms

Dell Technologies

December 2011 - December 2014

- Supported hybrid Exchange/SharePoint for 10,000+ global users across 20+ offices, with 24x7 uptime requirements.
- Designed and tested disaster recovery frameworks, ensuring continuity and data recovery across business-critical systems.
- Automated Exchange mailbox provisioning with PowerShell, reducing onboarding time by 70%.
- Partnered with cybersecurity and executive leaders to assess risks, implement IAM, and align technology with long-term business goals.

CERTIFICATION

Microsoft Certified: Power Platform Solution Architect Expert

Microsoft

Microsoft 365 Certified: Enterprise Administrator Expert

Microsoft

Microsoft Certified Solutions Expert (MCSE: SharePoint)

Microsoft

Microsoft Certified: Power BI Data Analyst Associate

Microsoft

SKILLS

Microsoft 365 Ecosystem: Exchange Online, SharePoint, Teams, OneDrive, Copilot

Migrations & Integration: Tenant-to-Tenant Migrations, M&A Integration

Power Platform: Power Apps, Power Automate, Power BI

Governance, Compliance & Security: HIPAA, FedRAMP, SOC 2, Conditional Access, MFA, DLP

Azure & Hybrid Architecture: Azure Integration, Hybrid Architecture

Disaster Recovery & Incident Management: Disaster Recovery, System Resiliency, Incident Management

Leadership & Strategy: Executive Advising, Due Diligence, Roadmap Planning, Mentorship, Technical Leadership

Capacity Planning & Cost Estimation: Capacity Planning, Licensing Alignment, Cost Estimation

Automation & Documentation: PowerShell Automation, Technical Documentation