

# Jessica Graf

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## PROFESSIONAL SUMMARY

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Transformation leader with 20+ years of experience driving enterprise migrations to Microsoft 365, consolidating intranet/internet platforms, and implementing new Microsoft cloud products. Proven record leading large-scale IT transformations that align business and IT strategies, improve collaboration, and strengthen compliance in healthcare, government, and enterprise organizations. Skilled at building governance frameworks, leading cross-functional teams, and delivering measurable adoption and cost savings.

## EDUCATION

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University of Arizona

- Anthropology
- B.A.

## EXPERIENCE

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### IT Solutions Architect / Microsoft Transformation Lead

MERP Systems, Inc.

December 2021 - Present

- Led tenant-to-tenant migration for 5,000+ users with zero data loss, ensuring seamless continuity for public health programs.
- Directed consolidation of intranet and internet sites into SharePoint Online, improving usability and cutting infrastructure footprint by 70%.
- Designed governance and adoption strategies for Microsoft Fabric, Power Platform, and Copilot, ensuring compliance with GCC High standards.
- Automated provisioning and reporting with PowerShell and Power Automate, saving 20+ IT hours weekly.
- Partnered with CIOs and business executives to align Microsoft investments with organizational strategy.

### Senior IT Engineer (M365 & Collaboration Architect)

Hanger, Inc.

December 2017 - December 2021

- Oversaw enterprise Microsoft 365 migration for 5,000+ employees, enabling hybrid work and driving 90% adoption of Teams within one year.
- Implemented Power BI governance and compliance frameworks, ensuring HIPAA/SOC 2 audit readiness.
- Directed Exchange migration to Exchange Online, reducing costs by 25% and improving uptime.
- Consolidated legacy SharePoint sites into a modernized intranet, reducing claim processing cycles by 75%.
- Served as change leader, coaching IT staff and business units through new M365 product rollouts.

### IT Team Lead / SharePoint & M365 Engineer

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December 2014 - December 2017

- Led SharePoint and Microsoft 365 migrations for 1,500+ employees across multiple offices.
- Consolidated department intranets into a unified hub, improving collaboration and reducing support tickets by 30%.
- Implemented Conditional Access, MFA, and DLP controls to meet compliance requirements.
- Built Power Platform workflows that cut project approval cycles by 50%.

### IT Architect, Microsoft & Enterprise Platforms

Dell Technologies

December 2011 - December 2014

- Supported hybrid Microsoft 365 deployments for 10,000+ global users across 20+ offices.
- Automated provisioning with PowerShell, reducing onboarding time by 70%.
- Partnered with leadership to design global IAM and disaster recovery strategies, ensuring 24x7 continuity.
- Migrated global intranet content into modernized SharePoint and Teams environments.

## SKILLS

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**Microsoft 365:** Microsoft 365 Strategy & Roadmaps, SharePoint / Intranet & Internet Consolidation, Power Platform (Power Apps, Power Automate, Power BI, Copilot Studio), Microsoft Copilot Implementation & Adoption, Microsoft Fabric & Data Integration, Cloud Migrations (Exchange, SharePoint, Teams, OneDrive), Governance, Compliance & Risk (HIPAA, SOC 2, FedRAMP), Digital Transformation & Change Leadership, Enterprise Architecture & Stakeholder Engagement, Vendor & Budget Management