Jessica Graf

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PROFESSIONAL SUMMARY

Microsoft 365 Architect with 20+ years of experience designing and implementing enterprise-scale solutions across Exchange Server, SharePoint, Power Platform, and Microsoft 365 Copilot. Expert in cloud migration, hybrid architecture, automation, and governance with a proven record of delivering secure, scalable, and compliant solutions for healthcare, government, and Fortune 500 organizations. Skilled at translating business needs into resilient architectures and leading cross-functional teams through large-scale digital transformation initiatives.

EDUCATION

University of Arizona
- Anthropology • B.A.

EXPERIENCE

IT Solutions Architect / Microsoft 365 Architect
MERP Systems, Inc.   **December 2021 - Present**
- Designed enterprise-scale Microsoft 365 architectures for federal clients, including Exchange, SharePoint Online, and Power Platform solutions.
- Led tenant-to-tenant Exchange/SharePoint migration for 5,000+ users with zero downtime.
- Implemented Copilot adoption strategy, enabling executive and staff productivity with AI-driven insights.
- Architected compliance frameworks (HIPAA, FedRAMP) that passed federal audits with zero findings.
- Automated provisioning and reporting with PowerShell, saving 20+ IT hours weekly.

Senior IT Engineer (M365 & Exchange Architect)
Hanger, Inc.   **December 2017 - December 2021**
- Directed Exchange migration to Exchange Online, cutting infrastructure costs by 25% and improving uptime.
- Consolidated SharePoint intranet, reducing claim cycles by 75% through automation.
- Oversaw Power Platform adoption, including Power BI governance and HIPAA/SOC 2 compliance.
- Led 90% Teams/OneDrive adoption across the enterprise within 12 months.

IT Team Lead / SharePoint & Power Platform Engineer
Carollo Engineers   **December 2014 - December 2017**
- Architected and migrated 1,500+ employees from on-premises SharePoint/Exchange to Microsoft 365.
- Built Power Platform workflows that cut project approval cycles by 50%.
- Implemented MFA, Conditional Access, and DLP controls, reducing security incidents by 40%.

IT Architect, Microsoft & Enterprise Platforms
Dell Technologies   **December 2011 - December 2014**
- Supported hybrid Exchange/SharePoint deployments for 10,000+ users across 20+ offices.
- Automated Exchange mailbox provisioning with PowerShell, reducing onboarding by 70%.
- Designed and tested disaster recovery strategies ensuring 24x7 continuity.
- Partnered with cybersecurity to integrate MFA and hybrid IAM (ADFS, Entra ID).

SKILLS

Microsoft 365: Microsoft Exchange Server (On-Prem & Online), Microsoft 365 Copilot, Power Platform, Power Apps, Power Automate, Power BI, SharePoint Online Architecture & Migration, Microsoft Azure, Hybrid Cloud Integration, PowerShell Automation & Scripting, Governance, Security & Compliance (HIPAA, SOC 2, FedRAMP), Enterprise Architecture & Roadmap Development, Large-Scale Migration & Consolidation (Intranet/Internet), Vendor Management & Stakeholder Engagement