

Jessica Graf

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Microsoft Transformation Lead | Enterprise IT Architect

Professional Summary

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.

Core Skills

- 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

Professional Experience

MERP Systems, Inc. — IT Solutions Architect / Microsoft Transformation Lead | 2022 – 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.

Hanger, Inc. — Senior IT Engineer (M365 & Collaboration Architect) | 2018 – 2022

- 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.

Carollo Engineers — IT Team Lead / SharePoint & M365 Engineer | 2015 – 2018

- 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%.

Dell Technologies — IT Architect, Microsoft & Enterprise Platforms | 2012 – 2015

- 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.

Education & Certifications

- B.A. Anthropology — University of Arizona
- Microsoft Certified: Power Platform Solution Architect Expert
- Microsoft Certified: Enterprise Administrator Expert (M365)
- Microsoft Certified Solutions Expert (MCSE: SharePoint)
- Microsoft Certified: Power BI Data Analyst Associate
- ITIL Practitioner