Jessica Graf

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Microsoft 365 Architect | Enterprise Cloud & Collaboration Leader

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.

Core Skills

• Microsoft Exchange Server (On-Prem & Online)
• Microsoft 365 Copilot – Strategy & Implementation
• 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

Professional Experience

MERP Systems, Inc. — IT Solutions Architect / Microsoft 365 Architect | 2022 – 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.

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

Carollo Engineers — IT Team Lead / SharePoint & Power Platform Engineer | 2015 – 2018
• 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%.

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

Education & Certifications

- B.A. Anthropology — University of Arizona
- Microsoft Certified: Power Platform Solution Architect Expert
- Microsoft 365 Certified: Enterprise Administrator Expert
- Microsoft Certified Solutions Expert (MCSE: SharePoint)
- Microsoft Certified: Power BI Data Analyst Associate
- ITIL Practitioner