

IT Operations Engineer IT Operations Engineer IT Operations Engineer - Tennessee Valley Authority Chattanooga, TN Work Experience IT Operations Engineer Tennessee Valley Authority - Chattanooga, TN April 2016 to Present Global Administrator for TVA's Office 365 environment Deployed numerous high profile applications with integrations into Azure AD, leveraging SSO technologies (SAML and OAuth), and SCIM. Worked with developers to migrate applications to the cloud in phased rollouts, leveraging Azure AD Application Proxy and redesigning applications to utilize claims-based authentication. Worked with developers to integrate applications with Microsoft Graph API for Identity and Credentials Access Management DNS management SSL Certificate management for vanity URLs in Azure Worked with vendors to integrate 3rd party SaaS applications with Azure AD ADFS integrations with Azure AD to enforce Multifactor Authentication and Single Sign-On with on premises applications PowerShell automation with Azure AD B2B invitations Management, patching, maintenance of Windows Server 2012/2016 Management of Active Directory Directory Services, IPAM, DNS, DHCP, Group Policy, Active Directory Federation Services Management of patches and Desired State Configuration through SCCM DFS Management of commonly accessed corporate file shares Technical Support Analyst Life Care Centers of America - Cleveland, TN May 2013 to April 2016 Citrix administration tasks (session management, concurrent license management) PowerShell automation for printer management and Citrix session management Workstation support (troubleshooting issues with users over the phone) Network administration tasks including truncating switches for guest and corporate network VLANs Root cause analysis of mission critical application failures (Citrix and other in-house applications) Systems Administrator Assistant School of Visual Art and Design - Collegedale, TN May 2012 to May 2013 Replaced and updated 50 computers in graphic design lab (Mac and Windows based) Ensured proper communication with servers for both imaging and Active Directory management. Created imaging for each of the 50 computers Provided workstation support HVAC/Energy Management Student Worker Southern Adventist University Plant Services - Collegedale, TN June 2010 to May 2012 Service, clean, and maintain HVAC and PTAC units Basic electrical work Education B.A. in Computer Science Southern Adventist University -

Collegedale, TN June 2013 High School Diploma Guam Adventist Academy - Talofofo, GU June 2006 Skills Active directory, Dynamics, Windows 7, Customer service, Excellent customer service skills, DHCP, DNS, Group Policy, Azure (2 years) Certifications/Licenses Microsoft Certified Systems Engineer (MCSE) July 2017 Microsoft Certified Systems Administrator (MCSA) July 2017 Additional Information SKILLS: Works well in a team and independently Excellent customer service skills Good with direction Global Administration experience with Azure AD, Dynamics 365 Working knowledge of Active Directory Experience with Windows 7, 10, Server 2008, 2012, 2016 Knowledge of Powershell, YAML, and Ansible automation

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