

Charles Cunningham Jr.

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Summary

Help Desk Technician, focused on continuing development of my cloud administration skillset. Currently working with a business consulting company, providing remote and on premise IT solutions. 10+ years' experience in low voltage, infrastructure cabling and networking fundamentals. Microsoft Azure production experience in Backup and Disaster Recovery and managing Azure AD Users roles. Deployed cloud projects in Visual Studio Subscription like a portfolio website, cloud only Azure Virtual Desktop and P2S VPN. Pursuing a position where I can learn and collaborate with peers, in a dynamic cloud environment. I take pride in being Detail Oriented, Motivated, and Resourceful. Therefore, I will be an asset to the team.

Technical Skills

- Cloud
- Virtualization
- Remote Monitoring and Management
- Tier 1 and 2 level Troubleshooting
- Ticketing Systems

Soft Skills

- Customer Service Oriented
- Responsible
- Accountable
- Problem-Solving
- Teamwork

Familiar Technologies

Operating Systems	Windows 10/11, Windows Server 2008R2, 2012R2, 2016, 2019 (Desktop Experience)
Networking	LAN, Wi-Fi, TCP/IP, DNS, VPN
User Management	Azure Active Directory, Active Directory, Microsoft 365 admin center
Cloud	Azure, AWS, Storage, Backup and Disaster Recovery, Azure Virtual Desktop (AVD)
Virtualization	Hyper-V, VMware, VirtualBox
Automation	PowerShell, PowerCLI
Security	Webroot, SentinelOne, Bitdefender Gravity Zone, Microsoft MFA
Ticketing	ConnectWise Manage, Atera
Remote	RDS, ConnectWise ScreenConnect, Atera RMM – Splashtop, Quick Assist

Experience

Help Desk Technician

Date: 6/2022-Present

Cornerstone Professional Group

Baltimore, MD

- Create users in [Active Directory](#) and delta sync to [Azure AD](#) using PowerShell
- Assign licensing and groups for access to resources in [Microsoft 365 admin center](#)
- Assign and remove groups and delegations for access to resources in [Exchange admin center](#)
- Manage email security, users accounts and Cloud to Cloud backups in Barracuda Cloud Control
- Efficiently correct user issues remotely in [ConnectWise](#) using [ScreenConnect](#)
- Configure [Intune](#) and [AAD Join](#) devices with user credentials
- Troubleshoot [AD Connect](#) issues in [Synchronization Service Manager](#)
- Facilitate under warranty device repair and application of Bitlocker Recovery Key
- Automate password expiration email notification using [PowerShell ISE](#) script and [Scheduled Tasks](#)
- Document details of final resolution and close tickets in ConnectWise Manage ticketing system

MSP Technician

Date: 5/2021-6/2022

Reasonable Tech Solutions

Baltimore, MD

- Manage access to resources in [Microsoft 365](#), [Azure AD](#) and [Active Directory](#)
- Ensure security by configuring automated patch management and monitoring antivirus platform
- Quickly correct user issues remotely in [Atera RMM](#) using [Splashtop](#)
- Monitor network issues and up-time in [Meraki](#) platform
- Limit onsite hours by remotely managing multiple platforms proactively
- Save hours running [PowerShell](#) scripts to automate processes
- Document details of final resolution and close ticket in Atera system

IT Training

COMPTIA: Certification Course

Online Course

A+ Certification

Date: 12/2010

COMPTIA: Certification Course

Phoenix TS

Network+ Certifications

Date: 3/2014

COMPTIA: Certification Course

Phoenix TS

Security+ Certifications

Date: 3/2014

Microsoft: Certification Course

Online Course

AZ-900, Azure Fundamentals Certification

Date: 3/2022

Microsoft: Certification Course

Online Course

AZ-104, Azure Administrator Associate

Date: 4/2022

Anticipated Certifications

Microsoft: Certification Course	Online Course
AZ-800: Administering Windows Server Hybrid Core Infrastructure	In Progress

Education

High School: General Education	Randallstown High School
Diploma	Date: 5/2006
