

Charles Cunningham Jr.

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Summary

MSP Technician, focused on continuing development of my cloud solutions skillset. Currently working with a local MSP, providing remote and on premise IT solutions. 10+ years' experience in low voltage, infrastructure cabling and networking fundamentals. Microsoft Azure experience in deploying VMs into Virtual Networks, Storage Accounts and managing Azure AD Users. 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
- RMM
- Tier 1 and 2 level Troubleshooting
- Ticketing System
- Networking

Soft Skills

- Results Driven
- Customer Service Oriented
- Responsible
- Accountable
- Problem-Solving
- Teammate

Specific Technologies

Operating Systems	Windows 7/10, Windows Server 2016/2019-Datacenter Desktop Experience
Networking	LAN, Wi-Fi, TCP/IP, DNS, DHCP
User Management	Azure Active Directory, Active Directory, Microsoft 365,
Cloud	Azure Portal, Storage, Identity Management, Virtual Networking
Virtualization	Hyper-V, VMware, VirtualBox
Automation	PowerShell
Security	Windows Firewall, Bitdefender Gravity Zone, Azure MFA
Ticketing	Atera
Remote	Atera RMM via Splashtop/ AnyDesk, Quick Assist

Experience

MSP Technician

Date: 5/2021-Present

Reasonable Tech Solutions

Baltimore, MD

- Assign roles for 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 hybrid connection using [Azure AD Connect Health](#)
- 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 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-305, Azure Solutions Architect

In Progress

Education

High School: General Education

Randallstown High School

Diploma

Date: 5/2006