

KEVIN CLIFFORD

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Professional Summary

Experienced Senior Cloud & Infrastructure Engineer with over 20 years of experience delivering secure, scalable, and cost-effective IT solutions across Azure, Oracle Cloud, AWS, and on-premises environments. Expert in systems architecture, virtualization, and NIST-compliant security with a strong background in DevOps, identity management, and cloud migration. Recognized leader in enterprise modernization, operations resilience, and driving IT strategy aligned with business outcomes.

Technical Skills

- Cloud Platforms: Azure, Oracle Cloud (OCI, SaaS, PaaS, IaaS), AWS
- Virtualization: VMware vSphere, Hyper-V
- Security & Compliance: PKI, MFA, SSO, SAML, NIST, CMMC, ISO, Disaster Recovery
- DevOps & Automation: PowerShell, Intune, Oracle DevOps (CI/CD)
- Directory Services: Active Directory, Azure AD, Exchange Hybrid
- Networking & Monitoring: DNS, DHCP, VPN, Cisco Meraki, Splunk

Certifications

- Oracle Cloud Infrastructure 2024 Certified Architect Associate
- Oracle Cloud Infrastructure 2024 Certified Foundations Associate
- Microsoft Azure Fundamentals (AZ-900)
- ITIL 4 Foundation

Professional Experience

Technical Manager, Cloud Infrastructure & System Administration

American Woodmark – Winchester, VA | September 2024 – Present

- Managed Oracle Cloud operations including SaaS, PaaS, and IaaS deployments, CI/CD pipelines, quarterly patching, and environment refreshes (P2T, T2T) to ensure system availability and performance.
- Enforced SOX-compliant security and implemented change management through CAB-approved configurations and operational procedures.
- Performed Oracle updates, disaster recovery testing, and PaaS synchronization to maintain platform resilience and regulatory compliance.

- Resolved daily incidents and executed non-CAB service requests to support operational continuity.
- Led monthly compliance tasks including Vertex tax updates, User Access Reviews (UARs), and EPM period-close processing to uphold data integrity and access controls.

Systems Administrator

Monoflo International – Winchester, VA | January 2024 – September 2024

- Administered Microsoft on-premises infrastructure and Microsoft 365 cloud services (Exchange Online, SharePoint Online, Teams).
- Provided end-user technical support, troubleshooting hardware, software, and network issues.
- Maintained detailed documentation and ticketing records with daily updates to ensure accurate incident tracking.
- Enhanced IT infrastructure reliability, security, and efficiency through proactive monitoring and maintenance.
- Rebuilt Public Key Infrastructure (PKI) and deployed Personal Identity Verification (PIV) authentication using YubiKey smart cards.
- Executed a forest-wide Active Directory domain refresh and consolidation to streamline and optimize user and group management.
- Redesigned and deployed Remote Desktop Services (RDS) Farm to improve remote access performance and scalability.

Senior Systems Engineer

Metrostar – Reston, VA | June 2022 – January 2024

- Maintained client-server infrastructure, ensuring optimal performance and reliability.
- Monitored systems, performed tuning, and resolved technical issues with cross-team collaboration.
- Implemented security best practices to protect systems from threats.
- Recommended hardware/software upgrades to improve efficiency.
- Provided end-user technical support and troubleshooting.
- Supported Office 365 migration via Exchange Hybrid configuration.
- Managed AD and Azure AD, including SSO, MFA, and SAML.
- Administered VMware and Hyper-V clusters.
- Implemented cloud-based DR solution using VMware VCDR and AWS.
- Maintained compliance documentation aligned with NIST, CMMC, CMMI, and ISO standards.
- Managed the overhaul of Splunk Cloud infrastructure to strengthen monitoring and incident detection.

Senior Engineer

Ntiva – Tysons Corner, VA | July 2021 – June 2022

- Delivered remote and on-site customer support, maintaining 80%+ utilization and high satisfaction.
- Troubleshoot complex issues; designed network configurations including VLANs, GPOs, and security policies.
- Configured Azure AD and DirSync for Office 365, resolving technical challenges.
- Managed VMs, DNS, RAID arrays, and firewall settings to ensure infrastructure stability.
- Maintained accurate ticket documentation and provided after-hours and data center support.
- Specialized in Microsoft Intune/Endpoint Manager, SharePoint Online, and network infrastructure.
- Demonstrated strong organizational skills, independence, and client focus.

Service Manager

Blue Bay Technology – Winchester, VA | October 2018 – July 2021

- Led a multi-location team of support technicians, network engineers, and service coordinators, optimizing resource allocation and consistently meeting SLAs.
- Cultivated and maintained strong client relationships, driving new business and restoring existing partnerships.
- Overhauled ConnectWise PSA and RMM environments to elevate service performance and streamline management processes.
- Improved internal workflows in line with ITIL standards, managing triage, dispatch, service requests, escalations, and engineer time tracking.
- Performed Office 365 migrations and deployed Azure cloud environments to enhance organizational cloud adoption.
- Designed and implemented multiple Azure solutions to improve system functionality, security, and operational efficiency.

Lead Engineer

WinTech – Winchester, VA | April 2014 – October 2018

- Provided support and maintenance to diverse clients across healthcare, construction, manufacturing, and other industries.
- Managed and maintained comprehensive systems and network documentation for hundreds of clients.
- Executed multiple Office 365 migrations for organizations of varying sizes.
- Proactively resolved network connectivity issues and managed archiving, disaster recovery, and related infrastructure challenges.
- Deployed, managed, and maintained firewalls, switches, and security appliances including SonicWall, WatchGuard, Cisco Meraki, and Barracuda.

- Designed and managed on-premises and cloud-based VoIP solutions, including Cisco UC platform and Barracuda Cudatel.

Systems Administrator

Invenio Solutions – Winchester, VA | December 2008 – April 2014

- Administered and optimized network and server infrastructure, ensuring high availability and performance.
- Provided advanced maintenance, troubleshooting, and support for VoIP telephony systems within a 100+ user contact center environment.
- Executed Office 365 cutover migration for 100+ mailboxes, including mailbox data synchronization and post-migration validation.
- Implemented PKI-based 802.1X authentication to strengthen Wi-Fi network security and improve access control.
- Delivered Tier 2/3 end-user support for over 100 contact center staff, resolving complex technical issues.
- Managed and supported Salesforce CRM and Goldmine CRM databases, ensuring data integrity and operational continuity.
- Developed and maintained comprehensive systems and network documentation aligned with regulatory compliance standards.

Exchange Engineer

Carfax - Centreville, VA | April 2008 –December 2008

- Managed Exchange 2003/2007, Blackberry Enterprise, and SAN migration projects.
- Supported clustered Exchange and AD environments across multi-domain infrastructures.
- Managed disaster recovery and SOX compliance documentation across enterprise systems.

Senior Systems Engineer

CGI Federal – Fairfax, VA | September 2007 – April 2008

- Implemented Dell/EMC CX-340 SAN solution, migrating from legacy 3Par storage to enhance storage performance and reliability.
- Deployed Microsoft Office Communication Server 2007 supporting 2,500+ users, enabling unified communications.
- Coordinated management and maintenance of CGI Federal's Exchange 2003 messaging infrastructure.
- Administered IronPort Spam Firewall and BlackBerry Enterprise Server environment for 2,500+ users to ensure secure email and mobile access.
- Enhanced Active Directory infrastructure by deploying additional domain controllers across multiple remote sites for improved redundancy and performance.

Senior Systems Engineer

CSC / Datatrak – Chantilly, VA | November 1999 – September 2007

- Managed multi-domain Active Directory infrastructure across multiple geographic locations.
- Provided Tier 2/3 NOC support for Windows servers, including performance monitoring and issue resolution.
- Deployed and maintained BlackBerry Enterprise Server for secure mobile device management.
- Implemented clustered, load-balanced Exchange 2003 environments with active-passive clusters and iSCSI NetApp FAS3000 storage.
- Led multi-stage datacenter relocation projects ensuring minimal downtime.
- Planned and executed migrations from Exchange 5.5 to Exchange 2003 and upgraded NT 4.0 domains to Windows Server 2003 Active Directory.
- Designed and implemented enterprise disaster recovery and fax
- Developed and enforced enterprise security policies aligned with government compliance standards.
- Oversaw technical support center and regional IT support teams, delivering high-quality end-user assistance.
- Directed helpdesk operations, including request resolution, monitoring, tracking, and coordination of support activities.
- Collaborated with business and IT leadership to define technical support goals and drive project success.
- Assessed and validated fixes to ensure effective problem resolution and improve service quality.