





# Aaron Jeremy L. Ver

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 STI College Fairview (2014-2019)  Bachelor of Science in Information Technology

## Career Profile

- A total of 6yrs+ (as of now) of rock and rolling in the IT industry, specifically on the line of businesses of MSP, eCommerce, BPO, & IT Firm Companies.
- Got awarded by my previous company as they witnessed my perseverance and determination to get things done in a timely manner and a crucial way. You will see the award below my CV.
- I took MS trainings, and I have the certificate of accomplishment for Microsoft Azure Administration (AZ 104), Microsoft Azure Fundamentals (AZ 900), Microsoft 365 Fundamentals (MS 900), Microsoft 365 Mobility and Security (MS 101). I'm planning to get certified as well soon real soon!
- With the trainings I shared and the experience that I gained in the companies I've worked with, I'm very proud to highlight my special skillsets which are Cloud and Microsoft 365 Administration with a Desktop, Application, Network, and Mac Support and a lot more that you will see in my professional experience, stay tuned!

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## Professional Experience

- **Company Name:** 3Cloud IT Solutions (April 2023 – PRESENT)  
**Position:** System Engineer  
**Responsibilities:**

### Cloud Administration (Azure)

- Microsoft Entra (AAD) User Administration
- Cost Optimization Analysis
- Configure, Deploy, and Analyze resources of Azure
- Allocate and manage cloud resources efficiently based on workload demands

- Perform weekly, bi-weekly, or monthly clean-up to avoid resource redundancy and save cost
- Auditing and provisioning PIM roles for internal and external users
- Monitor and manage cloud services, ensuring scalability, redundancy, and high availability.
- Implement cloud services and solutions according to business requirements.
- Azure DevOps Management of Project Boards, Repositories, and a lot more

### **M365 Administration**

- Microsoft Admin Center Administration (specially for onboarding and offboarding process)
- Sharepoint Admin Administration.
- Teams Admin Administration.
- Exchange Admin Administration
- Intune Admin Administration security, patch, & policy Deployment for Windows Device
- MS Defender for security deployment, our antivirus, malware detection, and a lot more
- Microsoft Viva Engage
- M365 License Cost Analyzation
- M365 License Audit (specially for offboarded users to make sure there are no longer license attached)

### **SQL Server/DB Administration**

- Managing SQL Server Utilization
- Setting SQL Threshold
- Managing SQL Database Users
- Creating users in SQL Database
- Provisioning roles
- Delete, Drop, and Alter tables

### **User/Client Support and Ticket**

- Provide technical assistance and support to end-users, addressing hardware, software, and network-related inquiries.
- Managing ticketing system specially its SLA
- Making sure that the ticket is up to date or endorsed to the appropriate groups in the queue

- Checking of the status of the tickets in the queue to make sure that the tickets are in appropriate tagging
- Conduct user training sessions to enhance understanding of IT systems and best practices.
- Creating documentations to provide to the end user for future re-occurring incidents.
- Performing a remote session if the issue is very concerning and can't be work out over the phone

### **Automation and Orchestration**

- Automate repetitive tasks and workflows using scripting (PowerShell) or configuration management tools (Power Automate).
- Implement orchestration workflows to streamline provisioning and management processes.
- Setting up Windows Autopilot for automating Windows device enrollment to Intune
- Setting up Apple Business Manager for automating Mac device enrollment to Mosyle

### **Backup and Disaster Recovery**

- Develop and implement backup and disaster recovery strategies for cloud resources.
- Regularly perform data backups and test recovery procedures to ensure data integrity.
- Plan and execute recovery processes in the event of data loss or system failures

### **Installation and Configuration**

- Install, configure, and update software applications, both off-the-shelf and custom-built.
- Ensure proper integration and compatibility of software within the existing infrastructure.
- Provide technical support to end-users for software-related issues.

- **Company Name:** BRANDED/ESSOR (July 2021 – April 2023)

**Position:** System Administrator

**Responsibilities:**

### **Project Management**

- Participate in IT projects, such as system upgrades, migrations, and deployments.
- Collaborate with other IT teams and departments to ensure successful project outcomes.
- We use ClickUp for our project management and setting automations to it
- We also use Jira to create Scrum and Agile project boards (Designated for developers)

### **Cloud Administration (GCP)**

- Managing Google Admin Center, especially for Onboarding and Offboarding.
- Managing resources in GCP
- Enforcing Google Device Policy

### **Migration**

- Migration is one of my main big tasks as the company is acquiring companies
- Migrating user's data and email via BitTitan (MigrationWiz) as I am part of the Acquisitions Team
- Migrating data from Sharepoint to Dropbox via Power Automate
- Migrating mailbox from the client's provider to ours
- Migrating DNS from the client's provider to ours
- Migrating domain from the client's provider to ours

### **Client Management**

- Meeting with the Client and executives for future implementations
- Assisting them to choose the most appropriate and reliable tool that their company will need in the future.
- Listening on their day to day challenges and help them to create a workaround for it

### **System Integration**

- Integrating 3<sup>rd</sup> party app to our main tools such as Jira, Slack, Seller Central, Zendesk, Zapier and a lot more to gather or fetch real time data.
- Creating API for complicated applications to integrate
- Creating Powershell script if necessary

### **Documentation and Reporting**

- Maintain accurate and up-to-date documentation of system configurations, procedures, and processes.
- Generate regular reports on system performance, incidents, and maintenance activities.

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- **Company Name:** CSS Corp/Movate (September 2019 – May 2021)  
**Position:** IT Engineer  
**Responsibilities:**

### **Server Management**

- Install, configure, and maintain server hardware and operating systems.
- Manage server virtualization technologies if applicable (e.g., VMware, Hyper-V).
- Set up and maintain user accounts, permissions, and access controls.

### **System Maintenance**

- Perform regular system maintenance, updates, and patches to ensure optimal performance and security.
- Diagnose and resolve hardware and software issues promptly to minimize downtime and disruptions.
- Monitor system logs and alerts to proactively identify and address potential problems.

### **Compliance and Regulations**

- Ensure IT systems adhere to industry-specific regulations and compliance standards.
- Implement security measures to protect sensitive data and maintain regulatory compliance.
- Monitor system logs and alerts to proactively identify and address potential problems.

### **Network Administration**

- Configure and manage network devices such as routers, switches, firewalls, and load balancers.
- Monitor network performance and troubleshoot connectivity issues.
- Implement and maintain network security protocols and measures.

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- **Company Name:** Compass Call Hub/OWTEL (February 2019 – September 2019)  
**Position:** System Administrator  
**Responsibilities:**

#### **System Monitoring**

- Monitor system performance and resource utilization, making necessary adjustments to optimize efficiency.
- Identify and address performance bottlenecks to ensure smooth operation.
- Conduct capacity planning to anticipate future resource requirements.

#### **VoIP Management**

- We are using FreePBX to Manage the flow of our carriers (VOIP)
- We are change routes if necessary if one carrier is not working properly
- We are monitoring the VOIP flow via MRTG and is one of our key responsibilities

#### **Documentation and Reporting**

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## Skills

### **M365, Servers, & Cloud:**

- Microsoft Entra or Azure Active Directory Administration
- Azure Cloud Computing
- M365 Exchange Admin Portal Administration
- M365 Sharepoint Admin Portal Administration
- M365 Intune Admin Portal Administration
- M365 Teams Admin Portal Administration
- M365 Defender Admin Portal Administration
- Windows Autopilot Set-up
- Apple Business Manager Set-up
- Google Cloud Platform Cloud Computing
- Google Admin Center Administration
- Web/Apache Server Administration (Linux)
- SQL Server Administration
- SQL Database Administration
- On-Premise IIS Web Server Administration
- On-Premise Active Directory Server Administration
- On-Premise Exchange 2010 Server Administration
- On-Premise NAS File Server Administration
- On-Premise Network Server Administration
- Windows Server 2012, 2016, & 2022 Administration
- DNS Management (GoDaddy, CloudFlare, and a lot more)

**Automation:**

- Powershell Script
- PowerAutomate
- Javascript

**Ticketing Tools:**

- HP Service Manager
- ITSM
- ServiceNow
- CITSM
- Jira (Atlassian)
- Sapphire
- ConnectWise Manage
- Zendesk

**Projects & Implementations:**

- Mosyle Business (Our current Mac Endpoint tool which I implemented and proposed as it is proven reliable and the cheapest among the market)
- Azure Blob Storage (Our current Backup Storage for Archive Data of our offboarded users, it is also proven reliable and the cheapest among the market)
- Hardware Accountability Form (For security of the company's device and an agreement to the employee to take care of it)
- Enforced the company PowerPoint Template to all users via Powershell
- Migration of Data using Power Automate for M365 Application to Azure Resources
- Migrating Teams Channel contents to another by using ShareGate
- Migration of Data, Email, and Users from a different service provider to another using BitTitan (MigrationWiz)
- Weekly compliance check of all machines (Intune or Mosyle)
- Ninja RMM (This is the endpoint tool that I Implemented on BRANDED since we are using Google Environment and not Microsoft services)

**Remote Tools:**

- Desktop Central
- Anydesk
- Splashtop
- ConnectWise Control
- TightVNC
- TeamViewer
- RDP
- Zoom
- QuickAssist
- Apple Remote Desktop (For Mac devices)

**MDM Platform (For Device Management and Compliancy):**

- Microsoft Intune (Windows)
- Mosyle (Mac)
- Ninja RMM

**Project Management:**

- ClickUp
- Monday.com
- Microsoft Project
- Azure DevOps (Sprint and Boards)

**Troubleshooting:**

- Mac Devices General Issue
- Windows Devices General Issue
- Internal Applications
- Microsoft 365 Applications specially on Outlook, Sharepoint, Teams and a lot more
- External Tools
- Networks such as DNS issue, packet loss, WiFi, LAN, and a lot more
- 3<sup>rd</sup> Party Applications

- Hardware Peripherals such as Headset issues, keyboard, dock, and a lot more
  - Printer Failures, Drivers, etc.
  - SaaS's which I work hand and hand with their support via call or chat
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## Professional Award

COVID-19 Hero – Source:

<https://www.linkedin.com/feed/update/urn:li:activity:6669100725324390400/>



I got this award as I have completed the tasks of deploying machines on time for our end users to work from home since this happened during the pandemic. I made sure that all their tools are well configured including our VPN and all their IT peripherals are complete before they go home and transition us to a work from home environment. The total users that we have are 2,000+ and our Clients recognized the hard work that I put on since I stayed in the office for 2-3days just for us to meet the deadline as it is quite crucial.