Joseph Henry Dunn II

Fully Remote (Wildomar, CA)

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Summary

Cloud Systems Engineer | Infrastructure Manager | Automation Leader with 10+ years of experience specializing in cloud architecture, enterprise IT infrastructure, and secure system automation across federal, defense, and corporate environments.

Leads hybrid teams of engineers, developers, and cybersecurity analysts to design, deploy, and support fault-tolerant cloud environments in Azure and AWS, often under tight compliance constraints tied to public and DoD-grade security standards.

Spearheads automation of IT workflows and repetitive system tasks using PowerShell, Python, Power Automate, and ServiceNow, freeing up hundreds of team hours annually while reducing error rates in mission-critical environments.

Drives end-to-end execution of enterprise IT rollouts, migrating legacy infrastructure to the cloud, aligning architecture with NIST SP 800-53 and FedRAMP standards, and delivering uptime SLAs above 99.9% across Microsoft 365 and custom platforms.

Skills

Strategic Infrastructure Planning | Cloud Architecture Design | Disaster Recovery Strategy | Cybersecurity Frameworks | IT Governance & Compliance | Cross-Functional Team Leadership | Workflow Process Optimization | Incident Response Coordination | Business Continuity Planning | Vendor Relationship Management | Operational Risk Mitigation | Agile Project Execution & Reporting | Cost Reduction Strategy | Technical Documentation | Stakeholder Communication

Experience

Tactis LLC (Remote, HQ Washington, D.C.)

System Engineer | Aug 2022 – Present

- Reduced ticket resolution time by 30% by designing and deploying an integrated ServiceNow and NICE CXOne solution.

- Improved incident response time by 25% and enhanced threat visibility by building an Azure Sentinel compliance program.

- Increased customer satisfaction by 35% by engineering custom integrations between NICE CXOne and Zendesk using REST APIs.

- Reduced downtime by 25% through hybrid Azure Active Directory and Microsoft 365 infrastructure management.

- Boosted throughput by scripting automated task flows in PowerShell & Python for onboarding, patching, & identity provisioning.

- Led disaster recovery planning, validating business continuity via quarterly failover testing with 99.9% system availability SLAs.

- Owned cloud governance and cybersecurity enforcement using Azure Policies, conditional access, and Sentinel analytics rules.

- Built workflow automation in Power Automate and ServiceNow Flow Designer to eliminate redundant manual interventions.

- Engaged Security, Ops, and Dev teams to enforce and support IT governance, change controls, and FedRAMP compliance audits.

- Created PowerApps to automate internal service requests and approval workflows, reducing average processing time by 35%.

Certifications

Microsoft Certified: Azure Fundamentals   Azure Administrator Associate   AWS Solutions Architect – Associate

CompTIA Security+   Microsoft 365 Fundamentals   ServiceNow CSA   PMP   CSM

Education

Bachelor of Science (BS), Computer Science | Full Sail University | July 2018

Additional Information

- **Cloud Platforms & Infrastructure:** Azure, AWS, Microsoft 365, VMware ESXi, Azure Active Directory, Azure Sentinel
- **Automation & Scripting:** PowerShell, Python, Bash, Power Automate, Power Apps, ServiceNow Flow Designer
- **IT Management & Operations:** ServiceNow, NICE CXOne, Zendesk, SharePoint Online, GFEBS, Office 365, Active Directory
- **Security & Compliance:** NIST SP 800-53, RMF, ACAS, Tenable SecurityCenter, DISA STIGs, FedRAMP