

# JOSEPH HENRY DUNN II

Fully Remote (Wildomar, CA) | 830-666-2525 | [jdunn0423@gmail.com](mailto:jdunn0423@gmail.com)

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

## EXPERIENCE

**Tactis LLC (Strategic Customer Experience Agency)**  
System Engineer

**Remote (HQ in Washington, D.C.)**  
**August 2022 – Present**

*System Engineer overseeing enterprise cloud infrastructure, automation strategy, and security operations for federal contact center and IT modernization programs across Azure, Microsoft 365, and ServiceNow platforms.*

- Introduced responsive design that cut average page load time by 40% and increased monthly site traffic by 25%.
- 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%.

**Tlingit Haida Tribal Business Corporation (Government Contracting, Tribal-owned Business Solutions)**  
Information Technology Manager

**Colorado Springs, CO**  
**April 2021 – April 2022**

*Information Technology Manager overseeing multi-site infrastructure strategy, cloud transformation, and budget governance across defense-aligned IT operations supporting Fort Carson.*

- Increased operational efficiency by standardizing IT workflows and modernizing cross-site network architecture for 7 locations.
- Negotiated down \$2M in contract costs on legacy infrastructure by analyzing vendor performance & renegotiating agreements.
- Improved system reliability by 40% by migrating 100+ on-prem servers and 35TB of structured data to VMware ESXi 7.7.
- Significantly reduced downtime by 40% by leading full-stack cloud migrations to Microsoft 365 and Azure for 500+ users.
- Drove a 25% boost in user productivity by upgrading Active Directory and email services with modern access controls & policies.
- Owned a \$6M IT budget, aligning procurement, vendor selection, and resource planning with business objectives & ROI targets.
- Oversaw network security posture and enforced compliance controls tied to DoD STIGs, NIST, and agency-specific frameworks.
- Managed IT operations staff across service desk, network, and systems teams, supporting 24/7 operations & project execution.
- Created continuity protocols and disaster recovery plans to protect data integrity & restore services during unplanned outages.

# JOSEPH HENRY DUNN II

Fully Remote (Wildomar, CA) | 830-666-2525 | [jdunn0423@gmail.com](mailto:jdunn0423@gmail.com)

## EXPERIENCE CONTINUED ...

### **Crystal Management** (Cybersecurity, IT, Transformation, Veteran-owned Services Provider)

System Administrator

Colorado Springs, CO

February 2021 – April 2021

*System Administrator supporting classified DoD systems, compliance enforcement, and infrastructure upgrades within a secure Air Force environment at Peterson AFB.*

- Supported the Air Force's ACAS compliance reporting by generating authenticated scans and remediating findings.
- Migrated security center by configuring Tenable SC and integrating ACAS data feeds into vulnerability management dashboards.
- Led Red Hat Enterprise Linux 7.x upgrades, scripting deployment tasks and rollback contingencies for zero downtime transitions.
- Improved system updates and audits by automating routine tasks using Bash scripting and security scan scheduling workflows.
- Partnered with base cyber teams to uphold Information Assurance standards, applying DISA STIGs and implementation guides.
- Drove system hardening and patch management on DoD-classified networks in accordance with RMF & NIST 800-53 policies.
- Monitored system logs and IDS alerts to identify anomalies and support incident response escalations with cybersecurity staff.
- Documented system changes and compliance actions in alignment with Change Control Board (CCB) and DoD standards.

### **United States Army**

Information Management Director

Multiple Locations

January 2018 – April 2021

*Information Management Director leading enterprise IT modernization, cybersecurity initiatives, and team development across global Army installations in high-tempo, mission-critical environments.*

- Directed large-scale IT initiatives, including GFEBS system enhancements and full SharePoint Online migration.
- Cut costs 25% and increased user adoption by leading architecture redesign, permissions, and training for SharePoint migration.
- Integrated network security policies across 500+ classified and unclassified systems, applying RMF controls & threat mitigation.
- Led help desk, systems, and communications teams of 70+ personnel across cross-functional IT support and logistics operations.
- Established continuity of operations, backup strategy, and system uptime assurance during deployed and garrison operations.
- Delivered executive briefings and technical reports to senior leadership, aligning IT infrastructure goals with mission priorities.

## CERTIFICATIONS

Microsoft Certified: Azure Fundamentals | Microsoft

Microsoft Certified: Azure Administrator Associate | Microsoft

AWS Certified Solutions Architect – Associate | Amazon Web Services

CompTIA Security+ | CompTIA

Microsoft 365 Certified: Fundamentals | Microsoft

Certified System Developer | ServiceNow

Project Management Professional (PMP) | Project Management Institute

Certified ScrumMaster (CSM) | Scrum Alliance

## EDUCATION

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

July 2024

## 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