

MANUEL ARCE

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SUMMARY

Azure Solutions Architect with over 15 years of experience specializing in enterprise cloud migrations and Microsoft 365 workload transitions. Proven expertise in Exchange Online and Hybrid Exchange (HEX) migrations using BitTitan MigrationWiz, Intune Implementations, having successfully migrated up to 8,000 users and more than 10,000 devices. Strong track record in leading discovery calls, preparing SOWs, and managing staged migration batches with comprehensive data validation. Experienced in client-facing roles with expertise in pre-migration assessments, tenant configuration, and detailed documentation using Azure DevOps and Autotask. Based in Costa Rica with established LLC for B2B contracting, available for US business hours (EST/CST/PST).

CERTIFICATIONS

- Microsoft Certified: Azure Solutions Architect Expert
- Microsoft Certified: Azure Virtual Desktop Specialty
- Microsoft Certified Trainer (MCT)
- Microsoft Certified: Azure Network Engineer Associate
- Microsoft Applied Skills: Administer Active Directory Domain Services
- Sophos Firewall Certified Architect v19.5.
- Microsoft Certified Professional: Exchange Server (2010, 2013, 2016).

TECHNICAL SKILLS

- Azure: Azure IaaS, PaaS, Azure Landing Zones, Azure Firewall, Azure Virtual Desktop, Azure AD (Entra ID), Resource Graph.
- Infrastructure: Hybrid networking, NSGs, VPN Gateways, Route Tables, DNS, ExpressRoute, SD-WAN.
- M365 Workloads: Exchange Online, Teams, SharePoint, OneDrive, Microsoft 365 tenant configuration.
- Modern Workplace: Intune device migration and policy configuration during M365 transitions, Conditional Access, Compliance Policies, Application deployment.
- Migration Tools: BitTitan MigrationWiz, Azure Migrate, Exchange Online Migration, Tenant-to-Tenant migrations.

PROFESSIONAL EXPERIENCE

Lunavi — Cloud Principal Engineer (2020 – Present)

- Azure Cloud Migrations: Delivered 20+ enterprise Azure migrations using Azure Migrate and Azure Site Recovery, orchestrating VMware/Hyper-V workload assessments, lift-and-shift strategies, and Azure Arc-enabled modernization pathways to enable scalable cloud adoption with minimal disruption.
- Azure Virtual Desktop (AVD): Architected and deployed Azure Virtual Desktop solutions integrated with Microsoft Entra ID (Azure AD), Conditional Access policies, Azure Private Link, and FSLogix profile containers, delivering secure, high-performance remote work environments for distributed enterprises.
- Azure Security & Networking: Designed defense-in-depth Azure architectures leveraging Azure Firewall Premium, Azure Web Application Firewall (WAF), Azure DDoS Protection, Azure Bastion, Network Security Groups (NSGs), and Azure Private DNS with hub-spoke topologies to meet Zero Trust and compliance requirements.
- Azure Automation & Governance: Built scalable automation solutions using Azure PowerShell, Azure Resource Graph, Azure Policy, and Azure Automation runbooks to inventory, monitor, and govern multi-tenant Azure environments, enhancing operational visibility and cost optimization.
- Microsoft 365 & Azure Integration: Led enterprise Microsoft 365 tenant-to-tenant migrations incorporating Exchange Online, SharePoint Online, OneDrive for Business, and Microsoft Teams, while integrating Azure Information Protection and Microsoft Defender for Office 365 for enhanced data protection.
- Azure DevOps & Delivery Excellence: Leveraged Azure DevOps (Boards, Repos, Pipelines) for agile project tracking, infrastructure-as-code deployments, and delivery transparency, establishing CI/CD workflows and Git-based version control for Azure infrastructure configurations.
- Azure Security Implementations: Delivered production deployments of Microsoft Intune with Autopilot, Azure Firewall with threat intelligence, NSG microsegmentation strategies, and Microsoft Secure Score optimization, strengthening customers' Azure security posture and compliance readiness.
- Azure Technical Leadership: Resolved complex Azure infrastructure challenges across Azure Virtual Networks (VNets), ExpressRoute/VPN Gateway connectivity, Azure Key Vault secrets management, and Microsoft Entra ID identity federation, unblocking critical Azure adoption initiatives.
- Azure Advisory Services: Served as a trusted Azure advisor, guiding SMB customers on Azure cost optimization, Azure Reservations, Azure governance via Management Groups and Azure Policy, and modernization strategies using Azure Migrate assessments and Total Cost of Ownership (TCO) analyses.
- Endpoint Modernization with Azure Integration: Orchestrated Windows 10 to Windows 11 enterprise migrations using Microsoft Endpoint Configuration Manager

(MECM/SCCM) integrated with Azure Log Analytics, Microsoft Intune co-management, and Windows Autopatch, ensuring Azure-cloud connected endpoint compliance.

- Azure Landing Zone Architecture: Designed and implemented Azure Landing Zones adhering to Microsoft's Enterprise-Scale Architecture, incorporating Azure Policy guardrails, Azure Blueprints, resource tagging strategies, and subscription management aligned with CAF and Well-Architected Framework principles.
- Azure B2B & Identity Governance: Architected Azure AD B2B (now Microsoft Entra External ID) collaboration solutions with Conditional Access, Entitlement Management, Access Reviews, and Privileged Identity Management (PIM) to enable secure external partnerships while maintaining Zero Trust security controls.

ADDITIONAL EXPERIENCE

Green House Data | SENIOR SYSTEM ADMINISTRATOR |

Resolved complex issues for multiple customers to enhance IT operations and reliability. Achieved an 85% success rate in customer surveys and received a formal offer for a professional service role.

Microsoft | SENIOR ESCALATION ENGINEER (Exchange Online and Exchange OnPrem Support) |

Recognized as the team's best engineer based on performance metrics and customer surveys. Maintained a 92% positive feedback rate, successfully navigating a high-stress role to ensure quality service.

Fusion Hit | SCCM & ACTIVE DIRECTORY SPECIALIST |

Improved system performance and security by upgrading Active Directory to Windows Server 2016, noting minimal impact on operations.

Greganna Medical | IT MANAGER

| Led the expansion into two new buildings, meeting all IT requirements, ensuring smooth operations, and facilitating company growth. Established strong vendor relationships, optimizing services and reducing company costs.

Samtec | EXCHANGE ADMINISTRATOR |

Successfully upgraded the Exchange Service from 2003 to 2010, ensuring seamless compatibility and functionality. Migrated 5000+ user accounts with minimal disruption to operations.

SELECTED PROJECTS

- Azure Migration for St Andrews: Designed full Azure Landing Zone with SD-WAN, AVD, and central firewall.
- Tenant-to-Tenant Intune Migration: Preserved full compliance posture for 200+ devices across countries.
- Automation Framework: Exported and visualized Azure resources across tenants in Power BI.

- Zero-Downtime Windows 10 Upgrade: Migrated 10,500+ devices using SCCM and automated compliance scripts.
- Large-Scale Exchange Migration: Migrated 8,000 mailboxes to Exchange Online using BitTitan MigrationWiz with staged batching, achieving zero data loss and maintaining 99.9% uptime during cutover windows.
- M365 Tenant Consolidation: Led tenant-to-tenant migration including Exchange, Teams, SharePoint, and OneDrive for 2,000+ users, with comprehensive batch validation and reporting in Autotask.
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- Migration Automation Framework: Developed PowerShell scripts for pre-migration validation, batch creation, and post-migration reporting, reducing manual effort by 60%