Michael Dziegiel

mdziegiel74@yahoo.com • (978) 398-1388
LinkedIn URL • Lowell, MA 01850

Senior Network Administrator/IT Support & Network Engineer

Motivated, customer-centric, innovative IT Professional with extensive experience in planning, designing, implementing, and supporting company-wide network and computer infrastructure, and administering user services. Solid understanding and knowledge of TCP/IP (LAN/WAN), DNS, virtualization, VPNs, and network security protocols. Expert in managing and optimizing enterprise infrastructure, providing comprehensive support, and implementing strategic solutions to ensure seamless operations. Proficient in deploying and maintaining cloud services, such as Microsoft Azure and Active Directory, with a strong focus on security and system reliability. Skilled in troubleshooting complex network issues and managing technical support for tiered service levels, driving efficiency and minimizing downtime. Excel in leading technology deployments and standardizing processes to boost productivity and secure data integrity.

Areas of Expertise

- Network Security
- Multi-Factor Authentication
- Azure Active Directory
- Microsoft Intune / Endpoint Manager
- Mobile Device & Application Management (MDM/MAM)
- Modern Endpoint Provisioning with Intune & Autopilot

- Cloud Computing
- Azure Administration
- Application Packaging
- Server Administration
- Virtualization & Servers
- Systems & Data Migration Planning

- Disaster Recovery
- Data Recovery / Backup
- Network Administration
- DNS & Domain Management
- Wireless Technologies / VoIP
- Hardware / Software Rollouts

Technical Proficiencies

Platforms:	Microsoft Windows Server (AD, DNS, DHCP, SMTP, FTP, VPN, TCP/IP), Microsoft Azure, Azure Active Directory (Entra ID), Microsoft Intune, VMware vSphere, pfSense Firewall, Linux (Ubuntu Server), Microsoft Hyper-V, Android, iOS, KnowBe4
Tools & Technologies:	Sophos Central (Email Security, Endpoint Protection), Proofpoint Email Protection, Cisco Umbrella, Mimecast, Okta, ConnectWise RMM, Dell ImageAssist, Quest Rapid Recovery, Veeam Backup & Replication, Veeam Backup for Microsoft 365, SCCM / MECM, Microsoft Exchange, SharePoint, OneDrive for Business, Microsoft Office Suite, PowerShell, Power Automate, PowerApps, Unifi Network Controller, Git, Group Policy, Morpho Biometric Systems, Luxriot VMS, CA Arcserve, McAfee ePolicy Orchestrator (ePO)
Hardware:	Cisco Networking Equipment, Meraki Appliances, Unifi Switches and Access Points

Career Experience

Hans Kissle, Haverhill, MA   **February 2025 – Present**
Senior Network Administrator

Manage a hybrid enterprise infrastructure, supporting both on-premises and cloud platforms to ensure secure, efficient, and scalable IT operations. Oversee and optimize network infrastructure, handling installations, configurations, and maintenance for routers, switches, and firewalls. Respond to technical support requests, troubleshoot network issues to minimize downtime. Administer cloud services, including Microsoft Azure and Active Directory, strengthening identity management and system performance. Deploy and maintain virtual servers, configure software, and resolve hardware issues, including peripheral devices. Evaluate network performance, initiate infrastructure improvements, and schedule upgrades to reduce business impact. Provide technical guidance and training to team members, promoting operational efficiency and adherence to security protocols.

- Managed core network infrastructure, including routing, switching, VPNs, VLANs, DNS/DHCP, and pfSense firewalls to maintain high availability and security.
- Administered Microsoft Azure, Entra ID (Azure AD), Conditional Access, and MFA for identity and access management across hybrid environments.
- Led Microsoft 365 services, including Exchange Online, SharePoint, Teams, and licensing automation using PowerShell and Power Automate.

- Oversaw Intune MDM/MAM, Apple Business Manager integration, and Autopilot provisioning for Windows 365 Cloud PCs and mobile devices.
- Supported co-managed environments leveraging SCCM/MECM for imaging and Intune for provisioning, including application packaging and policy enforcement through PowerShell automation.
- Deployed and maintained physical and virtual servers using Hyper-V and Ubuntu Server, with Veeam for backup and disaster recovery.
- Provided Tier 2 and Tier 3 technical support across Windows OS, hardware, mobile devices (iOS/Android), and peripheral equipment.
- Developed PowerShell scripts and workflows to automate administrative tasks, reporting, and compliance enforcement.
- Maintained and supported specialized systems, including Morpho biometric readers and Luxriot video surveillance software.
- Monitored and improved infrastructure performance through proactive troubleshooting, upgrades, and project execution aligned with operational goals.

Skyterra Technologies, Nashua, NH   September 2021 – February 2025
Systems Analyst

Coordinated with users and managed services clients to deliver excellent level 3 support of diverse services, including desktop support, endpoint support, network & server support, Office 365, corporate One Drive, Exchange online, SharePoint, Enterprise BitLocker, Windows Intune, Teams, MDM - Mobile Device Management, MFA - Multifactor Authentication, Mimecast, Cisco Umbrella. Led the regular monitoring of down servers through the Meraki network. Analyzed complex project server issues and worked on large enterprise and business-critical applications. Monitored the backup servers and performed file restorations as required. Utilized Windows Intune and Other Microsoft Desktop Deployment Technologies for remote and on-site handling of Azure, servers, and Exchange, as well as creating users account, groups, and distribution groups, managing permissions, account deletions, and terminations. Enhanced availability of infrastructure through enterprise-wide planning, thorough testing, efficient implementation, and comprehensive support. Worked with the technical team to check health reports for Server discrepancies and provide effective solutions and resolutions. Performed operating system deployment and desktop migrations. Diagnosed, troubleshooted, and resolved complex network and system problems. Administered computer systems using operating system deployment and desktop migrations.

- Provided Tier 2 and Tier 3 support for Azure, Intune MDM, MFA, Office 365, Azure AD, Teams, SharePoint, and OneDrive, resolving complex technical issues through phone, email, chat, and web conferencing.
- Developed and enforced Group Policies to enhance system security, optimize performance, and ensure adherence to organizational standards.
- Administered Intune Endpoint Management to streamline device provisioning, deploy security policies, and improve endpoint performance across organizational systems.
- Oversaw Active Directory administration, managing GPOs, OUs, security configurations, and user accounts to maintain secure and efficient directory services.
- Led software packaging and deployment initiatives via Intune for tools such as Zscaler, CrowdStrike, Keeper, and custom Remote Monitoring and Management (RMM) solutions, ensuring seamless system compatibility.
- Designed and implemented Intune configuration policies to enforce security measures, including application blocking, browser restrictions, and long-path support.
- Automated routine administrative tasks with PowerShell scripting, including application removal and enterprise-wide system configuration optimization.
- Strengthened physical and digital security through conditional access policies, PIN-based access processes, and FOB/gate/camera system management.
- Deployed Microsoft LAPS for tenant-wide credential management, improving password security and auditability.
- Led the rollout of Canon Secure Print Uniflow agents and device-specific policies across branch offices to standardize device performance and usage.

General Investment & Development (GID), Boston, MA   April 2011 – August 2021
Network Technician

Managed installations and repairs for network systems, responding to maintenance requests regarding system defects and other issues, troubleshooting problems with network systems by identifying roadblocks, and maintaining inventory for network hardware. Designed and installed computer networks, connections, and cabling. Tested and configured software and resolved problems in the LAN infrastructure. Maintained and repaired hardware, including peripheral devices. Evaluated network performance and undertook projects to enhance and improve the network. Scheduled upgrades and maintenance to avoid interruptions in the

business workflow. Provided technical direction and conducted training for coworkers regarding network systems. Traveled to remote sites to configure the network and set up system equipment, including Wi-Fi, routers, access points, switches, and software.

- Administered Active Directory user accounts, created email mailboxes, managed network share access, and maintained group-based permissions.
- Built and maintained standardized Windows images for deployment, improving setup efficiency and compliance across the organization.
- Introduced a lockdown Group Policy kiosk image deployed across all properties as the enterprise standard.
- Completed configuration and deployment of Meraki MX64W, MX64, MR66, MR34, MR32, and MR18 for site-to-site VPN; Cisco 2901 and 1861 Integrated Services Routers for VoIP; and Cisco IP Telephones (7942).
- Collaborated with Cisco Meraki customers to diagnose and resolve network issues, including wireless connectivity, security settings, and switching configurations.
- Played a key role in the successful company-wide rollout of tablets, mobile devices, OneDrive cloud storage, and VeraCrypt full-disk encryption.
- Supported the adoption of Microsoft Teams and OneDrive, providing onboarding and end-user support to ensure seamless transition to cloud collaboration tools.
- Delivered final-tier technical support for escalated issues, providing both remote and in-person troubleshooting for hardware, software, and network problems.
- Monitored Meraki networks for the Southwest region, proactively resolving outages and maintaining secure, optimized connectivity.
- Configured and supported LAN infrastructure, including access points, switches, and routers at both headquarters and remote properties.

Additional Experience

Network Administrator, eIQ Networks, Acton, MA
Senior Desktop Support Engineer (Contract), Welch's, Concord, MA
Systems Support Specialist (Contract), Antisoma, Cambridge, MA
Consultant (Contract), COMCheck, Hamburg, NY
IT Support Specialist (Contract), Xcellerex, Marlboro, MA
IT Administrator / Desktop Support Specialist, SynQor, Boxboro, MA
Retail Systems Support Specialist (Contract), Stride Rite Corporation, Lexington, MA
Consultant (Contract), SCI Telecom, Buffalo, NY,
Part-time Installation Technician (Contract), Computech / TD Banknorth, Norwood, MA
Field Service Technician, Catalina Marketing, Saddle Brook, NJ

Education

Associate of Arts, Information Technology / Networking (In Progress), GPA: 3.97
University of Phoenix, Phoenix, AZ

Professional Training & Certifications

Certificate in Cyber Security (CSC) – Mount Wachusett Community College – Selected courses completed

Cisco Certified Entry Networking Technician (CCENT) – New Horizons Computer Learning Centers – 2013

Cisco Certified Network Associate (CCNA) – New Horizons Computer Learning Centers – 2013

Network Engineering Management Certificate – Xintra Technical Institute – 2002

Network Professional and Helpdesk Specialist Certificate – Xintra Technical Institute – 2002

A+ Certified Technician

Dell Certified Systems Expert