

Jem Milam

jem.milam@gmail.com

<https://github.com/mej71>

EXPERIENCE

Clark Associates | Concord, NH

May 2024 - Present

System Administrator - 365 & SaaS Team

- Build automation for repetitive or intensive tasks using PowerShell, MS Graph, and Power Automate
- Administrate Entra ID applications, SSO integration, Azure RBAC and resources
- Diagnose mail flow issues in our hybrid Exchange environment and Mimecast, adding domains, creating new rules and policies
- Support backup and recovery operations using Rubrik, including testing and validating restore processes.
- Manage and support all aspects of our 365 tenant.
- Led the migration from an NEC phone system to Teams Phone
- Evaluated and migrated relevant Group Policy configurations to Intune while identifying legacy policies that could be deprecated ahead of a domain migration.

IT Support Technician II

Feb 2022 - May 2024

- Mentored new technicians and interns to teach them our processes and answer questions about our systems
- Administrated our MDM software, created solutions for system issues, and served as the main point of contact for this system. Designed solutions and standardizations, resulting in a 50% reduction in MDM system tickets
- Create PowerShellscripts to automate analysis of reports to reduce department workload/errors
- Updated and documented department procedures, policies, and troubleshooting techniques
- Endpoint security patching for 1000+ devices via PDQ
- Created automation with PowerShell to synchronize our MDM and asset management software

Hillsborough Community College | Ruskin, FL

Oct 2020 - Feb 2022

Information Technology Technician

- Facilitated IT support across 6 campuses, while documenting tickets and staying in communication with our team to quickly be aware of and resolve widespread issues
- Documented and routed networking cables from new and existing locations to our MDFs/IDFs
- Imaged new devices, and helped transition college to using Microsoft Intune managed devices only
- Created, maintained, and deployed app packages for automated installations via Intune & Powershell

Bloomin' Brands Inc | Tampa, FL

Jul 2019 – Oct 2020

Help Desk Associate II

- Served as first line IT support for general and critical issues at 1000 locations across the US, while documenting tickets and escalating to the appropriate teams when necessary.
- Troubleshooting of desktops, laptops, mobile devices, printers, multitude of software issues, Point of Sale devices, network issues, end-point security
- Led a project reconfiguring Point of Sale devices to integrate with our online ordering system
- Assumed the role of training leader for this project, conducted training workshops to enhance team expertise

EDUCATION

Gulf Coast State College | Panama City, FL

- Bachelor of Applied Science: IT Management

CERTIFICATIONS

Microsoft Azure Administrator Associate

CompTIA Security+

Microsoft 365: Teams Administrator Associate

Microsoft 365: Endpoint Administrator Associate

Microsoft Azure Fundamentals

PROJECTS

- Resume Website- I host a website in Azure, updated via Github Actions: <https://www.jemmilam.com>
- Media Server - I run a synology server for storing and managing personal media. I maintain this using a series of Docker containers that automate file naming/organization, grabbing subtitles, and reencoding