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Remote Opportunities Only

Executive Summary

I am seeking a challenging and rewarding technical position with a technology company that will allow me to continue practicing and expanding my skill set and knowledge base. I desire to gain quality experience that will allow me to take full advantage of my degree in Computer Engineering. Also, to make further contributions to the organization by more fully utilizing my education and experience. I am equally comfortable and qualified for a position's such as Exchange Engineer, Exchange Admin, Office 365 Consultant and Migration Engineer.

- **20 Years IT Experience**
- **PowerShell**
- **Linux**
- **Managed blob Storage Accounts**
- **Multiple Imaging Platforms**
- **Intune with Azure AD**
- **AutoPilot**
- **Multiple MDM Platforms**
- **Bitlocker**

Professional Experience

Perry Homes LLC (Contract)

08/18 – 10/21

Intune Admin

Designed and implemented cloud managed pc by utilizing Intune with Autopilot, PowerShell, and patch management for over 15,000 endpoints. Implemented Bitlocker, MFA, and WHFB using profile deployment and conditional access. Worked with vendor and Microsoft to add subscription activation to current E5 License and utilizing autopilot with white glove deployment. Effectively plan, install, and configure and optimize IT infrastructure to achieve high availability and performance. Migrated current SCCM Golden Image environment into Intune utilizing Co-Management for compliance policies. Deployed ATP to monitor risky sign-ins and spyware activity. Developed scripts that are pushed through Intune to manage GPOs and created cybersecurity baseline standard. Managed Windows 10 update cycle using deployment rings within Intune and WSUS when using SCCM. Managed all MacOS and IOS devices with Apple DEP and JAMF while integrating JAMF into Intune. Creating runbooks for azure automation to orchestrate procedures. Package applications for deployment through Intune and company portal. Monitored Network performance and update compliance with Log Analytics. Created an approved document for Intune that was distributed throughout IT for training purposes. Worked with migration of on-prem environment to Azure, office 365 and SharePoint. Built out Azure VMs for server migration and Azure Labs for Training and updated the Azure Labs image as needed.

Aspen Technologies Inc

09/15 – 8/18

Senior Level 3 Technical Support Analyst

Created Golden Image and maintained global distribution of images using MDT and Intune to support the BYOD program for laptops and Mobile Devices. Gave support to over 1800 users running Win10 and Win7. In Charge of project to migrate all desktops from Win7 to Win 10 while utilizing one drive for backup and recovery with known folder redirection. Created SCCM reports, packaged applications, deployed PS scripts, and managed the imaged and TS using SCCM. Implemented policies with Intune to establish an MDM environment while utilizing MFA per security protocol. In charge of all Budgeting for Houston and LATAM office to ensure equipment was readily available for refreshes and new hires. Worked with several vendors on testing Hardware that would better fit the needs of the company. Completed all projects and support accurately while holding the standards set by the SLA. Automated New Hire process in AWS using Kelverion.

Boardwalk Pipeline Partners

01/12 – 04/15

Senior Client Support III

Responsible for analyzing information system needs and recommended appropriate solutions for new hardware or software implementation. Was the main point of contact for all executives during normal operating hours and after hour support. Maintained Active Directory users and computers while working with System Admins to develop a more simplified directory structure. Developed and maintained local IT SharePoint site for sharing documents to team members and to give training material to users.

ExxonMobil Corp

05/07 – 11/11

Executive Support

Work with a team of 15 who gave support to the Exxon Campus while being in charge of all executive and Trade Floor Support. Held weekly team meetings to discuss any ongoing issues while trying to collaborate with other team members on best way to resolve them according the SLA. Designed and tested multiplatform images for global distribution. Documented all procedures and resolutions to hardware and software issues and implemented fixes in the gold image. Isolated and diagnosed common system problems to ensure continuous functioning and recommended course of action and implementation as approved using the Change Control system.

Siemens IT Solutions

12/05 – 04/07

Systems Analyst

Analyze complex software and hardware matters of significance pertaining to networking connectivity issues, printer, server, and application to meet business needs. Coordinate hardware and software installations to ensure work is performed in accordance with company policy. Created and maintained backup operations from multiple locations. In charge of all training for users to ensure proper understanding of new technology before deployment.

Education / Certifications

University Of Houston, Houston, TX

BBA in Management Information Systems

Certifications: A+, Network +, MCP, and MCSA