SAVANNAH FRY
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Professional Summary

Senior Cloud & Infrastructure Engineer with 5+ years of experience designing, automating, and securing hybrid and cloud-native environments across **Azure, AWS, VMware, and Nutanix**. Certified **Azure Administrator** and **Terraform Associate** with deep expertise in **Infrastructure as Code (Terraform, Ansible)**, automation, and virtualization. Proven track record building **compliant, scalable infrastructures** for healthcare and government workloads under **NIST** and **HIPAA** frameworks. Skilled in **Azure Landing Zone design**, cost optimization, **RBAC & Policy governance**, and **observability integration** (Azure Monitor, Dynatrace, Datadog) to reduce MTTR by up to 40%. Known for cross-team collaboration, strong documentation, and adaptability in high-demand DevOps environments.

Professional Experience

Azure Cloud Engineer | Osceola County Clerk of Courts | December 2024 - September 2025

- Administered and secured Azure GovCloud and Commercial environments supporting enterprise and public-sector workloads.
- Expanded an existing Azure Landing Zone by introducing a Development and Production Spoke and enforcing tagging governance, RBAC least-privilege, and Azure Policy compliance baselines.
- Architected and validated SQL Managed Instance + Blob/Azure Files architecture (~10 TB) using lifecycle tiering to balance cost and access performance.
- Built VNets, NSGs, Private Endpoints, and Private DNS zones to enable private routing and hybrid connectivity via ExpressRoute.
- Enhanced Terraform IaC automation within Azure DevOps pipelines, implementing plan → approval → apply workflows with centralized remote state.
- Automated RBAC assignments, tagging governance, and Azure Policy compliance for consistent environment standards.
- Configured Log Analytics and Azure Monitor workspaces to centralize SQL performance, VM telemetry, and network flow data.
- Performed privileged-access audits to eliminate stale accounts and align security with least-privilege principles.
- Streamlined workload migrations and system cutovers to Azure GovCloud and Commercial with zero downtime and complete observability integration.

Senior Infrastructure Design Engineer | BCBSNC | February 2022 - October 2024

- Supported and optimized internal healthcare enterprise infrastructure, ensuring reliability, security, and high availability across hybrid Azure, AWS, VMware, and on-prem environments.
- Designed and deployed Azure hub-and-spoke networks with ExpressRoute to enable secure hybrid identity, application connectivity, and centralized management.
- Migrated VMware Horizon VDI to Azure Virtual Desktop (AVD), creating secure, HIPAA-compliant remote environments for internal operations and offshore teams.
- Built and managed AWS EC2 and application servers to support development, testing, and compliance workloads.
- Administered and maintained over 2,000 Windows and Linux servers, leveraging vSphere (6.7–8), Azure Monitor, Nagios, Zerto, and iDRAC for proactive monitoring and capacity management.
- Implemented enterprise security standards through patch management, Group Policy, and SSL/TLS certificate renewals with PowerShell and AWS Certificate Manager.
- Developed and maintained Ansible playbooks and roles for provisioning, configuration, and patching, reducing manual workload and improving consistency.

- Automated AWS and Azure provisioning pipelines using Terraform and GitHub Actions, ensuring version-controlled, repeatable deployments.
- Configured FSLogix profiles on Azure Files Premium with Private Endpoints and Private DNS, eliminating public exposure and improving login performance.
- Enforced Azure Policy for tagging, diagnostics forwarding, and location restrictions alongside least-privilege RBAC.
- Built Log Analytics and AVD Insights dashboards for proactive capacity and performance monitoring.
- Acted as escalation point for Tier 1–4 incidents in ServiceNow, leading root-cause analysis and ensuring SLA compliance.
- Partnered with infrastructure, network, and security teams to design and implement cost-efficient, compliant architectures aligned with HIPAA and NIST 800-171 standards.
- Conducted technology assessments and presented recommendations to leadership for optimizing system performance, cloud cost management, and security posture.

Server Administrator | Gainwell Technologies | December 2019 - February 2022
- Supported mission-critical government healthcare infrastructure, maintaining uptime, performance, and data integrity across hybrid on-prem and Azure environments.
- Administered and maintained over 500 Windows and Linux servers, ensuring stability through proactive patching, configuration management, and system tuning.
- Migrated SQL Server databases to Azure, implementing encryption at rest, role-based access controls, and automated backups to meet HIPAA, NIST 800-171, and CMS compliance standards.
- Implemented Dynatrace APM for real-time application performance monitoring, creating custom dashboards for uptime, response times, and resource utilization.
- Partnered with development and QA teams to identify and remediate application bottlenecks, reducing incident response time through alert optimization and proactive performance analysis.
- Managed VMware vCenter (6.0–6.5) administration, F5 BIG-IP LTM load balancing, and SAN maintenance to support high-availability environments.
- Conducted regular vulnerability assessments using Nessus and RSA Archer, applying remediations via Group Policy and Intune to maintain full regulatory compliance.
- Led a large-scale Windows Server migration (2012 → 2019) with minimal downtime by coordinating change windows, validation testing, and stakeholder communication.
- Documented environment baselines, change procedures, and incident resolutions in ServiceNow to strengthen knowledge continuity and audit readiness.

End User Technology Specialist | TEKsystems | June 2019 - December 2019
- Delivered enterprise-level technical support and system administration to ensure uptime, performance, and data security across cloud and on-prem environments.
- Provided comprehensive technical support to end users, troubleshooting and resolving hardware, software, and network issues to minimize business disruption.
- Administered Azure Virtual Desktop environments through Citrix Director, ensuring consistent performance, patch compliance, and secure remote access.
- Managed Azure Active Directory accounts, permissions, and group policies, supporting identity lifecycle management across multiple departments.
- Implemented and maintained security protocols and compliance controls, performing device audits and remediation through Microsoft 365 and Intune management tools.
- Collaborated with internal IT and infrastructure teams to deploy system updates, support migrations, and improve the overall reliability of enterprise applications.
- Documented technical procedures, troubleshooting steps, and configurations to enhance service continuity and streamline support operations.

Apple Master | Geek Squad | February 2018 - February 2020
- Demonstrated advanced technical proficiency in diagnosing, repairing, and maintaining Apple hardware and software ecosystems, including iPhones, MacBooks, and iPads, while sustaining a 100% client satisfaction rating.

- Functioned as the primary technical liaison between Geek Squad and Apple corporate teams, ensuring compliance with service-level standards, escalation procedures, and quality assurance protocols.
- Delivered clear, client-focused communication by translating complex technical issues into actionable guidance, promoting best practices for device performance, data integrity, and lifecycle maintenance.

Certifications

Microsoft Certified: Azure Administrator Associate — Credential ID: 756BDB1E30C

Microsoft Certified: Azure Fundamentals — Credential ID: 990234269

HashiCorp Certified: Terraform Associate (003) — View Credential

Management & Organizational Behavior — Sinclair Community College

Supervisory Skills — Sinclair Community College

Education

Master of Science in Engineering Technology Management

Western Kentucky University | Anticipated Completion: December 2026

Bachelor of Science in Computer Information Technology

Western Kentucky University | Completed: May 2022

Associate of Science in Computer Information Technology

Columbia State Community College | Completed: May 2022

Associate of Applied Science in Business Management: Entrepreneurship

Sinclair Community College | Completed: May 2016

Skills

Cloud & Virtualization	Microsoft Azure (AVD, Monitor, Log Analytics, RBAC, ExpressRoute, Azure Files, FSLogix), AWS (EC2, IAM, S3, Certificate Manager), VMware vSphere 6.5–8, VMware Horizon, Nutanix AHV/Prism
Infrastructure & Automation	Terraform, Ansible, PowerShell, Python, GitHub, Azure DevOps, Jenkins, CloudFormation, CI/CD Pipelines, Infrastructure as Code (IaC)
Backup, Monitoring & Security	Rubrik, Zerto, Cohesity, Dynatrace, SiteScope, Nagios, BeyondTrust PRA, Archer, Intune, Microsoft Endpoint Manager, Privileged Identity Management (PIM)
Operating Systems	Windows Server (2008 R2–2022), Linux (Rocky, Ubuntu, RHEL)
Networking & Datacenter	F5 BIG-IP LTM, HPE Synergy Frame, HPE 3PAR StoreServ, HPE ProLiant Gen8–10, Cisco/Brocade Switches, iLO, OneView
Software & Tooling	Visual Studio Code, ServiceNow, Power BI, Citrix Director, SQL Server, SCCM, WSUS, Certero, Salesforce, Notepad++
Version Control & Collaboration	GitHub, Azure DevOps Repos, SharePoint, Confluence, Microsoft 365 Suite (Word, Excel, PowerPoint, Visio, OneNote, Outlook)
Coding & Scripting	PowerShell, Python, HTML, CSS3
Soft Skills	Analytical Problem-Solving, Collaboration, Documentation, Adaptability, Communication, Continuous Learning