

CAREER PROFILE

Senior Systems & Infrastructure Engineer with 15+ years of experience designing, implementing, modernizing, and supporting production technology environments across Windows infrastructure, Microsoft 365, Azure, AWS, virtualization, enterprise networking, cybersecurity, automation, and business applications. Led approximately 25 technology initiatives and managed budgets of \$250K-\$500K while supporting environments of up to 100 users, 150 Microsoft 365 accounts, 50 Windows servers, 50 managed endpoints, and 250 network-connected devices. Delivered measurable improvements including approximately 40% less downtime, 65% faster deployments, and 8-15 hours of weekly labor savings through automation and standardization.

15+ YEARS OF EXPERIENCE	25 TECHNOLOGY INITIATIVES	40% LOWER DOWNTIME	65% FASTER DEPLOYMENTS
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TECHNICAL CORE COMPETENCIES

Microsoft Infrastructure	Windows Server 2012/2016/2019/2022, Active Directory, ADUC, Group Policy, DNS, DHCP, Certificate Services, Entra ID, Hybrid AD
Cloud & Microsoft 365	Azure VMs, Storage, Virtual Network, Backup; AWS EC2, VPC, S3, RDS, IAM, Route 53, Lambda; Exchange Online, SharePoint, Teams, OneDrive, Intune, Defender
Networking & Virtualization	Cisco, Ubiquiti/UniFi, pfSense, Routing, Switching, VLANs, VPNs, TCP/IP, Wireless Networking, VMware ESXi, VirtualBox
Automation & Development	PowerShell, Python, JavaScript, Windows Batch, SQL, Systems Integration, Application Deployment, Technical Documentation
Operations & Delivery	Microsoft SCOM, ServiceNow, Jira, Zendesk, ConnectWise, Freshservice, Azure DevOps, SDLC, Agile, Incident Management, Vendor Management

PROFESSIONAL EXPERIENCE

Parker Interiors | IT Infrastructure Engineer / Technology Operations Lead

Washington, DC | 02/2014 - 2024

(concurrent with Lead Designer)

- Scope: Primary technology lead for a design organization, accountable for production infrastructure, cloud platforms, Microsoft 365, networking, cybersecurity, endpoint management, business applications, smart-building integrations, budgets, vendors, and project delivery across two Washington, DC locations.
- Directed infrastructure and technology operations supporting approximately 100 users, 50 managed endpoints, 50 Windows servers, and 250 network-connected devices.
 - Administered Windows Server 2012-2022, Active Directory, Group Policy, DNS, DHCP, Certificate Services, Entra ID, and hybrid identity services.
 - Managed a Microsoft 365 tenant of approximately 150 accounts, including Exchange Online, SharePoint, Teams, OneDrive, Intune, and Microsoft Defender.
 - Designed and supported Azure and AWS production resources, including virtual machines, storage, virtual networking, backup, EC2, VPC, S3, RDS, IAM, Route 53, and Lambda.
 - Configured and maintained Cisco, Ubiquiti/UniFi, and pfSense network solutions across routing, switching, VLAN, VPN, wireless, and perimeter-security functions.
 - Led approximately 25 modernization and deployment initiatives, contributing to 40% lower downtime and 65% faster deployments through standardization and automation.
 - Developed PowerShell, Python, JavaScript, Batch, and SQL solutions that reduced manual effort by an estimated 8-15 hours per week.
 - Managed \$250K-\$500K in technology investments, including procurement, licensing, vendor performance, lifecycle planning, and executive-level recommendations.
 - Delivered secure networking, IoT, smart-home, automation, and systems-integration solutions for high-value residential environments while coordinating designers, contractors, vendors, and clients.

PROFESSIONAL EXPERIENCE - CONTINUED

Ciel Asylum | Founder | Systems & Applications Engineer

New York, NY / Washington, DC
11/2014 - 2024

Scope: Founded and operated a technology and creative-services practice delivering production infrastructure, cloud, networking, application, web, security, and technical-support solutions for approximately 50 users and small-business clients.

- Designed, developed, tested, deployed, and maintained custom business applications and web solutions through the full SDLC using Agile practices and Azure DevOps.
- Built and supported production Windows, Microsoft 365, Azure, AWS, VMware ESXi, VirtualBox, Cisco, Ubiquiti/UniFi, and pfSense environments.
- Gathered business requirements and translated stakeholder needs into secure, scalable infrastructure and application solutions.
- Implemented automation and systems-integration workflows using PowerShell, Python, JavaScript, Batch, and SQL to streamline recurring operations.
- Administered incident and service-delivery workflows using ServiceNow, Jira, Zendesk, ConnectWise, Freshservice, and Azure DevOps.
- Produced technical documentation, deployment procedures, recovery plans, user guidance, and client-facing recommendations to improve operational continuity.
- Led matrixed teams of 3-6 contributors and coordinated vendors, junior technicians, and clients through planning, implementation, validation, and support.

The Home Depot | Design Specialist / Supervisor

New York, NY | 10/2002 - 11/2012

- Supported enterprise retail technology, including POS systems, workstations, mobile devices, inventory platforms, and operational applications in a high-volume Manhattan environment.
- Troubleshoot hardware, software, account-access, peripheral, and connectivity issues to minimize disruptions to sales and store operations.
- Coordinated technology rollouts, upgrades, and process changes while training and mentoring teams of up to six retail associates.
- Partnered with management and support teams to improve adoption of enterprise systems, maintain service continuity, and strengthen customer-facing operations.

SELECTED ENTERPRISE PROJECTS

Infrastructure Modernization	Upgraded Windows Server, identity, networking, endpoint, and monitoring capabilities; standardized deployment and support processes to improve reliability and reduce downtime.
Cloud & Hybrid Services	Implemented production Azure and AWS resources for compute, storage, networking, backup, identity, databases, DNS, and serverless workloads.
Microsoft 365 Administration	Managed Exchange Online, SharePoint, Teams, OneDrive, Intune, Defender, and hybrid identity services for approximately 150 accounts.
Smart-Building & IoT Integration	Designed secure network and automation ecosystems for high-value residential projects, integrating wireless, security, environmental controls, and connected devices.
Business Application Delivery	Developed and maintained custom business applications, automation scripts, integrations, documentation, testing plans, and deployment procedures.

EDUCATION & CERTIFICATIONS

EDUCATION	CERTIFICATIONS & SKILLS	
Master of Science in Information Systems University of Phoenix	CompTIA A+	Google IT Support Professional
Bachelor of Science in Information Technology University of Phoenix	Microsoft Azure DevOps Engineer Expert	Network Security
Advanced Software Developer Certificate University of Phoenix	Ethical Hacking I & II	Networking Basics
Associate of Arts University of Phoenix	Software Development	Web Design & Development
Associate of Fine Arts LaGuardia Community College	Adobe Creative Cloud	Google Docs
	Social Media Customer Service	