

M365 | InfoSec | End User Experience | Team Leadership | Networking

QUALIFICATION SUMMARY

IT professional with expertise in Microsoft 365, cloud infrastructure, and cybersecurity, currently pursuing an MBA to further develop business leadership and strategic decision-making capabilities. Proven track record of cost-saving transitions, mergers, divestitures, and robust security implementations in enterprise environments.

KEY SKILLS

- ✓ IT & Helpdesk Management
- ✓ Healthcare Compliance
- ✓ Windows Server & AD
- ✓ InfoSec Policy Writing
- ✓ Microsoft 365 engineering
- ✓ FortiGate & Meraki
- ✓ Project Management
- ✓ Intune MDM
- ✓ CMMC

Certifications, Associations, & Personal Initiatives

- ✓ [CompTIA Security+](#)
- ✓ [Member of FBI InfraGard](#)
- ✓ [Certified in Cybersecurity](#)
- ✓ [Certified Scrum Master](#)
- ✓ Amateur Radio – KC1MDT
- ✓ MBA candidate at LSUS

PROFESSIONAL EXPERIENCE

Information Technology Manager

December 2025 – Present

BL King Consulting, LLC

MA

Technology Manager delivering end-to-end IT, cybersecurity, and compliance support for small and mid-sized organizations.

- Oversee Microsoft 365, Azure, network infrastructure, and vulnerability management in a fully remote environment, serving as the primary technical point of contact for distributed clients
- Collaborate cross-functionally with geographically dispersed teams to ensure seamless system integrations and alignment with operational needs
- Optimize support workflows and service delivery to improve response times and maintain high user satisfaction across distributed environments

Microsoft 365 Administrator (SME)

November 2024 – Dec 2025

WIN Waste Innovations

Portsmouth, NH

Subject Matter Expert for Microsoft Office 365 infrastructure, delivered remote user support, and managed other Azure cloud service offerings like Intune and SharePoint to over 2,100 users.

- Subject Matter Expert for Email Services (Exchange Online) and Office Applications (Microsoft 365), Teams, and OneDrive.
- Implemented device-hardening and patching on company endpoints
- Optimized licensing structure to cut waste and ensure compliance with Microsoft. (\$1,200,000 in savings) Implemented strategic tiers of licensing to accomplish savings.
- Spear-headed Windows 11 upgrade project across 1,300 endpoints
- Supported automations in Power Automate and Azure runbooks
- Supported initiatives to reduce Azure footprint (optimization)
- Worked with security team daily to ensure compliance in all relevant matter
- Re-worked conditional access policies to secure environment
- Assisted in the divestiture of a site to another company. Ensured a graceful transition of IT services.

Manager of IT

October 2023 – June 2025

NH NeuroSpine Institute, a division of Elliot Hospital (Solution Health)

Bedford, NH

Reporting to the Executive, responsible for all IT and information security matters across 3 locations. Part-time moonlighting contractor Nov 2024-June 2025. Reference available upon request.

- Managed a team of IT professionals, providing leadership, mentoring, and technical expertise to optimize team performance and achieve organizational objectives.
- Led the organization through a transition of all on-prem infrastructure to cloud resources, primarily Intune. Active Directory to Azure AD/Intune, print server to cloud print direct, Windows VMs on ESX to Azure to name a few.
- Transitioned IT off an MSP contract to in-house IT, saving them \$96,000/year. Developed internal policies to support this initiative.
- Managed healthcare imaging network including IPsec tunnels, connectors, and other delivery methods of patient imaging with other facilities / hospitals
- Implemented new FortiGate firewalls at main and branch locations, managed network security policies. Designed and implemented Meraki switches + Wi-Fi AP's
- Spearheaded the implementation of robust cybersecurity measures using NIST CSF and CIS controls to safeguard sensitive patient data and maintain compliance with healthcare industry regulations.
- Developed and maintained vendor relationships, negotiating contracts and ensuring the procurement of cost-effective IT solutions aligned with the institute's strategic goals.
- Orchestrated transition of all IT infrastructure to Elliot Hospital after practice was acquired, including networking
- Completed m365 tenant to tenant migration using Purview, EDBMails, and Code Two.
- Collaborated with other IT teams to ensure a seamless end user experience during technological transition.

Lead Technical Support Engineer

Sept 2021 – Oct 2023

Biscom

Westford, MA

Assisting enterprise clients in implementing and troubleshooting healthcare file delivery software with Epic integration.

Includes troubleshooting Active Directory, networking, firewall, DNS issues, along with hardware/infrastructure issues.

- Facilitated the transfer of all telephony (75,000 numbers) from 5 telco providers to AWS Chime
- Created support team performance goals, ensuring those goals are met, customer expectations appropriately managed, and business goals achieved.
- Assisted CISO with security-related duties such as prep-work for audits and SOC 2 compliance. Responsible for accuracy in filling out customer security questionnaires. Maintained database in SharePoint of FAQ and their respective answers.
- Designed, tested, and implemented a workflow within Salesforce service cloud to track customer port requests. Worked with the engineering team to implement process automations using Apex. The new workflow within Salesforce was 30% less time-consuming for the employee than the previous workflow using manual systems.
- Designed and executed a go-to-market process for new feature releases to our product such as Okta integration and Azure AD.
- Managed all internal dev/non-prod infrastructure within VMware.

EDUCATION

MBA, Specialization in Entrepreneurship & Family Enterprise

Expected grad: May 2027

Louisiana State University in Shreveport (LSUS) (AACSB accreditation) GPA 4.0

B.S. Criminal Justice w/ conj Security Management

Summa Cum Laude

Southern New Hampshire University

Associates, Cybersecurity Networking

High Honors, IEEE member

Nashua Community College