



OBJECTIVE

Customer-obsessed, project-oriented, impact-driven, and technically capable, I strive for excellence, personally and professionally, and aim to contribute to your team, organization, and customers.

LANGUAGES

- Bilingual in Spanish and English.
- Can speak/read/write basic to intermediate Italian.
- Interest in Mandarin and Japanese languages.

EXPERIENCE

September 2023 – Present | Texas Children's Hospital | Houston, TX — Data Security Architect

- Identity and Access Management architect responsible for Entra ID identity and security across the organization. Cloud security responsibilities include Conditional Access policies, application registrations, enterprise application management, SAML authentication, single sign-on strategies, and user/group management.
- On-premises identity responsibilities include Active Directory services all up: PKI management of ADCS infrastructure using Venafi Certificate Management. Modernizing auth away from ADFS. Managing ADDS services including replication, group policy management, and operational health.
- Continuous modernization of existing application identity strategies utilizing Azure SSO/MFA integration capabilities. Working with cross-functional teams on projects to achieve application adoption, upgrades, and business impact.
- Use of various monitoring tools (Color Tokens, Dynatrace, NXLog, VMware vSphere, Azure Resource Manager, etc.) to analyze system health across services.

March 2018 – September 2023 | Microsoft Corporation | Houston, TX — Senior PFE/Customer Engineer/Cloud Solution Architect – Engineering

- Recently cross-skilled into Power Platform, delivering customer-facing engagements to our education-based customers on governance best practices with the Center of Excellence tools, architecting solutions, and resolving solution issues within Power Apps and Automate. Customers were US departments of education, universities, and K-12 school districts coast-to-coast.
- Delivering consistent customer impact through project-oriented solutions development and best practices on Microsoft Identity Manager 2016. Recent recognition includes the Manufacturing CSU Connected Customer Experience Award for FY20 for unblocking an identity project involving Net App in Azure and Centrify, resulting in \$300-500k in monthly Azure consumption for a major semi-conductor customer. Customers were across all verticals nationwide, with some international work.
- Speaker at Microsoft Ready (hundreds in attendance and thousands remotely), content developer for Microsoft Identity Manager managed IP, and regular mentor over the last 8-9 years.
- Growing my brand through internal account teams, executive management, and offering to assist in impact-generating projects, such as pre-sales discussions, project or solution scoping, and the like.
- Community involvement with Houston local school boards and non-profit organizations, representing the Microsoft brand and helping build STEM skills through organizations like Girls Who Code, Microsoft HOLA, and donation events.

July 2014 – March 2018 | Microsoft Corporation | Houston, TX — Premier Field Engineer

- Proactive and reactive support with the Premier business supporting the Americas Time Zone on identity and platforms requests.

March 2014 – July 2014 | Insight | Houston, TX — Senior Consultant, Microsoft Consulting Services

- Designed and implemented solutions around the Microsoft Identity and Access Management stack, specifically Forefront Identity Manager 2010, Active Directory, Azure, and Office 365.

April 2012 – March 2014 | Texas Children's Hospital | Houston, TX — Solutions Architect

- Designed, developed, managed, and maintained identity and access solutions based on Microsoft Forefront Identity Manager 2010. Developed and tested solutions, staged, and promoted to production.
- Reviewed inherited FIM systems architecture, planned more efficient and resilient design and implementation thereof, and technically led initiative in terms of design, testing, risk mitigation, technical and personnel resource allocation, implementation strategy, and execution. Entailed introducing fault tolerance, load balancing services, and upgrading to FIM 2010 R2 SP1.
- Managed identities based on business policy. Provisioned and automated data flow between homogenous systems, including Active Directory, Exchange, PeopleSoft, and SQL server databases. This consisted of system configurations, coding extensions for advanced flow rules in VB.Net and XML, scripting workflows and reporting via PowerShell, editing the FIM portal RCDC UI via XML, creating custom filters for criteria-based groups and sets via XPATH, querying FIM databases via SQL, and monitoring profile runs, and resolving identity conflicts.
- Initiated the proof-of-concept engagement for Microsoft Lync 2010, involving working with MSFT for a custom enterprise-class design, implementing, and testing. Developed strategies for maximizing resources and minimizing costs to proceed with the project, including required systems resources and risks to the project/enterprise.
- Led key discussions on choosing the organization's next unified communications solution, including on-prem Lync Server 2013, and Office 365 (Lync Online and Yammer). Ultimately choosing Office 365, led our planning and implementation project to adopt the cloud service, including AD FS technical work, network and traffic planning, and migration/management strategy.
- Managed and maintained an existing Microsoft Office Communicator Server 2007 R2 environment, SIP traffic, certificate strategy, and client support.

February 2008 – April 2012 | Lockwood International, Inc. | Houston, TX — Senior Systems Engineer

- Designed, managed, and maintained a Windows 2003/2008/2008 R2 Active Directory infrastructure. Managed network services (DNS, WINS, DHCP, etc.). Managed and maintained system stability and security via group policy, RDP, WSUS, system and network monitoring tools, etc. Migrated AD to 2008 R2.
- Designed, managed, and maintained an Exchange 2003 environment, including global policies, message limits, routing, filtering, information store design and management. Added storage by implementing iSCSI drives via NAS, using Exchange best practices to reconfigure and manage database, log files, queues, and mail protocols. Planned, tested, and implemented Exchange 2010 co-existence and migration.
- Planned, implemented, managed, and maintained Microsoft Office SharePoint Server 2007, including using admin tools such as Central Admin, command-line tool stsadm -o, IIS 6/7, SQL Server 2005/2008 R2, etc. Migrated from 2007 to 2010 and from stand-alone into a farm by disconnecting, moving, and reconnecting databases and log files, and resolved any issues from a system standpoint. Architected user solutions based on business needs, including InfoPath forms and workflows, as well as site layouts and design.
- Managed and improved backup/restore procedures using Symantec Backup Exec. Monitored jobs and executed restores when necessary. Implemented and managed BlackBerry Enterprise Server, Symantec Enterprise Vault, and MS Hyper-V virtualization technology. Light SQL Server 2005 administration.
- Managed network infrastructure, including MPLS and VPN connections, SonicWALL VPN and firewall appliances, Barracuda spam filters, subnetting, IP addressing, connectivity, and reliability.
- Worked with management and gave presentations to improve business processes, security, and efficiency by introducing innovative ideas and creating solutions. Purchased server-related hardware and software.
- Provided second-level support for our helpdesk personnel and wrote documentation for procedures and IT knowledge base.

October 2007 – January 2008 | National Oilwell Varco/The Jupiter Group | Houston, TX — IT Support Analyst

- Supported end users deskside and remotely, including all hardware, software, and networking issues.
- Administration over users, computers, Active Directory, Exchange, file/print servers, and backup servers.
- Performed regular backup jobs using arcServe and maintenance on our tape library device.

May 2007 – October 2007 | Houston Police Department/Bergaila and Associates | Houston, TX — Technical Hardware Analyst II

- Provided first- and second-level desktop technical support and customer service to 4,000+ end users located in the main HPD building in downtown Houston.
- Administration over users and printers using iManager in a Novell networking environment.

- Installed, configured, and troubleshooted various software/hardware issues locally and remotely. This included hardware/software failures, new user setups, moves, and connectivity.

June 2006 – May 2007 | The Expro Group/EnterSys Group | Houston, TX — Operations Analyst

- Provided first- and second-level technical support and customer service to 4,000+ end users over the phone, e-mail, and deskside, both during business hours and on a rotating on-call schedule. This also included reporting within the TriActive web-based ticketing solution.
- Administration in a Windows Server 2003 domain infrastructure, including account creation, maintenance and management, Exchange management, security, and group policy, as well as computer and server deployment and implementation.

- Installed, configured, and troubleshooted various software/hardware issues locally and remotely. This included Exchange/Outlook issues, Blackberry device/BES administration, MS Office 2003 issues, various remote connectivity (VPN, Citrix, RDC), and networking.
- Installation, configuration, and administration of various network hardware at various sites worldwide, such as Cisco 1700, 2600, and 2800 series routers, Call Manager/Unity and IPT, as well as 2900 series switches and 1200 series WAPs, using various commands to analyze issues and maintain network optimization, such as troubleshooting and mapping network topologies. Done both remotely and locally by means of traveling.
- Implemented network circuit cutovers from slower technologies into MPLS/Frame Relay circuits.
- Project member involved in the eventual integration/consolidation of multiple domains into a single Windows Server 2003 domain structure, including various server/client software configuration changes and user/computer migration across domains using the Microsoft ADMT tool. Involved travel and remote work.

August 2005 – May 2006 | Getronics | Houston, TX — Tier I Helpdesk Analyst

- Troubleshooted various applications such as Lotus Notes, Outlook 2003, and MS Office 2003 within Novell and Windows Server enterprise networking environments.
- Administration of user accounts on Novell trees, Windows domains, SAP R/3 and BW, AS400 and Mainframe systems, ACE servers for remote connectivity, and other web-based systems.
- Analyzed issues as they relate to VPN connectivity with software such as Remote Desktop, VNC, CheckPoint SecureClient, Citrix, FiberLink Global Dialer and solved the client's remote connectivity problems.
- Solved hardware issues, when possible, related to laptops, desktops, printers, and PDAs.
- Delivered excellent customer service to our clients such as BP, Novartis Pharmaceuticals, the State of Georgia Department of Health and Retardation, Nalco, Booz Allen Hamilton, Occidental Chemicals (Oxy), and others while documenting my service in the Vantive and S3 ticketing systems.

October 2002 – May 2005 | Multicultural Education and Culture through the Arts | Houston, TX — Assistant Program Director/Violin Instructor

- Assisted in the development of in-school and after-school arts programs for Houston Independent School District, and served as point of contact between school principals, administration, coordinators, and our director.
- Developed, implemented, and oversaw a music curriculum for the above stated programs as related to mariachi and classical music.
- Taught violin classes both privately and in a classroom setting to adults and children.

September 2002 | Convergys | Houston, TX — Technical Analyst I

- Served as customer support for Southwestern Bell DSL Broadband services, supporting clients nationwide in North America.
- Troubleshooted connectivity from the client's point of service to the client's personal computer.
- Delivered great customer service and maintained a high professional attitude.

June 1999 – April 2000 | Halliburton Energy Services | Bellaire, TX — Associate Desktop Analyst

- Installation and configuration of all hardware deployed at all Halliburton sites in the Houston area. This consisted of thousands of users.
- Troubleshooted first-level issues deskside.
- Imaged computers to COE standards and ensuring application installation and reliability.

Official Microsoft transcripts available upon request.

2023 | Microsoft Certified: Identity and Access Administrator Associate | Microsoft Corporation

- Successfully passed exam SC-300: Identity and Access Administrator.

2023, 2021 | Microsoft Certified Trainer | Microsoft Corporation

- Successfully passed education and trainer requirements for certification.

2019 | Microsoft Certified: Azure Administrator Associate | Microsoft Corporation

- Successfully passed exam 533: Implementing Microsoft Azure Infrastructure Solutions.

2014 | MS: Server Virtualization with Hyper-V and System Center | Microsoft Corporation

- Successfully passed exam 74-409: Server Virtualization with Hyper-V and System Center.

2014 | MCTS: Forefront Identity Manager 2010, Configuration | Microsoft Corporation

- Successfully passed exam 70-158: Forefront Identity Manager 2010, Configuring.

2009 | Microsoft Certified Systems Administrator ID#3713989 | Microsoft Corporation

- Successfully passed exams 70-290: Managing and Maintaining a Windows Server 2003 Environment and 70-291: Implementing, Managing and Maintaining a Windows Server 2003 Network Infrastructure.

2006 | Microsoft Certified Professional ID#3713989 | Microsoft Corporation

- Successfully passed exams 70-270: Installing, Configuring, and Administering Microsoft Windows XP Professional.

2006 | A+ Certified Technician - ID#COMP001005108386 | CompTIA

- Successfully passed exams 220-301 (Hardware) and 220-302 (OS).
- Certified as a PC repair technician for both hardware and software.

2006 | Network+ Certified Technician - ID#COMP001005108386 | CompTIA

- Successfully passed exam N10-003.
- Certified to install, configure, and troubleshoot various network topologies.

2023 – present | Southern New Hampshire University

- Current third-year student in the Bachelor of Science program for computer science, with concentration in Software Engineering.
- GPA 4.0.
- National Society of Leadership and Success honor society.
- President's List and Honor Roll every term to date.

2000 | Houston Community College

- Certification course for Microsoft Certified Systems Engineer for Windows Server 2000.

1998 – 1999, 2001 – 2002 | University of Houston (not completed)

- Double major in Computer Science and Violin Performance.
- Minor in mathematics.

Interests include emerging AI technologies including OpenAI, ChatGPT, and Copilot, .NET application development and communities, orchestral performance and music composition, languages, and gaming.