**John Johnson**

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**Endpoint Administrator Associate / M365 & Intune Administrator**

Dedicated IT professional with in-depth background in deploying, configuring, and managing the onboarding of endpoint devices and client applications across multiple environments - hybrid and cloud.

*Areas of Expertise:*

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| * M365 & Intune/MEM Administration * Project Management Methods * Technology Solutions Development | * IT Hardware Inventory Management * Vendor Relations & Management * System Documentation & Organization | * Disaster Recovery Planning * User Training & Support * C-Suite & VP-Level Support |

*Key Assessments:*

* ***IT Operations Support*** - planning and administering IT support environments and operational strategies to deliver industry “Best Practice” solutions, thus optimizing system performance, and maintaining robust IT platforms.
* ***Resource Management*** – leading and training technical staff in translating issues into solutions and coordinating with internal/external technology resources to resolve issues and maximize critical system operations.
* ***Project Management*** – directing multiple concurrently running projects from initial planning stage to final release; working with stakeholders to create and deliver flexible, fault-tolerant, and scalable enterprise wide solutions.

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| **Technical Proficiencies** |  |
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| Certifications: | Microsoft MD-102 Endpoint Administrator Associate (03/2025) • CompTIA A+ (04/2023) |
| Platforms: | Windows (11, 10, 8), MacOS, Linux (Ubuntu) |
| Applications: | Apple Business Manager, Addigy MDM, ServiceNow, JIRA, FreshService, Active Directory, VMWare, Citrix, Microsoft Exchange, JAMF Pro, VPN, Microsoft Intune/MECM, Adobe admin console, MS Entra/AAD, MS Office 365 Suite, Windows Configuration Designer (PPKG) |
| Languages: | PowerShell, CMD, Batch Scripting, BASH, C#, JavaScript, Basic HTML & CSS |
| Imaging/Provisioning: | Windows Autopilot, OSD Cloud Clonezilla, Macrium, AOMEI |
| Hardware: | HP/Dell/Lenovo/Apple Workstations, Servers, Switches, Firewalls, Printers |
| Audio/Visual: | Livestreaming, Video camera, Audio Mixing Boards, Lighting Equipment, Microphones, Live sound |

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| **Professional Experience** |  |
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CONTRACTOR – STANDARD MOTOR PROPDUCTS, INC., Lewisville, TX

**IT Network Admin**, 07/2025 to current

Report directly to the Director of Infrastructure to assist with and provide guidance on hybridizing environment to Microsoft 365 services, especially Licensing, Entra ID, Exchange Online, Cross-Tenant User Data Migration with Exchange Online and OneDrive, as well as PowerShell scripting automation for migration tasks. Provide insight on where cloud services and management tools like Intune can help.

* Use PowerShell to provide technicians with script to begin migrating users from source to target tenant

NETWORK ELITES/ZenGuard Managed Services, Richardson, TX

**Endpoint Engineer / Tier 2 Technician**, 07/2024 to 04/2025

Served as primary MDM and Device technician/administrator, providing technical expertise in securing and protecting endpoints. Interfaced directly with clients as a Tier 2 Technician, supporting the implementation and escalation of all endpoint management solutions, Intune, PowerShell automation, and Apple device management processes. Served as resource in planning key projects, identifying potential issues, and promoting MDM solutions to resolve critical service issues. Tracked/documented project status.

* Integrated MDM for Windows and MacOS devices with Intune and Addigy respectively across multiple environments.
* Implemented/set up iPadOS MDM management for a client with kiosk-type devices that needed no maintenance.
* Hybridized ~150 employee environment, including on-prem/cloud accounts into one system prior to Intune deployment.
* Automated device onboarding process for G-Suite client that support scalable deployments with zero-touch interactions.
* Mentored other technicians on automation, PowerShell, MDM, and M365/Entra capabilities and licensing.

Lantern (Formerly Employer Direct Healthcare), Dallas, TX

**Jr. Infrastructure Engineer**, 08/2023 to 07/2024

Served as primary Intune technician/administrator, working with Service Desk manager to support all ~600 EDHC remote and in-office users, including create and manage all user accounts in AD, Azure AD/Entra, O365, and various 3rd party apps. Developed/troubleshot setup, configuration, and deployment of Microsoft Intune apps and various Windows/MacOS resources. Served as primary contact regarding all macOS support and configuration issues.

* Devised new solutions/processes to streamline the implementation of Intune technologies and IT operations.
* Developed/deployed MacOS device configurations via ABM and Intune for Platform SSO accounts synced to Entra.
* Created PXE Boot Server with AOMEI Image Deploy, and developed and maintained Laptop Image Repository.

CBRE, Dallas, TX

**Remote Service Desk Technician - Contractor,** 03/2023 to 08/2023

Contracted to serve as point of contact in working closely with end users to troubleshoot, document, and resolve all technical issues. Create SNow tickets and investigate/resolve a variety of issues, including onboarding/offboarding, VPN troubleshooting, application installs, and issuing urgent account terminations.

* Deliver remote access technical support to all users in hybrid environment, analyzed root cause issues, and tracked service calls.

S&P Global Inc., Dallas, TX

**Field Support Technician - Contractor,** 08/2022 to 02/2023

Provided high-level tier-II and tier-III support in addressing escalated Tier I help desk tickets to maintain all network computer systems and wireless resources for all local Dallas users as well as remote users across North America. Analyzed root cause issues, resolved laptops/desktops hardware issues and installed user applications.

* Resolve escalated issues from Tier 1 support remotely as well as support onsite users in Dallas location
* Prepped/imaged both new and used Dell & Lenovo ThinkPad models as well as Apple laptops.

First Guarantee Mortgage Corporation, Plano, TX

**Sr. Desktop Support Technician / Desktop Support Tech II**, 09/2021 to 06/2022

Oversaw implementation, maintenance, and operations of LAN/WAN infrastructure and computing environment for 600+ end-users. Worked closely with IT leadership to identify/anticipate the firm’s current and future technology needs while devising strategies to improve IT system operations and automate key manual functions. Drafted and implemented IT best practices, documented IT helpdesk procedures. Setup user AD accounts and provide leadership in troubleshooting entire IT infrastructure including supporting and onboarding all work-from home employees technical needs.

* Utilized PowerShell Scripting and Customized Linux-based imaging software to prepare/image new laptops.
* Earned a rapid promotion from Desktop Support II Tech to Senior Desktop Support Tech due to technical expertise.
* Credited for proactively redesigning/documenting multiple processes that streamlined key processes, including the imaging process that reduced the 12-step manual process to a 2-step automated process per-machine.
* Educated and trained Senior Technicians on how to properly utilize resources to increase efficiency and productivity.

Additional Experience

**IT Associate** (03/2021 - 09/2021) • My IT Plano, Plano, TX

**Video Content Creator & Worship Associate Minister** (12/2019 - 01/2021) • Parkway Hills Baptist Church, Plano, TX

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| **Educational Background** |  |
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**Bachelor of Musical Arts** - Dallas Baptist University, Dallas, TX

*Professional Development*:

* Learn the Command Line (02/2023)
* Learn JavaScript (12/2022)
* Learn C#