

Julian Diaz

System Administrator | Windows Server • Active Directory • PowerShell • Microsoft 365

Savannah, GA | juliansmailbox4IT@gmail.com | linkedin.com/in/julian-diaz843

TECH STACK

Servers & OS: Windows Server 2016/2019/2022; Windows 10/11

Identity & Core Services: Active Directory; Entra ID; DNS; DHCP; GPO

Cloud & M365: Microsoft 365 Admin; Exchange Online; Teams; SharePoint

Automation: PowerShell (admin tasks, exports, reporting)

Networking: LAN/WAN troubleshooting; Meraki MX; VoIP basics

Endpoint: Endpoint lifecycle ops; Intune fundamentals

CERTIFICATIONS

- AZ-900 — Earned Jun 25, 2025
- MS-900 — Earned Apr 3, 2025
- AZ-104 — Scheduled Feb 22, 2026

EDUCATION

A.A.S., General Technology
Technical College of the
Lowcountry

ROLE TARGET

20218 – System Administrator II
Hyundai AutoEver America
Savannah, GA (Onsite)

SUMMARY

Systems-focused IT professional with 4+ years of progressive experience across helpdesk leadership, systems administration, and MSP engineering. Strong foundation in Windows Server (2016/2019/2022) and core infrastructure services—Active Directory, DNS, DHCP, Group Policy, and Microsoft 365 administration—paired with practical troubleshooting and customer-facing communication. Uses PowerShell to reduce repetitive work and improve consistency in day-to-day operations.

CORE STRENGTHS

Windows Server administration (2016/2019/2022); Active Directory, DNS, DHCP, and Group Policy; troubleshooting and root-cause analysis across server, endpoint, and network layers; patch/change execution with documentation and rollback awareness; PowerShell for reporting and task automation; Microsoft 365 administration (Exchange Online, Teams, SharePoint); network fundamentals and firewall troubleshooting (Meraki).

PROFESSIONAL EXPERIENCE

Solutions Engineer — Puma Telecommunications (Savannah, GA) | 11/2024–Present

Provide managed IT support for healthcare clients in a cloud-first environment and own escalations across identity, endpoint, and connectivity. Administer Entra ID and Microsoft 365 services (Exchange Online, SharePoint, Teams) including access and licensing changes. Manage endpoint lifecycle operations and Windows upgrades while standardizing setups and documenting changes to reduce repeat incidents. Use PowerShell to streamline repeatable administrative tasks and reporting to improve consistency and reduce manual effort. Support network troubleshooting including firewall-related issues and site connectivity (Meraki).

Systems Administrator — SNS Technologies | 10/2023–11/2024

Administered Office 365 environments and Active Directory user lifecycle tasks and access troubleshooting. Implemented and maintained DHCP, DNS, and Group Policy Objects to standardize workstation behavior. Troubleshoot LAN/WAN connectivity issues by isolating root cause across endpoint configuration and network services. Supported Windows Server environments (2016/2019/2022) and core services during incidents and operational changes.

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Helpdesk Supervisor — SNS Technologies | 03/2022–10/2023

Supervised a team of five technicians, handled escalations, and maintained clear customer communication. Developed helpdesk procedures and documentation to improve resolution consistency and accelerate onboarding.

Helpdesk Technician — SNS Technologies | 10/2021–03/2022

Provided Tier 1 desktop support, resolved hardware/software issues, and documented fixes. Assisted with system imaging and deployments for new and replacement endpoints.

PROJECTS / CONTINUOUS LEARNING

Home Lab (Windows Server): Built a Windows Server lab to practice AD DS, DNS/DHCP, Group Policy, and PowerShell workflows; used virtualization to test changes safely and reinforce production-ready habits.