

TECH STACK

CLOUD & SECURITY

- Microsoft 365 Admin
- Entra ID
- Exchange Online
- Defender basics
- MFA / Conditional Access
- Security Defaults
- Risky sign-ins
- Mailbox forwarding review

NETWORKING

- Meraki MX
- LAN/WAN troubleshooting
- DNS / DHCP
- Firewall troubleshooting
- VoIP basics

SYSTEMS

- Windows Server
2016/2019/2022
- Windows 10/11
- Active Directory
- Group Policy
- Endpoint lifecycle

AUTOMATION

- PowerShell admin scripts
- User/group exports
- License reporting
- Audit reporting

TOOLS / PLATFORMS

- SharePoint
- Teams
- Intune fundamentals
- Azure Static Web Apps
- Azure DNS Zone

CERTIFICATIONS

- AZ-900 - Earned Jun 25, 2025
- MS-900 - Earned Apr 3, 2025
- AZ-104 - Scheduled July 2026

EDUCATION

JULIAN DIAZ

Cybersecurity-Focused Systems Engineer | Microsoft 365 | Entra ID | MSP Support

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PROFESSIONAL SUMMARY

MSP systems engineer with 4+ years of progressive IT experience supporting healthcare and small-business clients across Microsoft 365, Entra ID, Exchange Online, endpoint support, networking, and security operations. Hands-on background reviewing MFA, risky sign-ins, admin access, mailbox forwarding, inactive users, licensing, and Microsoft security baselines. Strong fit for MSP cybersecurity work that requires technical execution, clear client communication, documentation, and practical risk reduction.

RELEVANT SKILLS

- Microsoft 365 security administration: Entra ID, Exchange Online, MFA, Conditional Access, Security Defaults, Defender basics
- Identity and access review: admin roles, user lifecycle, risky sign-ins, inactive accounts, guest access, least privilege
- Email security triage: phishing review, message trace, mailbox forwarding rules, shared mailbox access, suspicious activity checks
- MSP operations: client-facing escalations, ticket documentation, vendor coordination, endpoint troubleshooting, and remediation planning
- Networking/security: Meraki MX firewall configuration, LAN/WAN troubleshooting, DNS/DHCP, VPN/site connectivity fundamentals
- Automation/reporting: PowerShell for M365 exports, user/group audits, licensing reports, and repeatable admin tasks

PROFESSIONAL EXPERIENCE

Solutions Engineer — Puma Telecommunications, Savannah, GA | 11/2024-Present

- Provide managed IT and escalation support for healthcare clients across Microsoft 365, Entra ID, Exchange Online, SharePoint, Teams, Windows endpoints, clinical applications, and network connectivity.
- Perform Microsoft 365 security hardening work including MFA/Conditional Access review, risky sign-in investigation, admin role review, mailbox forwarding checks, inactive user cleanup, group access review, and license optimization.
- Investigate phishing and suspicious email activity using message trace, header review, quarantine review, mailbox/security configuration checks, and user-facing remediation guidance.
- Configure and troubleshoot Meraki firewall/network settings for client environments, including site connectivity, DNS/network changes, and firewall-related access issues.
- Use PowerShell and Microsoft cloud admin tools to export users, audit group membership, review licensing, create shared mailboxes, and standardize repeatable tenant administration tasks.

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ROLE FOCUS

- MSP cybersecurity
- Microsoft 365 hardening
- Identity & email security
- Client risk reduction
- Security documentation

- Document fixes, escalation notes, and client-facing resolutions clearly so technical work can be reviewed, repeated, and handed off without guesswork.

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

- Administered Microsoft 365 and Active Directory user lifecycle tasks, including account creation, access changes, password/MFA support, and permissions troubleshooting.
- Implemented and maintained DNS, DHCP, and Group Policy Objects to standardize workstation behavior and support consistent endpoint operations.
- Troubleshot LAN/WAN connectivity and Windows Server issues by isolating root cause across endpoint configuration, network services, and user access.
- Supported Windows Server 2016/2019/2022 environments and core infrastructure during incidents, operational changes, and client support escalations.

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

- Supervised five technicians, handled escalations, coached troubleshooting workflow, and maintained clear communication with users and business stakeholders.
- Created helpdesk procedures and documentation to improve consistency, reduce repeat issues, and accelerate technician onboarding.

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

- Provided Tier 1 desktop support for hardware, software, Windows, Microsoft 365, and access issues while documenting resolutions in the ticketing system.
- Assisted with system imaging, endpoint deployments, and replacement workstation setups.

PROJECT EXPERIENCE

Microsoft 365 Security Hardening: Reviewed and improved tenant security posture across MFA, Conditional Access/Security Defaults, admin roles, risky sign-ins, mailbox forwarding, guest access, inactive accounts, and licensing waste.

Meraki Firewall Configuration: Configured and supported Meraki MX firewall/network settings for client environments, including connectivity troubleshooting, security/network changes, and documentation of applied changes.

Azure Static Web App Portfolio: Deployed a personal portfolio using Azure Static Web Apps and linked the custom domain julians-portfolio.com through Azure DNS Zone configuration to demonstrate cloud hosting, DNS, and deployment fundamentals.

Windows Server Home Lab: Built a Windows Server lab to practice AD DS, DNS/DHCP, Group Policy, virtualization, and PowerShell workflows in a safe test environment.