

Portfolio

Michael Parrill Sr.

15 + Years of Infrastructure Knowledge

“Working on problems, while forward thinking on solutions”

Can you help me? Yes I can!

Mentorship

Mentor technicians, and service desk who reach out via Teams, email, or phone and assist with upper-level needs. Handle Tier III situations daily.

Office 365 Admin Center

Manage licensing, MFA, and user account provisioning checks.

Oversee conditional access policies and resolve related issues.

Administer MDM for mobile device management in Intune/Endpoint, pushing apps to mobile devices.

Handle Apple and Android device/app management, including profile creation and configuration.

Manage Apple certificates and tokens.

SCCM Deployment

Push updates, applications, and other resources to workstations and servers.

Windows Autopilot

Deploy computers using Windows Autopilot.

Azure Desktop Environment

VM environment. Manage hard drives, backups, and related configurations.

Mobile Device Management

Handle escalations related to Android OS and iOS device setups in MDM.

Identity and Access Management (IAM)

Daily RBAC management, handling escalations for access and permission issues.

Check users and roles in Azure for access issues and manage app group permissions in Azure and AD.

Apple ABM (Apple Business Manager)

Manage iOS devices using Apple laptops and configuration tools.

Link devices to Apple Business Manager, manage certificates, tokens, and deploy apps.

Azure Entra Active Directory

Work with users, groups, and applications (MDM).

Configure MFA, troubleshoot user sign-in issues, and handle escalations.

Microsoft Defender and Compliance

Monitor and report threats, compliance, and security risks.

Privileged Identity Management (PIM)

Manage account escalations, including third-party account integrations with Azure.

Teams Administration

Assist with escalations like user access issues, lost files, and group management.

Handle third-party app integration and manage Teams calling issues.

Email and Print Server Management

Troubleshoot escalations with print server connectivity, scan-to-email issues, and automated printer connections.

Work with vendors on print escalations.

VOIP Management

Resolve desk phone issues, VLAN switch setups, and liaise with phone vendors.

Third-Party Vendor Support

Manage escalations involving door control, security cameras, fire alarms, and more.

Support application-specific needs for nursing and payroll apps.

Firewall and VPN Management

Resolve VPN connectivity issues, monitor firewall alerts, and configure access for critical requests.

Exchange Admin Center (EAC)

Manage mailboxes, calendars, distribution lists, and troubleshoot escalations in Exchange.

SharePoint Administration

Handle permissions, file recovery, and access issues.

Edit company SharePoint sites, resolve email integration, and manage DNS records for external links.

Account and Network Issues

Manage escalations related to account lockouts, login issues, and distribution list problems.

Microsoft Defender Quarantine and Spam Management

Handle email filtering, quarantine, and domain blocking.

Review compliance and vulnerability reports.

Phishing Reporting and Campaigns (KnowBe4)

Oversee phishing campaign reports and manage threat prevention efforts.

Network and Switch Management

Address VLAN configurations, spanning tree issues, and manage switch escalations.

Print Server Management

Resolve high-level print server issues and handle escalated tickets.

Server Management (Hybrid)

Manage Azure AD sync, Windows Server backups, and virtual machine snapshots.

Troubleshoot VLAN communication issues and address server performance.

Microsoft Reporting and Compliance

Generate reports for risky users, handle conditional access escalations, and monitor Microsoft Defender dashboards.

Escalation daily T3 Support

Troubleshoot SAML and SSO login issues with third-party vendors.

Manage complex issues like account problems and conditional access failures.

Continuing Self Education and my labs

Updated Nov 7, 2024

Amazon Web Services Environment labs setup. To keep sharp with the ever changing IT landscape. AWS Linux and Windows Server

Lab consoles setup in VMWare and HyperV - to stay sharp, as always self training in the ever changing IT environments.

Real world setup in office of Windows server/workstation/ to experiment and stay sharp on windows Server environments

DevOps and Docker labs to continue self education and to stay sharp in today's realm of IT

Updated Nov 13, 2024

SCVMM VHD work - System Center Virtual Machine Manager

Setting up labs for VMs , and to keep sharp, as more and more businesses go to cloud services, need a lab to test and deploy scenarios. Self learning is something we need to do to keep sharp in Information Technology.

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