

ANTHONY LOPEZ

MICROSOFT 365 & HYBRID INFRASTRUCTURE IT SPECIALIST

CLOUD ADMINISTRATION | ENDPOINT MANAGEMENT | SECURITY | PYTHON & AI AUTOMATION

Dayton, OH | Available on-site in Springfield | After-hours/on-call support
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PROFESSIONAL SUMMARY

Microsoft 365 and hybrid infrastructure IT specialist with 10+ years in enterprise support, escalation management, endpoint operations, and technical leadership. Experience spans Entra ID, Intune, Exchange Online, Teams, SharePoint, OneDrive, Windows 11, Tanium, ServiceNow, Windows Server/VMs, Linux, DNS/DHCP, storage/RAID, backups, and asset lifecycle management. Current role supports 400+ GE Aerospace users across cloud identity, endpoint compliance, server rooms, networks, and business applications.

CLOUD-TO-RACK RANGE Microsoft 365 and endpoint administration, hands-on server-room/network troubleshooting, and Python/AI automation that turns one-off fixes into repeatable operations.

10+

years enterprise IT

400+

users currently supported

20+

Tier II advisors led

~20%

KPI / productivity gains

CORE EXPERTISE

Microsoft 365 Administration	Entra ID / Intune / Exchange	Hybrid Infrastructure	Windows / Linux / Virtualization
Endpoint Compliance & Security	Networking / DNS / DHCP	Asset Lifecycle / ITSM	Python / PowerShell / AI Automation

PROFESSIONAL EXPERIENCE

IT Specialist | Specialized On-Site Support

2025 - Present

GE Aerospace | Dayton, OH

- Perform hands-on administration and support across Microsoft 365, Entra ID, Intune, Exchange Online, Teams, SharePoint, and OneDrive for 400+ users; resolve account access, licensing, MFA/SSO, Conditional Access, enrollment, profile, collaboration, and service health issues.
- Manage endpoint health, compliance, software readiness, deployment, encryption, and patch status through Intune and Tanium; support Windows 11 migration, BitLocker, authentication, device policy, performance, and connectivity issues.
- Provide hands-on server-room and network support by tracing and testing physical connections, isolating failed ports or cabling, coordinating with remote infrastructure teams, accessing Windows Server and virtual machines, and validating DNS and DHCP services.
- Support onboarding/offboarding, device provisioning, access controls, license assignment, asset assignment and recovery, Software Store access, refresh/replacement activity, and accurate inventory and lifecycle records in ServiceNow.
- Own advanced incidents across Windows, macOS, Microsoft 365, identity, hardware, business applications, printers, and network connectivity; coordinate with global teams and vendors while keeping users and stakeholders informed.
- Create KBs, SOPs, runbooks, and clear incident records; use Python, PowerShell, Bash/Linux, SQL, APIs/JSON, Git/GitHub, and AI-assisted tooling to accelerate diagnostics, strengthen documentation, and standardize recurring work.

Tier II IT Analyst - HyperCare & Retail Infrastructure Conversions

2025

7-Eleven / Speedway | Enon, OH | 6-Month Contract | Concurrent Assignment

- Triaged 100+ ServiceNow cases daily and managed 30-50 complex project cases weekly during large-scale Speedway-to-7-Eleven technology conversions.
- Resolved and coordinated escalations across store servers, fuel/retail cloud systems, diesel fuel systems, endpoints, application access, connectivity, and site cutovers.
- Maintained precise case records and cross-team handoffs across vendors, field teams, and internal support groups to protect store operations during conversion waves.

Tier II Technical Support Analyst

2023 - 2025

Other World Computing | Remote

- Resolved 50-70 advanced cases weekly across storage, RAID/SoftRAID, backup and recovery, Microsoft 365, macOS/Windows, identity, networking, and endpoint performance.
- Authored SOPs and KBs, mentored Tier I technicians, partnered with engineering, and helped improve support KPIs by approximately 20%.

PROFESSIONAL EXPERIENCE - CONTINUED

Senior Tier II Technical Team Lead

2016 - 2023

Apple | Remote

- Led and coached 20+ Tier II Advisors, improving productivity by approximately 20% through quality reviews, workflow coaching, and technical mentorship.
- Owned complex escalations across macOS/iOS, identity and account access, security, networking, backups, and enterprise device management workflows.
- Managed quality and KPI performance while strengthening documentation, escalation consistency, and advisor capabilities in a high-volume remote environment.

TECHNICAL QUALIFICATIONS

Microsoft 365 & Identity	Hands-on Microsoft 365 administration and support; Entra ID (Azure AD), Azure, Intune/Endpoint Manager, Exchange Online, Teams, SharePoint Online, OneDrive, MFA, SSO, Conditional Access troubleshooting, licensing, service health, device compliance, security baseline support, and familiarity with Microsoft Defender
Endpoint & Asset Lifecycle	Windows 10/11, macOS, iOS/mobile, Tanium, SCCM/MECM, Windows Autopilot, JAMF, device provisioning, application deployment, BitLocker, FileVault, onboarding/offboarding, asset assignment/recovery, refresh, inventory, retirement, and decommissioning workflows
Infrastructure & Networking	Windows Server, Linux, VMware and virtual machine exposure, TCP/IP, DNS, DHCP, VPN, RDP, Wi-Fi, routing and firewall fundamentals, server-room support, cable/port diagnostics, storage, RAID/SoftRAID, backup and recovery, and familiarity with NTP, certificate services, and disaster recovery
IT Operations & Security	ServiceNow, Jira, Freshservice, Remedy, ITIL, incident and problem management, vendor coordination, KBs, SOPs, runbooks, monitoring/logging/alerting, patching and hardening support, vulnerability management and incident response support, audit-ready documentation, and familiarity with SOC 2, ISO 27001, and NIST frameworks
Automation & Development	Python, PowerShell, Bash, SQL, APIs, JSON, Git/GitHub, Docker, Tailscale, SSH, n8n, JavaScript, HTML5, Tailwind/CSS, AI agent orchestration, scheduled jobs, and workflow automation
Cloud & Platforms	AWS, Azure, Cloudflare, Linux/VPS administration, Postgres/Supabase, service health monitoring, dashboards, logging/alerting, backup workflows, and secure remote administration

SELECTED AI SYSTEMS BUILT & OPERATED

- Multi-Machine AI Operations Lab | *Python, Docker, Tailscale, SSH, GitHub, Postgres/Supabase, n8n*
- Built and currently operate a distributed macOS/Linux environment for AI agent orchestration, scheduled jobs, browser automation, coding, logging, approvals, data synchronization, backups, and secure remote administration.
- Hermes Agent / OpenClaw Automation Stack | *Python, Tailscale, GitHub, Local AI Models, Knowledge Retrieval*
- Configured and continue to maintain isolated agent environments for research, coding and document workflows, ticket processing, backup orchestration, and local knowledge retrieval with GitHub tracking, human approval gates, and recoverable operations.
- Agent Master Key - AI Credential Management Application | *macOS, Python, GitHub, Security Testing, Multi-Agent Workflows*
- Build and test a local-first application for securely managing AI provider credentials, issuing scoped access, enforcing revocation controls, maintaining audit trails, and enabling safer multi-agent operations.

EDUCATION & CERTIFICATIONS

Western Governors University | B.S. in Computer Science
CompTIA A+ | Network+ | Security+ | ITIL Foundation | AWS Certified Cloud Practitioner