Alex Philip

Microsoft 365 & Cloud Systems Administrator
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SUMMARY

Microsoft 365 and cloud systems administrator with hands-on experience managing hybrid Microsoft Entra ID environments across a multi-company organization. Led the migration of corporate endpoints from on-premises Active Directory to Entra ID with Intune device management, and designed Zero Trust Conditional Access architecture spanning MFA, named locations, and session controls. Skilled in Exchange Online, Teams, SharePoint, and Azure administration, with a strong security focus using Microsoft Defender for endpoint protection, threat investigation, and incident response.

KEY PROJECTS

- **Hybrid AD to Entra ID Migration — Reduced reliance on on-premises infrastructure across 6 affiliated companies by migrating corporate endpoints from Active Directory domain join to Microsoft Entra ID**, rebuilding laptops as Entra-joined devices and resolving post-migration duplicate-profile and authentication issues.
- **Conditional Access & Zero Trust — Enforced Zero Trust access for 600+ users and service identities by designing and implementing an Entra Conditional Access architecture** enforcing MFA, named/trusted locations, sign-in frequency, persistent-session controls, and VDI bypass groups, restricting access to sanctioned conditions and hardening identity security organization-wide.
- **Microsoft 365 Administration — Sustained M365 operations for 250 users across 6 companies by** administering Exchange Online, Teams, SharePoint, and OneDrive across multiple business units, managing shared mailboxes, mail flow, licensing, and identity lifecycle.
- **Cybersecurity Operations & Incident Response — Contained and investigated over 200 phishing, spoofing, and payroll-fraud incidents** using Microsoft Defender, Exchange Online message tracing, email-header analysis, and audit-log review, strengthening endpoint security and response.
- **Endpoint & Automation — Standardized Outlook email signatures organization-wide via a PowerShell + Microsoft Graph solution deployed through Intune,** and provisioned/managed virtual desktops (VDI), Azure resources, VPN, and modern print services.

WORK EXPERIENCE

The Plus Group **Vaughan, ON**
IT Specialist – Systems Administration & Cloud Security June 2025 - Present

- Provided **Tier 2–3** technical support in a **hybrid Microsoft 365 environment,** supporting end users across Windows endpoints, cloud services, and identity platforms.
- **Improved tenant security posture by raising the Microsoft Secure Score from 35% to 80% (a 45-point gain) by remediating identity, device, and data recommendations.**
- Administered **Microsoft Entra ID (Azure AD)** including user provisioning, **group management**, role assignments, and **Conditional Access policy enforcement**.
- Managed **Microsoft 365 services (Exchange Online, Teams, SharePoint, OneDrive)**, including mailbox issues, permissions, licensing, and service troubleshooting.
- Collaborated closely with the **CTO** on implementing **IT policies**, **security controls**, and **operational improvements**.
- **Migrated on-premises server infrastructure to a fully cloud-based environment, improving scalability and system availability.**
- Secured enterprise identity by managing Entra ID access controls including **MFA, FIDO2, Conditional Access, RBAC, and security-group management.**
- Led infrastructure upgrades, including modernization of **on-premises network environments across multiple offices.**
- Configured and maintained **network infrastructure across multiple offices**, including **routers, switches, and firewalls,** ensuring stable and secure connectivity.
- Deployed, configured, and managed endpoints using **Intune** and **Atera**, including device onboarding, configuration profiles, compliance policies, and update management.

- Configured and monitored **Microsoft Defender** for Endpoint, investigated security alerts, performed threat analysis, and remediated compromised or non-compliant devices/users.
- Enforced **MFA** across the organization; performed resets, troubleshot authentication issues, and reviewed sign-in risk events.
- Investigated and responded to **phishing, spoofing, and suspicious email activity**, including message tracing, user education, and remediation actions.
- Dealt with **VPN connectivity issues**, network access problems, and identity-related sign-in failures in hybrid environments.
- Performed regular updates, system checks, and **managed server infrastructure.**
- Collaborated with DevOps teams to support development and deployment of custom internal tools and applications.

Esri Canada **Toronto, ON**

Service Desk Analyst - Level 1 & Level 2 (co-op) September 2023 - April 2024 (8 months)

- Provided **tier 1 & 2 IT support** across various hardware and software platforms, ensuring alignment with **ITIL practices.**
- **Created and managed user accounts in Active Directory (AD)** and performed access control based on company policies.
- Provided comprehensive **IT orientations** to all new hires, ensuring a smooth onboarding process.
- Successfully managed corporate **laptop builds, and mobile devices reimaging, and deployment processes**.
- Conducted **hardware asset tagging** and managed records through **SAP.**
- **Worked closely with Dell** for multiple **part replacements,** ensuring efficient and effective resolution of hardware issues through collaboration with external vendors.

Seneca Polytechnic **North York, ON**

ITS Student Lab Monitor & Hyflex Ambassador August 2024 - February 2025 (6 months)

- Resolved technical issues with **computers (AIO's), crestron touchpanels, AV gear, projectors, screens,** etc.
- **Managed inventory for IT equipment**, ensuring accurate tracking and availability.
- **Reimaged and deployed laptops** for professors and students during the **hardware sale.**
- **Installed and configured computers** in classrooms, **reimaged** classroom computers, and teacher podiums to meet institutional standards.

TECHNICAL SKILLS

- **Operating Systems:** Windows 7/10/11, Windows Server 2016-2025, macOS, iOS, Android, Linux
- **Identity & Access:** Microsoft Entra ID (Azure AD), Conditional Access, MFA, FIDO2, RBAC, security groups, hybrid identity, Active Directory, Okta
- **Microsoft 365:** Exchange Online, Teams (incl. Teams Phone), SharePoint, OneDrive, licensing, mail flow, shared mailboxes
- **Endpoint & Device Mgmt:** Microsoft Intune, Atera, compliance policies, configuration profiles, imaging, MDM, BYOD
- **Security:** Microsoft Defender for Endpoint, threat investigation, incident response, endpoint hardening, security baselines
- **Cloud & Infrastructure:** Microsoft Azure (VMs, networking, VPN), Universal Print / Azure print, Windows Server 2016–2025
- **Automation & Scripting:** PowerShell, Microsoft Graph, JSON reporting, workflow automation
- **Networking:** DNS, DHCP, TCP/IP, VPN, LAN/WAN, wireless, firewalls
- **ITSM & Platforms:** ServiceNow, Salesforce, Atera, ITIL practices (incident, change, config management)

EDUCATION

Seneca Polytechnic (Newnham Campus) **North York, ON**

Computer Engineering Technology (ECT), Advanced Diploma May 2022 - April 2025

CERTIFICATIONS

- Microsoft Certified: **Azure Fundamentals (AZ-900)** – (May 2025)
- Preparing for **Security+** certification – (Expected by August 2026)
- **ISC2 CC** Certification – (October 2024)
- CISCO Introduction to Cyber Security – (June 2023)