Isaac Suazo

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Professional Profile

Infrastructure support technician with 3+ years of experience administering Windows endpoints, Microsoft 365, Active Directory, and Entra ID across enterprise and manufacturing environments. Migrated 200 computers at 3 sites from on-prem Active Directory to Microsoft Intune and Autopilot, and manage identity, MFA, mobile devices, and network infrastructure day to day. Strong documentation habits, with a track record of building knowledge bases and resolving complex escalations. CompTIA CySA+, Security+, Network+, and A+ and ITIL 4 certified.

EDUCATION

Bachelor of Science: Cloud Computing (AWS) May 2026
Western Governors University | Salt Lake City, Utah

Associate of Art: General Studies May 2017
Valencia College | Orlando, Florida

PROFESSIONAL EXPERIENCE

Infrastructure Support Technician, Alexandria, Minnesota May 2026 – Present
SunOpta
• Migrated 200 computers across 3 sites from on-prem Active Directory to Microsoft Intune ahead of a December 2026 deadline, raising migration completion from 40% to 95% through Autopilot reimaging and resolving enrollment failures.
• Administer Windows endpoints in Intune and Autopilot (group tags, pre-provisioning, Windows LAPS, remote wipes) and resolve enrollment blockers such as missing hardware hashes, HP Sure Recover failures, and SCCM co-management.
• Restore access for users locked out by lost phones and failed MFA challenges, handling several cases per week by verifying identity and re-registering authentication methods in Entra ID.
• Manage 50+ iPads in Mosyle and Intune, re-provisioning shared production-line devices and fixing Redzone issues.
• Administer site infrastructure, including Cisco Meraki access points, UPS units, and servers, under change management, such as no-downtime UPS battery hot-swaps.

Tier 2 Support Technician, Clearwater, Florida May 2023 – November 2025
KnowBe4
• Acted as a primary support point for 500+ enterprise customers, responding to phone and email requests while resolving an average of 190 tickets per month with a 0.9-hour initial response time.
• Accurately identified, diagnosed, prioritized, and resolved tickets within established SLA standards while documenting problems, causes, and solutions in ITSM software.
• Administered Microsoft 365 environments including Exchange Online, SharePoint, and Teams, resolving mailbox, licensing, and access issues across multiple tenants.
• Managed user access in Active Directory and Azure AD for environments of 50 to 10,000+ users, including account setup, group policy, password resets, and permission management.
• Created and maintained documentation for support procedures, troubleshooting guides, and knowledge base articles.
• Explained root causes and preventive measures clearly to both IT administrators and non-technical end users.

CERTIFICATIONS

CompTIA – CySA+ | Security+ **|** Cloud+ **|** Network+ **|** A+ **|** Project+
AWS - Certified Cloud Practitioner **| Axelos** - ITIL 4 Foundation **| Linux Professional Institute** - Linux Essentials
Microsoft – Azure Fundamentals

Skills

Software Support: Issue Triage, Software Troubleshooting, Bug Identification, Configuration Errors, User Error Resolution, Escalation Management
Help Desk Tools: Zendesk, Jira, Salesforce, Ticketing Systems, Knowledge Base Documentation
Communication: Technical Writing, End-User Training, Non-Technical Explanations
Microsoft & Productivity: Microsoft Office Suite, Microsoft 365, Exchange Online, SharePoint, Teams
Technical Fundamentals: SQL Understanding, Windows 10/11, Active Directory, Azure AD/Entra ID
Service Management: ITIL Practices, SLA Compliance, Workload Prioritization, On-Call Support

PROJECTS

• **PowerShell Automation for Identity Operations**: Automated Active Directory user provisioning and SQL data ingestion, reducing manual administrative effort and configuration errors.
• **Layered Honeypot Detection & Threat Monitoring:** Designed VM-based honeypots integrated with Azure Sentinel and Splunk for log analysis, alert triage, and threat correlation, simulating SOC threat detection workflows
• **Zero-Trust Proxmox Homelab Infrastructure**: Built a segmented, production-style environment using Proxmox, Docker, firewall rules, and role-based access, mirroring enterprise security architecture.
• **Enterprise Network & Security Management**: Implemented VLANs, routing, DNS, and monitoring to simulate multitier enterprise network operations and security controls.