

SEAN ANGER

Systems Operations Engineer | IT Operations Leader

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Systems Operations Engineer with 10+ years in IT Operations, spanning help desk through senior infrastructure roles. Specialize in Microsoft 365 administration (SharePoint, Exchange Online), identity (Active Directory, Entra ID/Azure AD), Azure, and VMware vSphere, with a strong focus on reliability, automation, and documentation. Known for calm incident response, clear SOPs/runbooks, and end-to-end ownership from triage to resolution.

Core Expertise: Microsoft 365 (Office 365, SharePoint, Exchange Online) | Identity (AD DS, Entra ID/Azure AD) | Azure | VMware vSphere | Infrastructure operations (backups/DR, patching, hardening) | Automation | Help Desk leadership, mentoring | Vendor management

PROFESSIONAL EXPERIENCE

Career Progression - The Potter's House of Dallas | Dallas, TX | April 2015 – May 2025

Systems Operations Engineer | *December 2021 – May 2025*

Designed, configured, and maintained both virtual (VMware, Hyper-V) and physical server environments, managed hardware procurement and lifecycle, and contributed to cloud infrastructure enhancements.

Managed SAN storage systems (Lenovo, Dell), cloud-based server backups (Sky Data Vault), and routine disaster recovery operations, ensuring data integrity across on-premise and cloud environments.

Provided onsite IT support for major conferences with 20,000+ attendees and supervised weekly multi-location streaming services delivered to website, mobile app, and YouTube platforms.

Served as the escalation point for Level 3 and above help desk tickets, diagnosing and resolving complex technical issues across the enterprise environment.

Mentored junior colleagues, developed and delivered staff training on IT policies and procedures, managed multiple vendor relationships, and oversaw an independent departmental budget.

Network Administrator | *February 2019 – December 2021*

Designed, implemented, and managed network infrastructure ensuring high availability, with consideration for hybrid cloud connectivity.

Monitored network performance, identified bottlenecks, and optimized configurations, including cloud network components.

Implemented security measures (Endpoint Protection Platform, SIEM) to protect network integrity and safeguard data, aligning with security best practices in cloud environments, and managed VPN solutions (Cato Networks, SonicWall).

Managed mobile devices using AirWatch and JAMF, supporting cross-platform environments and integrations.

Help Desk Technician III | *September 2016 – February 2019*

Provided Tier 1 through Tier 3 helpdesk support by diagnosing and resolving escalated technical issues for Windows, macOS, Android, and iOS environments, including Microsoft 365 application support.

Resolved more than 300 monthly support tickets across hardware, software, and network platforms, sustaining customer satisfaction rates above 95%, with a focus on quick resolution for cloud application issues.

Developed and standardized onboarding, ticketing, and escalation SOPs, incorporating best practices to ensure consistent procedures for both on-premise and fully remote staff.

Monitored organizational email security and anti-phishing measures using Proofpoint, maintaining the integrity of sensitive communications, including those facilitated by Microsoft Exchange Online.

Computer Technician | April 2015 – April 2016

Installed, configured, and diagnosed hardware and software issues across enterprise desktop environments.

Managed and maintained accurate IT asset inventory records through regular audits to ensure accountability and compliance.

Delivered exceptional technical support and maintained high customer satisfaction through clear, effective communication with end users.

TECHNICAL SKILLS

Infrastructure & Virtualization: VMware vSphere, Microsoft Azure, SAN Storage Systems, Data Backup and Recovery, Virtual Hardware Management, Cloud Infrastructure Management

Systems Administration: Windows/macOS Server Environments, Active Directory, Microsoft 365 (Office 365, SharePoint, Intune), System Patching, Performance Optimization, Security Hardening, Cloud Application Configuration

Networking & Security: Network Infrastructure Design, Performance Monitoring, Security Implementation, Identity Management, Mobile Device Management (AirWatch, JAMF, Mosyle), Cloud Security Best Practices

Event Technology: Streaming Infrastructure, Multi-Platform Broadcasting, Event IT Support, Hardware/Software Troubleshooting, Cloud-based Streaming Solutions

Emerging Technologies: Digital Workflow Optimization, Technology Evaluation, Process Automation

EDUCATION

Associate of Science – Computer Information Science | Everest University-South Orlando | Orlando, FL

Bachelor of Practical Ministry – Pastoral Major | Christ for the Nations Institute | Dallas, TX