

# Aaron Keuper

## Senior Systems Administrator

Microsoft 365 / Entra ID / Intune / Active Directory / Endpoint & Infrastructure Operations

Santa Cruz, CA / (831) 435-6251 / keuper@duck.com

## Professional Summary

Hands-on Senior Systems Administrator with 20+ years supporting business-critical environments across nonprofit education, hospitality, healthcare, public safety, and capital markets.

Daily administrator of Microsoft 365 / Office 365, Microsoft Entra ID (Azure AD), Microsoft Intune, Active Directory, Exchange Online, Google Workspace, Apple Business Manager, Windows Server, endpoint fleets, and enterprise Wi-Fi.

Trusted primary escalation point known for monitoring, compliance, disciplined patch and change management, clear communication, and leaving documented, sustainable environments. Brings project, vendor, budget, and forecasting ownership to hands-on senior individual-contributor roles.

## Selected Impact

- Reduced annual IT operating expense by approximately \$99,000 through forensic budget, forecast, contract, and vendor analysis while preserving service quality.
- At **Pyramid Global Hospitality**, Managed a \$750,000 fiber backhaul modernization, replacing legacy Cat5/RJ11 DSL connectivity and coordinating an Aruba-to-Ruckus wireless expansion from 65 to 115 access points.
- At **1440 Multiversity**, Managed a \$550,000 Juniper campus modernization, provisioned 32 switches, coordinated network cutover, and expanded wireless coverage from 95 to 115 access points; completed implementation in 8 days against a 14-day plan.
- Administered Microsoft, Google, and Apple platforms in hands-on roles and supported production environments ranging from 75 staff plus 400 conference guests to a 2,000-user healthcare campus.

## Remote Work Setup

- 1 Gbs Dedicated Internet / 4K Video Conferencing / MacOS, Windows 11, and Ubuntu Workstations

# Technical Skills

Hands-on technical expertise across Microsoft 365, identity, endpoint management, infrastructure, networking, and enterprise operations. Focused on secure, reliable, well-documented environments that are practical to support and scale.

|                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                  |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Microsoft 365 &amp; Identity</b><br>Microsoft 365 • Office 365 • Microsoft Entra ID (Azure AD) • Active Directory • Exchange Online • Teams • SharePoint Online • OneDrive • SSO • Enterprise Applications • Conditional Access • MFA • SSPR • user lifecycle • security/distribution groups • GPO • DNS • DHCP | <b>Endpoint &amp; Device Management</b><br>Microsoft Intune • Endpoint Manager • Windows 10/11 • Windows Server • macOS • ChromeOS • Apple Business Manager • Google Admin • enrollment • compliance policies • configuration profiles • application deployment • update rings • BitLocker • FileVault • endpoint security • remote wipe • inventory • reporting |
| <b>Infrastructure &amp; Monitoring</b><br>Hyper-V • Parallels • Kaseya VSA • Auvik • Juniper • Aruba/HPE • Ruckus • Ubiquiti • VLANs • SSIDs • bandwidth shaping • enterprise Wi-Fi • Synology NAS • Veeam • Datto                                                                                                 | <b>Security &amp; IT Operations</b><br>PCI DSS • GDPR • CCPA • least privilege • phishing response • security awareness • patch/change management • backup/recovery • incident/problem management • root cause analysis • monitoring • SOPs • knowledge transfer                                                                                                 |

# Education & Professional Development

## Calbright College

Certificate / Human Resources Learning & Development / 2025

- Training Design, Adult Learning, Knowledge Transfer, and Employee Development

## Kingsborough CUNY

Certificate / Coursework in Physical Training / 1998 - 2002

- Personal Training, Kinesiology, and Nutritional Design
- Working with Clients, Business Planning, and Ethical Business Practices

# Professional Experience

## Director of IT Support (Director of IT & Systems)

**1440 Multiversity** / Scotts Valley, CA / Aug 2024 – Jul 2025

Nonprofit learning, conference, and hospitality campus supporting approximately 75 employees, 115 Microsoft 365 accounts, contingent workers and contractors, and events of up to 400 guests.

- Administered Microsoft 365, Entra ID, Active Directory, Exchange Online, Intune, Google Workspace, and Apple Business Manager daily, including provisioning, licensing, groups and mailboxes, SSO, Enterprise Applications, Conditional Access, MFA, SSPR, device registration, and reporting.
- Governed the complete Windows fleet through Intune using enrollment, compliance policies, configuration profiles, application deployment, update rings, BitLocker, endpoint security, remote wipe, inventory, and health reporting.
- Supported approximately 60 Windows computers, 80 Chromebooks, 15 Macs/MacBooks, and roughly 300 mobile and presentation devices; migrated Apple enrollment from Jamf to Apple Business Manager-based workflows.
- Maintained 11 Windows application servers and one NAS supporting cloud-connected and on-premises systems, including Opera Cloud, MICROS, Visionline, Shift4, SynXis, and Delphi integrations.
- Managed the \$550K campus network modernization; provisioned 32 Juniper switches, worked alongside installers and network engineers through deployment and cutover, expanded Wi-Fi from 95 to 115 APs, and supported VLANs, SSIDs, bandwidth shaping, and Auvik monitoring.
- Completed a forensic review of the IT budget and forecast, removing approximately \$99K in annual operating expense through contract, licensing, and vendor rationalization without reducing operational capability.
- Coordinated a 30-day Opera Cloud migration across Visionline, Shift4, SynXis, and Delphi integrations with no major business disruption.
- Served as the primary technical escalation and vendor/MSP point person; maintained PCI DSS 3.2.1, GDPR, and CCPA controls, security training, SOPs, patch discipline, rollback readiness, and concise executive communication.

## **IT Manager / Systems Administrator**

**Pyramid Global Hospitality / Santa Cruz, CA / Aug 2015 – Aug 2024**

100-employee resort environment supporting 99 Microsoft 365 users, up to 250 leisure guests, 500 conference guests, and 25 spa guests.

- Administered property-level Microsoft 365, Active Directory, Entra ID, Intune, Exchange Online, Windows endpoints, Kaseya VSA, and local infrastructure within a centralized enterprise IT organization.
- Supported 28 laptops, 46 desktops, 15 Windows 10 Enterprise Silverware POS terminals, 11 KitchenArmor displays, printers, payment devices, conference technology, and business-critical hospitality applications.
- Project Managed the \$750K fiber backhaul modernization replacing legacy Cat5-to-RJ11 DSL connectivity to guest houses, coordinating vendors, installers, scheduling, business stakeholders, cutover, and production validation.
- Led the property implementation of an Aruba-to-Ruckus wireless migration, expanding coverage from 65 to 115 APs and improving network reliability and user satisfaction by approximately 60%.
- Facilitated the property move from disparate desktop licensing to the centralized Benchmark/Pyramid Microsoft 365 tenant, Microsoft 365 Apps, Windows 10, and later Windows 11.
- Used Kaseya VSA daily for monitoring, alerting, patching, software deployment, scripting and automation, inventory, remote control, and reporting; reviewed Patch Tuesday releases, deployed in low-occupancy Sunday windows, and maintained rollback plans.
- Held POS and PMS updates for at least one full patch cycle when risk warranted; emphasized OneDrive data-protection and sync hygiene, managed Veeam and Synology operations, and monitored corporate Datto backup status.
- Migrated 20+ payment endpoints to Ingenico EMV, P2PE, and E2EE technology; reduced POS transaction costs by 80% and deployed a 200-door Dormakaba smart-lock environment.

## **Help Desk Supervisor**

**BioReference Laboratories** / Campbell, CA / Jan 2015 – Aug 2015

- Supervised Help Desk operations and escalations supporting approximately 75 internal users and 300 distributed phlebotomists, clinicians, sales, and marketing personnel.
- Administered Active Directory, workstation imaging, printers, VPN access, endpoint deployment, and remote support; assisted with laboratory systems alongside senior specialists during a unified-platform transition.

## **Systems Administrator (Temporary)**

**Central California Alliance for Health** / Scotts Valley, CA / Oct 2014 – Jan 2015

- Provided Help Desk and project support for approximately 2,000 internal users across a two-building healthcare campus, resolving escalated infrastructure and end-user issues in a regulated Medi-Cal environment.

## **Chrome Support Specialist & Trainer (Contract)**

**Milestone Technologies** / Google Chrome Help Desk / 2012 – 2013

- Supported consumer, SMB, and school Chromebook customers with ChromeOS, hardware, Wi-Fi, Google accounts, synchronization, browser, setup, and warranty/RMA issues during Google's first premium Chromebook launch.
- Delivered paid remote learning sessions helping customers replace Windows and macOS workflows with ChromeOS; trained and mentored new Chrome support specialists ("Chrome Ninjas").

## **Computer Systems Support**

**FDNY** / Brooklyn, NY / 2010 – 2011

- Supported encrypted mobile workstations used by Fire Inspection and Arson Investigation teams, providing endpoint, infrastructure, and user support during organizational restructuring.

## **Earlier Capital Markets Technology**

**Team Trading / VCM Trading / Barkley Trading / A.B. Watley / E\*TRADE Capital Markets** / NYC / 2005 -2009

- Supported 15 in-house traders and executives, approximately 500 distributed students worldwide, and trading operations across day trading, Forex, institutional brokerage, education, conferences, and trade shows.
- Maintained trading workstations, servers, endpoints, network connectivity, conferencing systems, and rapid incident response across three branch offices and live-market environments.