MARK HAGER

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EDUCATION

- **BS, INFORMATION TECHNOLOGY**: UNIVERSITY OF PHOENIX
- **AA, BUSINESS ADMINISTRATION**: SAN DIEGO MIRAMAR COLLEGE
- **AA, MATHEMATICS STUDIES**: SAN DIEGO MIRAMAR COLLEGE

ACTIVE CERTIFICATIONS

- Certified Information Systems Security Professional (CISSP)
- Cisco Certified Network Professional Enterprise (CCNP Enterprise)
- Cisco Certified Network Professional Security (CCNP Security)
- Microsoft Certified: Azure Solutions Architect Expert
- Microsoft Certified: Cybersecurity Architect Expert
- Microsoft Certified: Azure Security Engineer Associate
- Microsoft 365 Certified: Enterprise Administrator Expert
- Microsoft 365 Certified: Messaging Administrator Associate
- AWS Certified Cloud Practitioner
- Cisco Certified Specialist - Network Security Firepower
- Cisco Certified Specialist - Security Core
- Cisco Certified Specialist - Enterprise Advanced Infrastructure Implementation
- Cisco Certified Specialist - Enterprise Core
- Cisco Certified Specialist - Enterprise Design
- CompTIA A+
- CompTIA Project+
- CompTIA Security+

WORK EXPERIENCE

SENIOR IT PROJECT ENGINEER   **05/2022 – PRESENT**

TH2 Technologies Inc. (MSP)

- Manage all professional services projects and networking, cloud and security solutions.
- Lead engineering resources for networking, server, cloud and security related projects.
- Develop scope of works and solutions for future integration projects.
- Work with clients to develop technical roadmaps.
- Manage project engineering team.
- Final point of escalation for all project and service desk related issues.

NETWORK CONSULTANT   **05/2022 – PRESENT**

Datel Systems (MSP)

- Consulted for various networking and server related projects.
- Assisted with troubleshooting network outages.

NETWORK ENGINEER   **08/2020 – 5/2022**

Datel Systems (MSP)

- Designed, implemented, administered, and troubleshooted large networks, Windows server, and cloud infrastructures
- Created SOWs for clients and migrated on-premise servers to Azure AD and Office 365 environments
- Synced on-premise AD Exchange to O365 using Azure AD Connect
- Migrated several organizations to Office 365 via cutover, hybrid, and Google workspace migrations
- Setup Active Directory forests, domains, and Azure AD Connect instances
- Managed Exchange online and SharePoint, including on-premise Exchange migrations to Office 365
- Virtualized client systems using VMware vSphere/ESXI and Hyper-V
- Configured and troubleshooted SonicWall, Cisco FirePower (FDM & FMC), Cisco ASA, Cisco IOS/IOS-XE switches, Cisco ISRs, Cisco AnyConnect, Cisco Umbrella, Cisco 5000 series WLCs, Ruckus ICX switches, and Ruckus SmartZone/ZoneDirector controllers

NETWORK ENGINEER   11/2018 – 08/2020
Gigakom (MSP)
- Started as a network technician assisting with configuring and deploying switches, firewall and wireless APs
- Promoted to Network Engineer - led projects designing and implementing switches, firewalls, and wireless solutions for school districts throughout California
- Worked with Cisco, Aruba, Extreme, Ruckus and Meraki network equipment
- Administered Windows Server and Azure/Office 365 cloud environments

OPERATIONS MANAGER   06/2015 – 10/2018
Salus Events
- Started as a warehouse associate and promoted to Operations Manager
- Managed all logistics, purchasing, warehouse staff, inventory and IT infrastructure

PHOTOGRAPHER   07/2014 – 06/2016
3.2.1 Smile
- Photographed weddings, corporate events, birthday parties, and more

TECHNICAL EXPERTISE
- Strong networking design, configuration, integration, and troubleshooting experience.
- Duo MFA implementation and integration experience.
- Microsoft Intune implementation and troubleshooting experience.
- Google to M365, M365 to M365 and on-premise Exchange to M365 migration experience.
- On-premise to Azure migration experience.
- Very strong PowerShell scripting/automation experience.
- Strong Python skills for automating configurations and reporting.