

James Copeland

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A seasoned systems administrator and cloud engineer with 10 years of hands-on experience, a deep understanding of cloud fundamentals, and a passion for solving difficult problems motivated by making IT seamless, dependable, and enabling for users at every level within the organization.

KEY SKILLS AND COMPETENCIES

General	Infrastructure	DevOps	Languages	Azure
- Communication (Written and Oral) - Presentation Skills - Time management - Team-building - Research skills - Decision-making	- Windows - Linux - Office 365 - Exchange Online - Active Directory - Docker - Cloud Security - Virtualization - ID Access Management (IAM) - SSO - MFA - Disaster Recovery	- Methodology - Principles - Git - GitHub - CI/CD - Infrastructure as Code (IaC)	- Powershell - JavaScript - Bash - Bicep - SQL - Python - Micron - HTML	- Architecture & Design - Azure API Management - Logic Apps - Azure DevOps - App Services - Azure SQL - Data Factory - Virtual Networking - Intune - Cost Management - Azure Backup - NAT Gateway

EXPERIENCE

Foley & Lardner, LLP Dallas, TX Systems Automation Engineer

Sep 2024 - Present

- Quickly assessed and took ownership of role responsibilities with minimal training or orientation. Upon 30 day review, manager wrote, "I typically expect a new hire to spend the first 30-60 days finding their footing, and you've already found it and are off and running."
- Fully documented previously undocumented and deprecated automation architecture
- Led a realistic and cost-effective approach to migrating to a much more modern automation platform, PowerShell Universal. Moving from a stateful and data-driven recurring job schedule process to a stateless event driven process which greatly reduces overhead.
- Played pivotal role in getting traction on a project to move enterprise IAM processes to SailPoint after being stuck for years. Project is finally nearing completion of phase 1.

Fortune Beast, LLC Frisco, Texas Cloud Engineer

Aug 2023 – Jul 2024

- Established a set of standardized IT management best practices for optimizing management of a multitenant environment with a modular set of policies and procedures, including the management of data loss (DLP), identity and access control, mobile devices, licensing, and billing practices
- Leveraged Azure Bicep Infrastructure-as-Code language within the Azure DevOps framework to reduce service deployment times from an hour to 5 minutes
- Improved IVR readability and usability within the Vonage Contact Center system to reduce the time necessary for other engineers to understand the system
- Utilized various APIs and JavaScript programming to create internal tools and a dashboard for monitoring contact center activity to a greater level of detail than was possible in the dashboards provided by the contact center software
- Saved PreAuthorization team hours by Integrating Microsoft Azure API Management Services with external tools to automate the medical information intake process
- Simplified remote device management across multiple tenants by constructing a suite of internal tools and dashboards

OneShare Health Irving, Texas
Director of IT (Sep 2021 – Aug 2023)

Mar 2020 – Aug 2023

- Identified and reduced technical debt left by previous leadership
- Saved over \$654,000/year in wasteful spending by selecting more appropriate software solutions, building some in house, switching to open-source solutions where possible, and removing unnecessary proprietary solutions
- Implemented RBAC across the org using dynamic group membership rules against a matrix of user properties
- Fulfilled need for VPN by integrating AWS VPN with AzureAD as an Identity Provider
- Mentored and trained junior team members on Office 365 and Intune administration
- Successfully completed a development project under a restrictive timeline to integrate accurate data flow from a front end to a Salesforce CRM on a large scale

Senior Systems Administrator (Sep 2021 – Mar 2023)

- Improved new computer deployment time from 2-3 days to 20-30 minutes by utilizing Microsoft Intune and Autopilot
- Was instrumental in creating deployment profiles and developing the equipment onboarding process
- Reduced onboarding time from days to minutes. Identified, planned, and automated onboarding and offboarding staff, including handling various other kinds of transitions such as Leave of Absence and name changes, department changes, etc

Aventiv Technologies Carrollton, Texas
Cybersecurity Access Administrator

Sep 2019 – Mar 2020

- Managed IAM procedures for organizing and executing user access to resources
- Learned and utilized Microsoft Powershell to automate routine tasks within department
- Saved 2-3 hours of time each day per employee by outlining and presenting ways to streamline and expedite routine processes

Credera Consulting Addison, Texas
IT Administrator

Sep 2018 – Sep 2019

- Designed and managed VLANs throughout office using Dell SonicWall N2048P switches
- Maintained constant revolving inventory of MacOS and Windows devices, managing deployments via Jamf and Intune respectively
- Maintained a solid security posture using CrowdStrike Falcon antivirus

EDUCATION:

COLLIN COLLEGE, McKinney, TX

Associate of Arts, 2014

**LICENSES AND
ASSOCIATIONS:**

Microsoft Certified: Azure Fundamentals

CompTIA A+

CompTIA Security+