

# ISAIAH LAWRENCE

Cloud Engineer | Senior Systems Engineer | IT Security Specialist

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## PROFESSIONAL SUMMARY

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Purposeful IT Systems Engineer with 14 years of combined experience architecting, securing, and refining enterprise infrastructure across managed service, federal financial, and active military environments. Demonstrates a consistent record of engineering fleet-wide automation, leading cloud migrations to Azure and AWS, and delivering measurable reductions in organizational risk and operational downtime. Holds an active Secret security clearance alongside a rigorous portfolio of current industry certifications spanning cloud architecture, cybersecurity analytics, and network infrastructure engineering. Currently seeking a Cloud Engineer or Senior Systems Engineer role to apply advanced technical depth and strategic leadership in high-impact, complex enterprise environments.

## CORE TECHNICAL COMPETENCIES

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**Cloud Platforms:** AWS (Solutions Architect Associate, Cloud Practitioner), Microsoft Azure, Entra ID, Intune, Azure Virtual Desktop, Hybrid Cloud Architecture

**Security and Compliance:** CrowdStrike, zScaler, LogRhythm, SolarWinds, Nexpose, Vulnerability Management, GDPR, HIPAA, PCI DSS, ITIL 4

**Networking:** TCP/IP, DNS, DHCP, VPN (Cisco, Palo Alto, Fortinet), Network Administration and Infrastructure Engineering

**Systems Administration:** Windows Server, Active Directory, Microsoft 365, Group Policy, Identity and Access Management

**Virtualization:** VMware Horizon/vSphere, Hyper-V, Citrix

**Automation and Scripting:** PowerShell, CI/CD Pipelines, Infrastructure as Code (Terraform), GitHub Actions

**Endpoint and Device Management:** Workspace One, JAMF, PDQ, ISEC Patch Management, Mobile Device Management

**Platforms and Documentation:** Ivanti, ServiceNow, AutoTask, Service Desk Plus (Manage Engine), Confluence, ITG

## PROFESSIONAL EXPERIENCE

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### AuditSolv | IT Systems Engineer

May 2024 - Present

- Administer a multi-client MSP environment encompassing 50+ organizations, delivering comprehensive endpoint administration, Azure cloud infrastructure management, network engineering, and cybersecurity services across SMB and mid-market enterprise accounts.
- Architect and deploy fleet-wide automation solutions using PowerShell, reducing manual configuration overhead by approximately 40% and accelerating client onboarding cycles through repeatable, version-controlled provisioning workflows.
- Design and implement scalable Azure cloud solutions incorporating virtual networks, identity governance through Entra ID, and hybrid-cloud integrations, enabling compliant and resilient infrastructure delivery for a diverse client portfolio.
- Oversee data center and hybrid-cloud operations, sustaining 99.9% uptime SLAs across managed client environments through initiative-taking monitoring, structured incident response, and continuous capacity planning.
- Serve as the primary escalation resource for complex infrastructure, cloud architecture, and security challenges, driving resolution within defined SLA windows and measurably improving client retention and satisfaction.
- Develop and maintain comprehensive technical documentation, runbooks, and SOPs to support knowledge transfer, audit readiness, and consistent service delivery across all client engagements.

*Iowa (Active)*

- Apply advanced diagnostic and engineering expertise to resolve complex hardware, software, and network issues across diverse military communications systems, achieving a 25% reduction in average incident resolution time across assigned units.
- Design, install, configure, and sustain mission-critical computer systems, communications networks, and peripherals, contributing to a 20% improvement in overall IT infrastructure reliability and sustained operational readiness.
- Establish and enforce layered security architectures encompassing security system configuration, endpoint protection, and access controls, yielding a 40% reduction in security-related incidents and ensuring the integrity of sensitive and classified information.
- Deliver comprehensive IT and communications equipment training programs for military personnel, producing a 30% increase in operator ability and measurably optimized system performance across assigned organizations.
- Develop and maintain meticulous technical documentation and IT asset management records, reducing audit preparation time by 50% and ensuring continuous compliance with military regulatory and security standards.
- Maintain an active Secret security clearance, demonstrating a decade-long record of integrity, discretion, and sustained compliance with federal information security protocols.

**Zed IT Tech | Chief Executive Officer and Technical Content Creator***2023 - Present*

- Founded and managed Zed IT Tech, an independent technical education brand dedicated to empowering the next generation of professionals to learn tech, understand IT, and keep growing, scaling the platform to over 1,000 subscribers.
- Serve as the primary technical educator and content creator, breaking down complex IT infrastructure, hardware, and administrative concepts into simple, powerful, and fluff-free learning resources.
- Architect and manage a production-grade web infrastructure platform (zedittech.com) to distribute educational content, utilizing Azure Static Web Apps, Cloudflare DNS, and Terraform-based IaC.
- Implement DevSecOps principles and CI/CD automation across all managed environments using GitHub Actions and Infisical, ensuring secure deployments that model best-in-class systems engineering to your audience.

**Federal Home Loan Bank of Des Moines | Desktop Engineer***August 2023 - May 2024*

- Orchestrated the optimization and configuration of 900+ assets within a VMware Horizon/vSphere virtualized environment, advancing operational efficiency and system performance through rigorous implementation of enterprise best practices.
- Engineered a comprehensive vulnerability remediation program utilizing Nexpose across desktop and virtual cloud assets, achieving a 70% reduction in organizational risk exposure and establishing a sustainable, repeatable vulnerability management lifecycle.
- Administered and enforced stringent user access controls within Active Directory, streamlining provisioning and de-provisioning workflows to ensure strict adherence to organizational security policies and applicable regulatory standards.
- Collaborated with cross-functional IT and security teams to evaluate and deploy patches, system updates, and configuration baselines, reducing the enterprise attack surface and strengthening overall endpoint compliance posture.

**Sammons Financial Group Companies | Information Technology Support Specialist I***March 2023 - August 2023*

- Directed technical support operations for 2,500+ systems including servers, workstations, and mobile devices throughout a complex enterprise Active Directory migration, reducing associated organizational downtime by 20%.
- Authored and enforced standardized policies, SOPs, and SLAs within the Ivanti ticketing platform, decreasing average issue resolution time by 30% and materially improving service delivery consistency across the support organization.
- Led an enterprise End-of-Life hardware and software initiative, upgrading and decommissioning 500+ legacy devices and improving organizational security compliance posture by 25%.
- Spearheaded an enterprise Microsoft 365 migration, facilitating the seamless transition of 1,500+ mailboxes and associated data repositories, enhancing cross-functional collaboration and data accessibility organization-wide.

**AT&T | Information Technology Help Desk Analyst***March 2022 - March 2023*

- Sustained a 90% customer satisfaction rating through precise and efficient resolution of technical inquiries spanning hardware, software, and network domains, reinforcing service excellence and organizational brand reputation.
- Deployed multi-channel communication strategies encompassing phone, email, and live chat support queues, reducing average resolution time by 25% and improving the overall client support experience.
- Demonstrated advanced proficiency in AT&T proprietary systems and internal tooling, reducing escalated case volume by 15% and contributing to improved operational throughput and consistent customer outcomes.

**CERTIFICATIONS AND PROFESSIONAL CREDENTIALS**

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### Amazon Web Services

- AWS Certified Solutions Architect - Associate | Amazon Web Services *Apr 2025 - Apr 2028*
- AWS Certified Cloud Practitioner | Amazon Web Services *Feb 2025 - Feb 2028*

### CompTIA

- CompTIA Security Analytics Professional (CSAP) | CompTIA *Dec 2024 - Dec 2027*
- CompTIA CySA+ (Cybersecurity Analyst+) | CompTIA *Dec 2024 - Dec 2027*
- CompTIA IT Operations Specialist (CIOS) | CompTIA *Jun 2024 - Jun 2027*
- CompTIA Secure Infrastructure Specialist (CSIS) | CompTIA *Jun 2024 - Jun 2027*
- CompTIA Network+ | CompTIA *Jun 2024 - Jun 2027*
- CompTIA Security+ | CompTIA *Mar 2024 - Mar 2027*
- CompTIA A+ | CompTIA *Jun 2023 - Jun 2027*

### ISC2

- Certified in Cybersecurity (CC) | ISC2 *Feb 2024 - Feb 2027*

### Google

- Google Cybersecurity Professional Certificate | Google *Issued Nov 2023*
- Google IT Support Professional Certificate | Google *Issued Feb 2021*

## SECURITY CLEARANCE

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**Active Secret Security Clearance** | Granted by United States Army | Issued June 2025 *Expires June 2030*