

JAROD ROBERTS

Cloud Infrastructure Engineer

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PROFESSIONAL SUMMARY

Cloud Infrastructure Engineer with 10+ years designing and modernizing hybrid Microsoft and Linux environments across MSP, defense, and federal sectors. Specialized in Azure, Entra ID, Microsoft 365, virtualized and hyperconverged infrastructure (Azure Local, VMware vSphere, Hyper-V), containerized workloads, observability, and PowerShell automation at scale. Currently manage 78 multi-tenant customer environments spanning on-premises, hybrid, and cloud-native identity models.

SKILLS

Cloud and Hybrid: Microsoft Azure, Azure Local (Azure Stack HCI), Azure Arc, Azure Lighthouse, Microsoft 365, Entra ID (Azure AD), Entra Connect, Conditional Access, Privileged Identity Management (PIM), hybrid identity

Virtualization and Containers: VMware vSphere, ESXi, vCenter, Hyper-V, Failover Clustering, Storage Spaces Direct, Docker, Docker Swarm, Alpine and Debian container images

Operating Systems: Windows Server 2012 through 2025, Linux (Debian, Ubuntu)

Backup and DR: Veeam Backup and Replication, Microsoft Azure Backup Server (MABS), Azure Site Recovery, Azure Recovery Services vault

Endpoint and Identity: Intune, SCCM / Configuration Manager, Windows Autopilot, Active Directory, Group Policy, NPS, DHCP, DNS

Security: Microsoft Defender XDR, Microsoft Sentinel, SentinelOne EDR, Guardz, Fortinet FortiGate, FortiAnalyzer, MFA enforcement, STIG/IAVA compliance, CIS hardening

Observability: Grafana, Grafana Alloy, Loki, Mimir, Cribl Stream, Azure Monitor, SCOM

Databases: SQL Server, Always On availability groups, MySQL

Automation and Source Control: PowerShell, PowerShell DSC, Bash, Git, GitHub, Claude Code, OpenAI Codex, Azure Functions, Logic Apps, REST APIs

MSP Tooling: ConnectWise Automate, ConnectWise Manage

Hardware: HPE ProLiant, Dell PowerEdge

WORK EXPERIENCE

Senior Systems Engineer

Appalachian Network Services (AppNetOnline) | Asheville, NC | 02/2025 to Present

- Deployed a two-node **Azure Local (Azure Stack HCI)** cluster on HPE ProLiant DL380 Gen11 servers, authoring PowerShell DSC configurations and driver deployment scripts to bring bare-metal nodes into a validated baseline ahead of Azure Local deployment validation, and configuring MABS and Azure Site Recovery for backup and disaster recovery.
- Lead **VMware vSphere to Hyper-V migrations** across the customer portfolio in response to Broadcom licensing changes, with **10 completed migrations** and an ongoing pipeline.
- Manage hybrid infrastructure and administer Microsoft 365 and Entra ID across **78 customer environments (~8,000 endpoints)** using Azure Lighthouse for delegated multi-tenant management, spanning on-premises Active Directory, hybrid, and cloud-native identity, and standardizing Conditional Access, PIM, and MFA enforcement.
- Implemented **Cribl Stream** for log routing and filtering across customer environments, reducing SIEM ingestion from **279k to 47k events per second, an 83% reduction**, and substantially lowering ingestion licensing costs.
- Deploy and maintain **Docker** workloads on Debian hosts across customer environments, including MySQL, line-of-business CRM applications, and containerized database services.
- Lead endpoint and network security using **SentinelOne EDR**, Guardz, and FortiAnalyzer, including SentinelOne to Entra ID risk detection and FortiAnalyzer to SentinelOne integration.
- Deployed and administer **Veeam Backup and Replication** fleet-wide, standardizing backup, retention, and recovery posture across all managed customers.
- Use **Claude Code and OpenAI Codex** as core development tooling to scale PowerShell and infrastructure automation, standardize tooling patterns across customer environments, and accelerate root-cause analysis across large-scale log data.

Cloud Systems Administrator

Western Door Federal | US Department of State contract, US Embassy Riyadh | Riyadh, Saudi Arabia | 01/2023 to 02/2025

- Led modernization migrating Windows Server workloads to **Microsoft Azure**, Exchange to Microsoft 365, SharePoint to SharePoint Online, and Active Directory to a hybrid Entra ID model.
- Built a highly available observability platform on **Docker Swarm**, deploying Grafana Alloy, Loki, and Mimir across the cluster for centralized log and metrics collection with service-level redundancy.
- Designed and managed **SQL Server high availability clusters** supporting production application workloads.
- Implemented **Entra Connect**, Conditional Access policies, identity synchronization, and hybrid authentication workflows across the tenant.
- Administered **SCCM / Microsoft Endpoint Configuration Manager** for software deployment, patch management, OS imaging, and endpoint configuration.
- Integrated **Microsoft Defender XDR**, SCOM, and Azure Monitor for centralized performance monitoring and security analytics, and automated provisioning and compliance workflows using Logic Apps, Azure Functions, PowerShell, and REST APIs.

Systems Administrator III

Linchpin Solutions | US Department of Defense contract, USMC 2nd Network Battalion | Manama, Bahrain | 09/2021 to 01/2023

- Administered enterprise **VMware vSphere** infrastructure including ESXi host management, vCenter operations, VM provisioning, datastore and storage management, resource pools, and performance troubleshooting.
- Managed Windows Server infrastructure including DHCP, DNS, Group Policy, and Network Policy Server (NPS).
- Ensured **IAVA/STIG compliance**, implemented DISA hardening baselines, and authored configuration documentation for accreditation.
- Automated software deployment, patching, and configuration management using **PowerShell** and SCCM.

Systems Administrator

Athena Technology Group | US Department of Defense contract, US Army 93rd Signal Brigade Network Enterprise Center | Fort Rucker, AL | 12/2020 to 09/2021

- Supported **10,000+ users** across secure and standard enterprise networks, providing Tier 3 administration for mission-critical infrastructure.
- Built and documented enterprise application packages, patches, and automated **SCCM** task sequences, reducing deployment time and improving build consistency.
- Administered core Windows Server services (DHCP, DNS, NPS) and led root-cause analysis, capacity planning, and configuration management.

Systems Administrator

Vinnell Arabia | Foreign Military Sales contract (Northrop Grumman) | Riyadh, Saudi Arabia | 09/2018 to 12/2020

- Migrated on-premises **SQL Server** databases to Azure-hosted ERP platforms using automated pipelines and scheduled synchronization workflows.
- Administered SQL Server including backup/restore, job scheduling, index maintenance, query optimization, and high-availability planning, on Windows Server and **Hyper-V** infrastructure.

Network Field Engineer

M1 Support Services | US Department of Defense contract, US Army Aviation Center of Excellence | Fort Rucker, AL | 11/2016 to 09/2018

- Administered **Active Directory** including user and group management, access control, and Group Policy design, and maintained enterprise infrastructure to organizational security standards.

Earlier: Wayne Farms LLC, IT Resource Specialist | Panhandle Converter Recycling, Systems Analyst

CERTIFICATIONS

Microsoft Certified: Azure Administrator Associate (AZ-104) • VMware Certified Professional, Data Center Virtualization (VCP-DCV 2022) • Microsoft Certified Solutions Expert (MCSE), Mobility

Microsoft Certified Solutions Associate (MCSA), Windows 10 • CompTIA Security+