

# Craig Butler

## Senior M365 / Windows Infrastructure Engineer

*(Identity, Endpoint, Security and Automation)*

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### SUMMARY

I build and harden Microsoft-first environments (Entra ID/AD, Intune, Exchange, backups, and security controls) and automate the operational work with PowerShell, so environments are auditable, resilient, and easier to run.

### TECHNICAL HIGHLIGHTS

- Cut project design time 50%+ by rebuilding delivery templates and standardizing implementation workflow.
- Automated identity lifecycle (joiner/mover/leaver) with PowerShell across AD and Entra to reduce manual steps and errors.
- Executed Exchange/Office 365 migrations.
- Improved backup observability by automating monitoring and creating restore documentation across platforms (e.g., Axcient; Veeam/Rubrik).
- Delivered cloud user compute and file services using Azure Virtual Desktop (AVD) and Azure Files to support secure remote access and centralized storage.
- Configured and operated Microsoft Defender controls to strengthen endpoint/email security posture and improve operational visibility.
- Designed and supported UniFi/Ubiquiti, Meraki, Cisco, and Fortinet networks (wired/wireless) across multi-site environments.

### CURRENT WORK ENVIRONMENT

- Users / endpoints: ~3000 users/devices
- Tenants / sites: ~75 tenants • ~100 sites
- Core stack: M365 • Azure Virtual Desktop (AVD) • Azure Files • Entra ID/AD • Intune • Exchange • Microsoft Defender • Axcient • UniFi/Ubiquiti

### SPECIALIZATION

- M365 tenant operations and endpoint control: baseline configuration, administration, governance hygiene, and operational reliability.
- Identity and access engineering: AD and Entra, Conditional Access patterns, SSO/SAML implementations, and access standardization.
- Cloud virtual desktop and file services: Azure Virtual Desktop (AVD) and Azure Files planning/operation to support secure access and standardized user experience.
- Security-first operations: Microsoft Defender controls and documentation to reduce risk and improve auditability.
- Automation-first operations: PowerShell, M365 Lighthouse, and documentation to reduce toil and improve auditability.

## SKILLS

**Microsoft 365:** Exchange Online administration; Teams administration; SharePoint/tenant services; M365 security and compliance concepts; Purview familiarity

**Azure (User Compute and Storage):** Azure Virtual Desktop (AVD); Azure Files

**Endpoint and Device Management:** Intune / Endpoint Manager; policy-based management; operational troubleshooting

**Identity, Authentication, SSO:** AD DS; Entra ID (Azure AD); SSO/SAML; Conditional Access concepts; DUO; OneLogin; Secret Double Octopus (SDO)

**Security:** Microsoft Defender; XDR/SIEM-related tooling; email security; security awareness tooling

**Automation:** PowerShell automation; workflow standardization; documentation systems; repeatable implementation patterns; M365 Lighthouse

**Infrastructure Reliability:** Hyper-V administration; VMware administration; backups (Axcient; Veeam/Rubrik as applicable); DR practices; monitoring and alerting automation

**Networking:** Fortinet; Meraki; ASA; SonicWall; UniFi/Ubiquiti; network diagrams (Visio/DrawIO)

## EXPERIENCE

### Simpleworks | Senior Project Systems Engineer

2023–Present

- Own project deployments and improvements across Microsoft-based virtual infrastructure, network, and security systems; produce implementation documentation and training.
- Standardized project delivery templates and design workflow; reduced design time 50%+ and improved handoff quality.
- Built and maintained internal project metrics for workload distribution and capacity planning.
- Delivered client infrastructure projects including M365, Azure Virtual Desktop (AVD), Azure Files, firewall deployments, site moves, file-share migrations to SharePoint, network refreshes, and UPS deployments; created operational documentation to support repeatability and handoff.
- Configured and operated Microsoft Defender controls as part of endpoint and email security hardening and ongoing operations.
- Designed and supported UniFi/Ubiquiti networks across multi-site client environments, including implementation documentation and handoff.
- Developed implementation strategies for new Microsoft systems supporting upcoming delivery needs.

### Amnet | Systems Engineer / Service Team Lead

2022–2023

- Led service operations and handled top-tier escalations; improved policies, configurations, and documentation.
- Automated recurring service tasks to reduce manual toil and shorten resolution cycles.
- Created a two-year roadmap for a government organization transitioning between IT providers; presented strategy and sequencing.
- Administered Microsoft 365 and trained team members on processes and tooling.

### The Broadmoor | Infrastructure Systems Administrator

2021–2022

- Administered Exchange Online and Mimecast and broader Microsoft 365 services; maintained Group Policy (GPO) hygiene for security and stability.
- Operated backup platforms (Veeam, SimpliVity, Rubrik) and documented restore procedures for operational reliability.
- Supported VMware infrastructure operations and endpoint management via Intune.
- Automated AD and Entra user lifecycle actions with PowerShell.

- Owned SolarWinds/N-central RMM administration and automation, writing PowerShell scripts for remediation and software deployment via the RMM; used Cisco SecureX to centralize and monitor security telemetry across client environments.
- Supported threat hunting and XDR-related activity and assisted on ransomware recovery efforts.
- Implemented and operated SSO/SAML platforms (OneLogin, DUO, Secret Double Octopus) and authentication workflows.
- Executed Exchange/Office 365 migrations and mail-flow redesign across multiple filtering and encryption transitions.
- Automated backup monitoring and maintained restore process documentation for repeatable recovery.

## **PROJECTS**

### **Automated identity lifecycle (joiner/mover/leaver)**

- Problem: Manual provisioning created delays and inconsistent access.
- Approach: Built PowerShell automation for AD and Entra user actions; standardized role-based steps and documentation.
- Tools: PowerShell; Active Directory; Entra ID (Azure AD)

### **Standardized project delivery and templates**

- Problem: Project delivery varied by engineer and documentation quality.
- Approach: Rebuilt templates and design workflow; trained team on repeatable patterns.
- Tools: Documentation standards; PM guidelines; Microsoft stack

### **Backup monitoring automation and restore documentation**

- Problem: Backups were hard to validate at scale; restores weren't consistently documented.
- Approach: Automated monitoring and created clear restore procedures.
- Tools: N-central; Veeam; Rubrik

### **Exchange/Office 365 migration and mail-flow modernization**

- Problem: Multiple migrations and changing routing requirements increased risk.
- Approach: Planned and executed transitions across filters/encryption and cloud email security.
- Tools: Exchange; Office 365; email security and encryption tooling

### **Azure Virtual Desktop and Azure Files delivery**

- Problem: Needed a secure, standardized user desktop experience and centralized file access across distributed environments.
- Approach: Delivered Azure Virtual Desktop (AVD) and Azure Files configuration with documentation and support handoff.
- Tools: Azure Virtual Desktop; Azure Files; Entra ID (Azure AD)

## **CERTIFICATIONS**

- Microsoft 365 Certified: Administrator Expert (Jun 2024)
- Microsoft 365 Certified: Teams Administrator Associate (May 2024)
- Fortinet Certified Associate – Cybersecurity (Feb 2024)
- Microsoft 365 Certified: Fundamentals (Mar 2024)
- AWS Certified Cloud Practitioner (Apr 2021)
- CCNA Routing and Switching (Jul 2014)

**EDUCATION**

- University of Georgia – Computer Systems Engineering (2014–2020)
- Lanier Technical College – CCNA program (2013–2014)