

MICHAEL COOPER

IT Infrastructure Engineer

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PROFESSIONAL SUMMARY

IT Infrastructure Engineer with over fifteen years of experience designing, operating, and supporting reliable enterprise infrastructure environments. Strong expertise in DDI services, including DNS, DHCP, and IP address management; hyperconverged infrastructure; and Windows Server platforms supporting business-critical operations. Proven ability to build resilient systems, troubleshoot complex infrastructure issues, and improve reliability through automation, monitoring, and best practices. Hands-on engineer with a strong sense of ownership and experience delivering secure, stable, and scalable infrastructure in regulated, cross-functional environments.

CORE COMPETENCIES

Infrastructure Platforms: BlueCat DDI; DNS, DHCP & IPAM; Windows Server 2016/2019/2022/2025; Debian & Ubuntu; virtual and physical server management

Networking & DNS: Enterprise DNS architecture; internal/external DNS; zone and record administration; split-brain DNS; reverse lookup zones; conditional forwarders; TCP/IP; VLANs

Systems & Operations: Active Directory; file and print services; performance tuning; capacity planning; infrastructure monitoring; availability, incident, and problem management

Automation & Scripting: PowerShell; API-based integration; task automation; operational standardization

Security & Compliance: Server hardening and patching; vulnerability remediation; access control and RBAC; compliance-driven infrastructure; secure platform operations

PROFESSIONAL EXPERIENCE

DEUTZ Corporation | Network Administrator (Infrastructure Lead)

Duluth, GA | 2016 - Present

Lead enterprise IT infrastructure operations for a global manufacturing organization with 500+ users across the United States, Germany, England, and Australia. Manage a \$2M+ annual IT budget, oversee vendors, and drive strategic technology initiatives.

- Architected an enterprise-wide modernization program, migrating 40+ virtual servers from Windows Server 2003/2008 to 2016/2019/2022, improving performance by 60%, reducing security vulnerabilities by 70%, and achieving regulatory compliance.
- Manage global network infrastructure delivering 99.9% uptime across four international locations, monitoring FortiGate firewalls, Cisco enterprise switches, and international WAN/VPN connections.
- Led greenfield deployments for eight remote power-generation facilities, implementing firewalls, switching, wireless networks, and secure site-to-site VPN tunnels within three-week timelines.
- Secured executive approval and managed a \$500K Proofpoint Email Security implementation, reducing spam by 95%, eliminating phishing threats, and protecting 500+ mailboxes.
- Designed high-availability SCALE virtual server clusters with N+1 redundancy and automated failover, ensuring continuity for ERP and manufacturing systems supporting \$200M in annual revenue.
- Developed an SCCM-based imaging solution with Clonezilla integration, reducing endpoint deployment time by 87% - from eight hours to under one hour - and improving IT efficiency by 40%.
- Administer Office 365 globally for the Deutz AG parent company, managing licensing, Exchange Online, SharePoint governance, and Teams deployment for 1,000+ users while supporting GDPR compliance.
- Directed a phased enterprise migration from IBM Lotus Notes to Exchange Server, moving 500+ mailboxes with zero data loss.
- Engineered a comprehensive Group Policy framework for security policies, network drives, and software deployment across 300+ domain computers, achieving full compliance with corporate IT standards.
- Implemented Pulse Secure VPN with multi-factor authentication and endpoint compliance controls for 150+ remote workers.
- Optimized VMware vSphere on SSD storage arrays, improving VM performance by 45% while reducing storage costs by 30%.
- Architected an enterprise backup strategy using Veeam and Cohesity, achieving a 99.99% backup success rate, four-hour RPO, two-hour RTO, and quarterly disaster-recovery testing.
- Reduced annual domain costs by \$15K through a Cloudflare migration while adding DNS security, load balancing, and DDoS protection.

PROFESSIONAL EXPERIENCE - CONTINUED

Micro Consultants | Senior Network Engineer (Contract)

Atlanta, GA | 2010 - Present

Deliver technical consulting and managed services to 50+ SMB clients across healthcare, professional services, and manufacturing. Design infrastructure solutions, provide strategic IT guidance, and manage concurrent projects while maintaining 98% customer satisfaction.

- Manage a portfolio of 50+ client engagements delivering Windows Server, EMC storage, and virtualization projects averaging \$50K while meeting deadlines and budgets.
- Architected hybrid-cloud solutions using Azure and Office 365, identity federation, and Azure Site Recovery, reducing infrastructure costs by 35% while improving continuity.
- Deployed FSLogix profile management for Terminal Server clusters supporting 200+ concurrent users, reducing login times by 60%.
- Implemented Microsoft Defender for Office 365 Plan 2 with advanced threat protection, anti-phishing rules, and automated investigation and response.
- Engineered a PowerShell-based Office 365 management framework with a GUI, automating user provisioning, licensing, and security-group management.
- Designed Ubuntu Server/KVM environments hosting Windows workloads with Samba file sharing and automation, reducing licensing costs by 70%.
- Deployed centrally managed ESET Endpoint Security protecting 1,000+ endpoints against ransomware while supporting cyber-insurance compliance.

Atlantic Nexus | Senior Technical Support Specialist

Remote | 2009 - 2014

- Provided advanced support for 10+ daily customer interactions, troubleshooting DSL connectivity, router configurations, and network hardware while achieving 92% first-call resolution.
- Translated complex networking protocols and configurations into clear instructions for nontechnical customers, improving satisfaction scores by 25%.

KEY ACHIEVEMENTS & RECOGNITION

- Employee of the Year Award (2016): Recognized by DEUTZ Corporation for exceptional technical excellence and leadership, resulting in promotion from hourly to salaried status within six months.
- Vendor of the Year Award (2023): Selected by Compass Security as its top vendor support professional for outstanding relationship management and technical expertise.
- Crisis Management Excellence: Resolved a six-month access-point backorder threatening a Las Vegas facility launch by identifying an alternate supplier, enabling an on-time opening supporting \$50M in annual power generation.
- Trusted Infrastructure Authority: Granted corporation-wide access to global IT systems, reflecting senior executive trust in security, compliance, and operational expertise.

EDUCATION

Associate of Applied Science, Network Services Technology | Broward University, Davie, FL | 2007

CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

Microsoft Certified Systems Engineer (MCSE) - 2003 Messaging | CompTIA A+