Juan C. Delgado Concepcion

IT Administrator · Cloud & Platform Governance · Automation & Security

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Summary

Results-driven IT Administrator focused on security, automation, and platform administration. I implement Zero Trust and identity governance; manage endpoints and data protection; and design architectures (Visio) with operational documentation. I work across hybrid and multicloud environments, integrating Microsoft ecosystems and third-party platforms (SaaS/ITSM/EDR), prioritizing security and compliance standards (NIST, CIS, ISO 27001, GDPR). I translate business and audit requirements into repeatable, traceable processes, driving measurable improvements in security posture and operational efficiency through automation and scripting.

Work Experience

Intelligent Technologies
Guaynabo, Puerto Rico

IT Specialist and Security
March. 2025 – Present

- 100% cloud/remote managed service (MSP): end-to-end administration of identity, endpoints, and data across Entra ID, Intune, Microsoft 365, and Azure.
- Identity & Directories (Entra ID / Windows Server–AD DS): Conditional Access, PIM (JIT), Access Reviews, and dynamic groups; administration of AD DS, GPO, DNS/DHCP.
- Country/region–based Conditional Access (Zero Trust): location/risk/device policies; automation with Cognito Forms + Power Automate for travel join/leave access (automatic group add/remove).
- Microsoft Defender (suite): Endpoint / Office 365 / Identity — EDR, ASR, anti-phishing, Safe Links/Attachments; raised Secure Score 40%→75.31% (Identity 97%, Apps 85%, Data 66%, Device 66%; remaining gap covered by third-party controls not counted by Defender).
- Microsoft Purview (Data Security & Compliance): DLP, sensitivity labels, retention/records, and exfiltration controls; automated compliance evidence.
- Intune (Endpoint management): compliance/protection policies, configuration profiles, app deployment, and posture; hardening with CIS baselines.
- RADIUS/NPS: design and implementation (certificates, network policies, and segmentation by role/location).
- Enterprise SaaS applications: administration and configuration of ManageEngine (ServiceDesk/Endpoint Central), CodeTwo (signatures/mailflow), Cognito Forms, among others; SSO, role/license governance, and compliance.
- Architecture & documentation: HLD/LLD solution diagrams and deliverables for operations and audits.
- Automation & FinOps: Power Automate/PowerShell for provisioning/deprovisioning, approvals, and reporting; consolidation of already-licensed capabilities and cost-per-control optimization.

Metropistas
Guaynabo, Puerto Rico

IT Administrator
Feb. 2024 – Feb. 2025

- Security Baselines (CIS) for Windows/Edge; hardening and posture improvement.
- SOC & Vulnerability Management: alert investigation and remediation; risk reduction via a structured vulnerability program.
- Identity & Access (Entra ID/AD/M365 + Windows Server/DC): Conditional Access, PIM (JIT), Access Reviews, and dynamic groups; administration of AD DS, GPO, DNS/DHCP.
- Enterprise Apps & SSO: multiple SSO (SAML/OIDC) integrations and provisioning/SCIM—e.g., Foxit PDF, among others; service principals and SSL/TLS certificate lifecycle (renewals without downtime).
- Intune & Reporting: compliance/protection policies, profiles, and app deployment; device posture reporting and monthly infrastructure reports.
- Automation: Power Automate (Cognito Forms for onboarding/offboarding/changes/approvals) and PowerShell (profile cleanup, recurring tasks).
- Enterprise SaaS administration: configuration and operations (roles/permissions, licenses, SSO, and compliance) for external applications.
- Zero Trust (ZTNA): contribution to the FortiClient VPN → Barracuda SecureEdge migration and console administration (policies, access profiles, monitoring, and logs).

Island Finance
San Juan, Puerto Rico

IT Security Administrator
August. 2022 – Feb. 2024

- Security Operations & SIEM (McAfee): monitoring, triage, and initial response; tuning data sources and rules to reduce false positives and prioritize real incidents.
- Access governance & recertifications: periodic campaigns across Oracle, FortiClient VPN, AD/M365, and Workday; removal of stale access and audit-ready evidence.
- Windows Server / Active Directory: administration of AD DS (users, OUs, GPO), directory hygiene, and privilege controls.
- Microsoft 365 / Exchange Online: administration of users and groups (security/distribution), permissions, and management of quarantines and mailboxes.
- Automation (PowerShell): one-click user unlock (AD/M365), quarantined email release, and recurring operations tasks.
- Enterprise SaaS applications: administration of ADAudit Plus, KnowBe4, Workday, Jira, etc.; role/permission governance and compliance.
- Patching & vulnerabilities: SolarWinds for scheduled patching, monthly reports, and sustained exposure reduction.
- Policies & compliance: implementation and tracking of standards with ≥95% adherence; SOPs and technical documentation.

Previous Experience

- IT Technician — **Insight Group** (2021–2022) · IT HelpDesk — **Oriental Bank** (2021) · Installer/Repair — **Claro PR** (2019–2020) · IT Infrastructure & Administrator — **HealthPromed** (2017–2018)

Education

National University College   *Bayamon, Puerto Rico*
Bachelors in network technology and application development   *2014 – 2017*

Certification

- **Microsoft Certified: Azure Fundamentals (AZ-900)**   *Microsoft*

- **Microsoft 365 Certified: Fundamentals (MS-900)**   *Microsoft*

- **Microsoft Identity and Access Administrator (SC-300)**   *Microsoft – In Progress Oct 2025*

Skill

- IAM / Entra ID (Azure AD): PIM (JIT), Conditional Access, Access Reviews, SSO (SAML/OIDC/SCIM), MFA, Enterprise Apps, dynamic groups, SSL/TLS certificate lifecycle.
- Endpoint / Intune: compliance, configuration/protection, deployments, Autopilot, device posture, CIS hardening.
- Security Operations: Microsoft Defender (Endpoint/Office 365/Identity), EDR, vulnerability management and patching, MTTR reduction, SIEM; incident response and reporting.
- Data Security & Compliance: Purview (DLP, sensitivity labels, retention/records), data governance; audit-ready evidence (NIST, CIS, ISO 27001, GDPR).
- Windows Server / AD DS & Core Infra: AD DS, GPO, DNS/DHCP, PKI/SSL/TLS, maintenance scripting, domain controller hardening.
- Cloud & Platform Governance: Azure (Policy, RBAC, logging), working knowledge of AWS/GCP, Zero Trust / ZTNA, RADIUS/NPS (802.1X, EAP-TLS), secure networking.
- Automation & Scripting: Power Automate (flows, approvals, evidence), PowerShell (provisioning/deprovisioning, tasks, reporting).
- Enterprise SaaS Applications — Full Administration: administration, configuration, and integration; SSO/SCIM and lifecycle; roles/permissions/licenses; policy and compliance; monitoring and auditing; workflow automation and catalog/SLAs (e.g., ManageEngine ServiceDesk/Endpoint Central, CodeTwo, Cognito Forms, Foxit, Workday, Jira, Oracle, McAfee, among others).
- ITSM & Operational Excellence: Service Desk/Helpdesk, Incident/Problem/Change (ITIL), CMDB, SLAs/SLOs, runbooks/SOPs, post-mortems; observability and executive reporting.
- FinOps: license optimization and cost-per-control; maximizing value from the existing stack.