

Sunday Oyediran

Senior IT Specialist | Managed Services & Cloud Infrastructure

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PROFESSIONAL SUMMARY

Solution-driven Senior IT Specialist with 8+ years of progressive experience designing, implementing, and managing enterprise-grade IT environments across MSP and multi-client contexts. Deep hands-on expertise in Microsoft 365, Azure / Entra ID, Windows Server, networking, cybersecurity, and endpoint management. Proven track record of leading end-to-end technical projects — from scoping through handover — while mentoring technical teams, developing documentation standards, and translating complex requirements into practical, scalable solutions. Known for exceptional follow-through, clear communication with both technical and non-technical stakeholders, and a relentless focus on operational reliability.

CORE COMPETENCIES

Microsoft 365 & Azure / Entra ID	Windows Server (2016–2022): AD, DNS, DHCP, GPO	Networking: TCP/IP, VLANs, VPN, Firewalls, SD-WAN
Cybersecurity: MFA, EDR, SIEM, Conditional Access	Intune / Endpoint Manager, Autopilot, MDM	RMM & PSA Platforms (NinjaRMM, ConnectWise-style)
PowerShell Automation & Scripting	Virtualization: Hyper-V, Azure Virtual Desktop	Runbooks, SOPs, ITSM, Technical Documentation
Web Infrastructure: DNS, Cloudflare, Domains	REST/API Integration, SQL Server, Reporting	Team Mentorship & Technical Leadership

PROFESSIONAL EXPERIENCE

Microsoft 365 Administrator (Senior Cloud Specialist)

May 2025 – Dec 2025

SyncApply | Remote

Cloud-first SaaS platform — technical implementation and managed cloud solution delivery

- Architected and managed a cloud-first production environment spanning Microsoft 365, Entra ID, Intune, and Conditional Access policies — end-to-end ownership from design through operational handover.
- Administered identity lifecycle management across enterprise systems: user provisioning, device enrollment, RBAC, MFA enforcement, and compliance policy controls.
- Built PowerShell automation for recurring admin tasks (provisioning, license audits, reporting), reducing manual effort and increasing consistency across client environments.
- Monitored operational health via log analysis and alerting, identifying and resolving issues proactively before escalation was required.
- Authored and maintained configuration documentation, change records, and support SOPs to enforce standards and support audit readiness.
- Collaborated cross-functionally on service integrations and process improvements, acting as a technical escalation point for complex cloud issues.

IT Support Operations Specialist

Sep 2022 – Apr 2025

DBS Networks | Toronto, ON

Enterprise MSP-style technical support — multi-client Windows, M365, and identity environments

- Served as primary technical escalation for enterprise-level incidents involving Windows, Microsoft 365, authentication systems, and application performance across a multi-client portfolio.
- Led structured incident resolution with documented troubleshooting paths, root-cause analysis, and follow-through to closure — maintaining SLA compliance across concurrent priorities.
- Managed user accounts, group memberships, access permissions, and service configurations through ITSM workflows, improving request turnaround time and audit traceability.
- Developed and maintained a knowledge base of SOPs, runbooks, and internal documentation to accelerate resolution and onboard new technicians faster.

- Mentored junior support staff through technical walkthroughs and knowledge sharing, improving team capability and reducing repeat escalations.
- Communicated complex technical solutions clearly to non-technical stakeholders, translating issues into business-relevant language and actionable next steps.

IT Systems Administrator

Aug 2021 – Aug 2023

Grupo Pinero (Bahia Hotels & Resorts) | Jamaica | Multi-Site

Multi-site enterprise infrastructure — end-to-end IT operations across distributed hotel environments

- Administered Windows Server (AD, DNS, DHCP, Group Policy) across a geographically distributed multi-site environment, maintaining uptime and policy consistency throughout.
- Managed endpoint fleet and mobile devices across Windows and macOS platforms; enforced policy-based configurations and security controls for staff and service accounts.
- Deployed and maintained MFA, SSO, and RBAC frameworks, strengthening identity security and access governance across the organization.
- Supported Azure Virtual Desktop, SharePoint Online, and endpoint management services, expanding cloud capabilities in a hybrid infrastructure model.
- Diagnosed and resolved complex issues spanning hardware, software, networking, virtualization, and backend services with minimal downtime and thorough documentation.
- Established runbooks and recovery procedures for disaster scenarios; coordinated patch cycles and service changes with vendors and internal teams.
- Contributed to vendor management, procurement coordination, and technical assessments to support infrastructure refresh and expansion projects.

Web Developer & Systems Analyst

2014 – 2018

IJAM Solution Consult | Lagos, Nigeria

Application development, API integration, client-facing technical delivery

- Developed and maintained customer-facing web applications using C#, ASP.NET, SQL Server, and JavaScript; integrated systems with external services via REST/JSON APIs.
- Wrote SQL queries, stored procedures, and reports to support operational analytics and data-driven decision-making for clients.
- Worked directly with clients to reproduce defects, resolve production issues, and deliver fixes — building early experience in client relationship management and practical problem-solving.

KEY PROJECTS & ACHIEVEMENTS

- **End-to-End Project** | Infrastructure Automation Suite (GitHub: github.com/clockpals1):
- Built and maintained production-ready PowerShell automation tools and monitoring solutions for identity, endpoint, and reporting workflows — demonstrating real-world scripting applicable to RMM/PSA environments.
- **MSP-Style Delivery** | Cloud-First Environment Build:
- Led full design and deployment of a Microsoft 365 / Entra ID / Intune environment from ground up at SyncApply, including documentation, security baselines, and operational handover — mirroring de novo MSP client build methodology.
- **Early Innovation** | clockpals.com (2010):
- Conceived and launched a school-based social networking platform at scale — demonstrating long-standing capacity for end-to-end technical ownership and user-focused product thinking.
- **Identity & Access Security** | Cybersecurity Simulations:
- Completed hands-on IAM, threat response, and DevSecOps simulations (Datacom, Mastercard, Tata) focused on identity protection, access governance, and security automation.

TECHNICAL SKILLS

Microsoft Stack Microsoft 365, Exchange Online, Teams, SharePoint, OneDrive, Intune/Endpoint Manager, Autopilot, Windows Server 2016/2019/2022, Group Policy

Identity & Access Azure AD / Entra ID, Active Directory, MFA, SSO, RBAC, Conditional Access, Identity Lifecycle Management, LAPS

Networking	TCP/IP, VLANs, VPN, SD-WAN, DNS, DHCP, Firewalls (Fortinet, Meraki, Ubiquiti awareness), Cloudflare, AWS Route 53
Cybersecurity	EDR/MDR, SIEM (log analysis), MFA enforcement, vulnerability management, endpoint hardening, PIPEDA/PHIPA awareness
Cloud & Virtualization	Microsoft Azure, Azure Virtual Desktop, Hyper-V, cloud backup/BCDR
Automation & Dev	PowerShell, SQL Server, REST/JSON APIs, C#, ASP.NET, JavaScript, Git/GitHub
Platforms & Tools	RMM/PSA (NinjaRMM, ConnectWise-style), ITSM workflows, Jira, documentation platforms, knowledge base systems
Hardware	HPE, Dell, Lenovo servers; Windows, macOS, iOS, Android endpoints

EDUCATION

Honours Advanced Diploma, Computer System Technology – Networking (CGPA: 4.18)

Centennial College, Scarborough, ON | 2023 – 2025

College Diploma, Information Technology

Excelsior Community College, Kingston, Jamaica | 2019 – 2021

B.Eng., Computer Engineering

Osun State Polytechnic, Nigeria | 2007 – 2012

CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

- CISSP – In Progress
- Cisco Introduction to Cybersecurity
- Cybersecurity & IAM Simulations – Datacom, Mastercard, Tata Consultancy (identity, access, DevSecOps focus)
- Microsoft learning path: AZ-900 / MS-900 fundamentals (in progress toward AZ-104)
- WHMIS & Workplace Safety Certified