

Chad Fedie

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WORK EXPERIENCE

Open Dealer Exchange

April 2024 – Present

IT Support Engineer

Hybrid – Farmington Hills, MI

- Orchestrated seamless migration of legacy infrastructure onto Microsoft Azure, enhancing scalability, agility, and cost-efficiency through strategic utilization of Azure virtual machines (VM's) and virtual networks (VNet's).
- Devised and led successful migration of 500+ PC's from SCCM to Microsoft Intune + EntraID to improve scalability with a fully cloud device model.
 - Implemented Windows Autopilot and built custom zero-touch provisioning profiles with 100% automated device deployment for end users.
- Collaborated with system engineers to set up the internal network infrastructure of Cisco Meraki switches, firewalls, and access points, ensuring robust security, seamless connectivity, and high availability.
 - Configured site-to-site VPN's, DNS, DHCP, VLAN's, and NPS/RADIUS for on-premises network and Azure environment.

Fusion92

Jan. 2023 – March 2024

IT Systems Administrator

Hybrid – Farmington Hills, MI

- Spearheaded implementation of MDM systems Microsoft Intune and Mosyle for 500+ Windows and MacOS devices to enable remote troubleshooting and secure/protect corporate info within SOXII compliance.
- Integrated Microsoft Autopilot to automate the device provisioning process and Out of Box Experience (OOBE) for onboarding new employees, resulting in a 50% decrease in administrative effort for multiple departments.
- Managed Microsoft 365 suite for internal staff including groups, licenses, and service configurations across Microsoft Teams, Outlook, SharePoint, and OneDrive.
- Administer all internal SaaS applications, acting as Subject Matter Expert (SME).
 - Integrated Single Sign On (SSO) to allow for a seamless and unified login experience.
- Sole ownership of Atlassian JIRA IT Help Desk to monitor ticket queues, prioritize tasks, and allocate resources based on urgency and impact on business.

IT Coordinator

May 2021 – Dec. 2023

- Field incoming help requests from end users via Microsoft Teams, Slack, Outlook, and JIRA Help Desk.
- Perform hands-on fixes at the desktop/device level, including installing and upgrading software, installing hardware, implementing file backups, and configuring systems and applications.
- Load images onto new devices for end user upgrades via Macrium Reflect software.

Stefanini

July 2020 – May 2021

Help Desk Technician - University of Maryland Global Campus

Remote

- Assist faculty and students with virtual learning software (LEO) installation/troubleshooting,
- Collaborate with other IT support teams to identify/address software, cross-functional system and/or network issues in an enterprise environment

EDUCATION

Eastern Michigan University

January, 2020

Bachelor's Degree - BBA, Computer Information Systems

Ypsilanti, MI

CERTIFICATIONS & SKILLS

- **Certifications:** Microsoft: Azure Fundamentals (AZ-900) Certified
- **Key Tools/Skills:** Microsoft Entra ID, Microsoft Intune, Microsoft Azure, JIRA, ServiceNow