

Chad Fedie

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WORK EXPERIENCE

Open Dealer Exchange

April 2024 – Present

Desktop Support Engineer

Hybrid – Farmington Hills, MI

- Led migration of all on premise servers to Azure virtual machines which reduced costs by 40%
 - Gained foundational experience in configuring Azure virtual networks to ensure secure and efficient communication between VM's.
- 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 performance.
- Migrated 300+ company laptops from SCCM to Intune + Entra and enrolled with Windows Autopilot to reduce laptop deployment by 75%.

Fusion92

Jan. 2023 – March 2024

IT Systems Administrator

Hybrid – Farmington Hills, MI

- Deployed Windows and Mac OS devices using Microsoft Intune and Mosyle (Mac OS MDM).
 - Enrolled new and existing devices within Microsoft Autopilot for 100% zero touch deployment that includes all necessary business apps and automatic sign in features.
- Managed Microsoft 365 suite including users, groups, licenses, and service configurations across Microsoft Teams, Outlook, SharePoint, and OneDrive to ensure secure and efficient collaboration and communication
- Led the implementation of Mimecast email spam filter within cloud based Microsoft Outlook, enhancing email security posture and reducing the risk of phishing attacks and data breaches.
- Full ownership of JIRA IT help desk for internal employees.
 - Monitor ticket queues, prioritize tasks, and allocate resources based on urgency and impact on business.
 - Reduced average response time by 50% through the implementation of triage workflow and knowledge base articles.

IT Coordinator

May 2021 – Dec. 2023

- Field incoming help requests from end users via Microsoft Teams, 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, browser/compatibility issues, Microsoft 365 software installation/troubleshooting and iOS devices
- User and device administration using Azure AD and Microsoft 365
- 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, Cisco Meraki, DNS, DHCP, NPS