

Dean Bradshaw

Middletown, CT | +1 203 997 1295 | deangbradshaw@gmail.com

Professional summary

Information Technology professional with 10+ years of experience supporting enterprise environments across cloud, server, endpoint, and automation platforms. Proven ability to partner with engineering, security, vendors, and business stakeholders to implement scalable infrastructure solutions, optimize technology utilization, and improve operational efficiency through automation. Currently expanding into AI automation and agentic systems engineering, with hands-on experience building multi-agent workflows, OpenAI integrations, and AI-powered automation systems.

Core Competencies: Microsoft Azure | Systems Integration | Infrastructure Engineering | Cloud Migration | Identity & Access Management | Security Governance | Automation | Enterprise IT Operations | AI Workflow Automation

Work experience

Microsoft 365 Migration Consultant

Independent Consulting | Middletown, CT

May 2025 to July 2025

- Planned and executed migration from a GoDaddy-hosted Microsoft 365 environment to a standalone Microsoft 365 tenant.
- Configured Microsoft 365 services, including Exchange Online, Entra ID, security policies, and user account provisioning.
- Managed DNS updates, domain verification, and mail flow configuration to ensure seamless email delivery.
- Migrated user mailboxes, accounts, and business data with minimal operational disruption.
- Provided end-user support, onboarding guidance, and post-migration troubleshooting.
- Implemented MFA, security best practices, and administrative controls to improve tenant security and governance.

Systems Engineer

BM Technologies, Inc | Remote

September 2021 to May 2025

- Led the design, deployment, and lifecycle management of Azure-based infrastructure, including virtual machines, security configurations, and access controls.
- Ensured infrastructure performance, scalability, and compliance with enterprise standards.
- Partnered with vendors, internal engineering teams, and security stakeholders to troubleshoot infrastructure issues and support operational requirements.
- Supported cloud migration initiatives transitioning on-premises Windows and Linux servers to Microsoft Azure.
- Developed and enforced security policies, identity management systems, and SSO configurations.
- Designed and implemented automation solutions to streamline operations and reduce manual administrative effort.
- Served as a senior escalation point for complex infrastructure issues across multiple teams.
- Mentored junior engineers and support staff on operational best practices and documentation standards.

Key Achievements:

- Led migration of on-premises infrastructure to Azure Cloud.
- Successfully migrated enterprise email systems to Microsoft Exchange Online using BitTitan MigrationWiz.
- Planned and deployed automated processes across multiple departments to improve operational efficiency.

Systems Administrator II

FIS | Remote

July 2017 to August 2021

- Managed enterprise server environments including installation, upgrades, maintenance, and performance monitoring.
- Collaborated with cross-functional teams to evaluate and implement third-party software and hardware solutions.

- Supported security governance, access controls, and change management initiatives.
- Identified opportunities for infrastructure optimization and operational improvements.
- Developed automation scripts to improve consistency and reduce manual administrative tasks.
- Provided technical recommendations to leadership regarding infrastructure enhancements and risk mitigation.

Operations Support Technician II

Higher One | New Haven, CT

November 2012 to June 2017

- Delivered enterprise-level desktop and systems support for end users.
- Installed, maintained, and upgraded enterprise hardware and software solutions.
- Supported access management, troubleshooting, and system stability initiatives.

Education

AI Engineer Core Track: LLM Engineering, RAG, QLoRA, Agents (Online course)

Udemy | Remote

June 2026 to Present

Terraform 101: The Ultimate Hands-On Guide [Azure Edition] (Online course)

Udemy | Remote

January 2026 to Present

Master AI Agents in 30 days (Online course)

Udemy | Remote

May 2026 to June 2026

8 real-world projects with OpenAI Agents SDK, CrewAI, LangGraph, AutoGen and MCP.

Information Technology Management (Master of Science)

Western Governors University | Remote

April 2019 to October 2020

Information Technology (Bachelor of Science)

Western Governors University | Remote

January 2017 to December 2018

Skills

Linux

Shell Scripting

Mobile device management

PHP

VMware

PowerShell

Slack

Software implementation

Salesforce

Azure

IT infrastructure

HTML

DNS

VPN

ServiceNow

Python

Zoom

LAN

JavaScript

CSS

SQL

JSON

SSO

IIS

Bash

Windows

System administration

GitHub

Computer hardware