

# Clayton Puetzer

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## Objective

Azure-focused IT professional with 5+ years of progressive experience spanning Tier 2 technical support, executive desktop support, and identity & access management in hybrid Microsoft environments. Hands-on with Azure, Exchange Online, Entra ID, RBAC, Intune, and M365 security controls. Known for translating complex cloud and identity issues into reliable, secure solutions while collaborating directly with Exchange administrators and Microsoft engineers. Actively pursuing cloud engineering and Azure Administrator roles.

## Experience

### **Cloud Engineer - Sky Forged Labs (Home Lab) - Jan 2024 to Present**

- Designed and deployed a full-stack serverless application on Azure using Infrastructure as Code, with all resources provisioned and managed through Terraform including compute, storage, database, secrets, RBAC, and observability.
- Built a multi-tier architecture consisting of Azure Static Web Apps for the frontend with a GitHub Actions CI/CD pipeline, Azure Functions (Flex Consumption, Node.js) for API handling, and Azure Cosmos DB Serverless for NoSQL data storage.
- Implemented a security-hardened secrets management pattern using Azure Key Vault with Key Vault references in Function App settings, eliminating all plaintext secrets from application configuration and source control. Secrets are delivered at runtime via a System-Assigned Managed Identity with least-privilege RBAC role assignments.
- Developed a real-time analytics dashboard using Chart.js consuming live data from an Azure Functions aggregation endpoint backed by Cosmos DB, with automated daily digest reporting via Azure Logic Apps and Gmail integration.
- Integrated Azure AI Language (Cognitive Services) for key phrase extraction, Application Insights for telemetry, and a Log Analytics Workspace for centralized observability across the function runtime.
- Designed solutions with a consistent focus on cost minimization, leveraging serverless and consumption-based pricing tiers across all applicable services to maintain near-zero monthly spend while validating enterprise-grade Azure architecture patterns.

### **Tier 2 Technical Services Analyst - Community Health Network - Feb 2025 to Present**

- Provide day-to-day administration and advanced troubleshooting across Azure, Exchange Online, Entra ID (Azure AD), and on-prem Active Directory in a 20,000+ user enterprise environment.
- Manage security and access controls for SharePoint Online, Microsoft Teams, and Outlook using RBAC, security groups, manual access provisioning, and retention policies.
- Administer and troubleshoot Microsoft 365 licensing, resolving complex entitlement and service-plan conflicts across multiple license SKUs.
- Serve as escalation point for complex Microsoft issues, collaborating directly with Exchange administrators and Microsoft engineers to identify root cause and implement long-term fixes.

- Member of the Microsoft Copilot enterprise support team, supporting Copilot licensing, access validation, and real-world business use cases.

### **Tier 2 Desktop Executive Support Technician - Community Health Network - Jun 2022 to Feb 2025**

- Managed Active Directory and Group Policy, supporting user access, device configuration, and security enforcement.
- Administered and supported Microsoft Intune and JAMF for device management, compliance, and secure endpoint configuration across Windows and macOS environments.
- Oversaw asset management lifecycle including provisioning, tracking, and decommissioning of enterprise devices.
- Acted as Tier 2/3 escalation for hardware, networking, security, and deployment-related issues.
- Mentored junior technicians and contributed to internal documentation and process improvement initiatives.

### **Lead Tier 1 IT Support Technician - IUPUI - Jun 2021 to Jun 2022**

- Delivered Tier 1–3 support for Microsoft systems, networking, and endpoint issues.
- Trained and supervised new Tier 1 technicians.
- Applied ITIL best practices to streamline incident, problem, and change management processes, improving service delivery and reducing downtime.

### **Help Desk Analyst - Concentrix (Apple) - Jan 2021 - Jun 2021**

- Resolved high-volume technical support issues with 10+ tickets per day and under 10-minute average handle time.
- Triaged escalations to specialized engineering teams and supported new-hire training initiatives.

## **Education**

- Associate of Applied Science – Cyber Security, Ivy Tech Community College (2020–2021)
- Bachelor of Science – Anthropology, Ball State University (2014–2018)
- Associate of Science – Criminal Justice, Ball State University (2016–2018)

## **Certifications**

- AZ-305 – Microsoft Certified Azure Solutions Architect Expert, 2026
- AZ-104 – Microsoft Certified Azure Administrator Associate, 2025
- SC-900 – Microsoft Certified Azure Security Fundamentals, 2024
- AZ-900 – Microsoft Certified Azure Fundamentals, 2023

## **Skills & Abilities**

- Cloud & Identity: Azure, Entra ID (Azure AD), Exchange Online, RBAC, Identity & Access Management, Hybrid AD
- Microsoft 365: SharePoint Online, Microsoft Teams, Outlook, Licensing & Compliance
- Endpoint & Device Management: Intune, JAMF, Windows, macOS, iOS

- Security & Networking: Endpoint Security, LAN/WAN, Access Controls, Retention Policies
- Tools & Automation: PowerShell, Software Deployment, Log Analysis, Technical Documentation
- Professional Skills: Executive Support, Process Improvement, Cross-Team Collaboration, Time Management