

Mitchell Czaja

MSP Systems Engineer · VoIP & Microsoft 365 Specialist

me@mitchellczaja.com · Las Vegas, NV (open to Greater LA) · linkedin.com/in/mitchellczaja · mitchellczaja.com

PROFESSIONAL SUMMARY

Systems & Network Engineer with 5+ years of MSP experience, currently supporting 75+ clients and ~2,500 endpoints across Microsoft 365, Entra ID, Azure, Windows Server, VoIP (Intermedia Elevate, Teams Voice, RingCentral), and a broad security stack. Owns L1/L2 escalations end-to-end, manages enterprise endpoint security (ThreatLocker, Datto EDR, Huntress, SentinelOne), and works autonomously across cloud, hybrid, and on-prem environments. Known for turning one-off fixes into documented runbooks the rest of the team actually uses.

CORE COMPETENCIES

Microsoft 365 & Azure	Exchange Online · SharePoint · Teams · Intune · CIPP · Entra ID · Azure Administration · Hybrid AD · SSO · Conditional Access
VoIP, UC & Messaging	Intermedia Elevate · MS Teams Voice · RingCentral · FortiVoice · Intermedia SMS · 10DLC / TCR compliance · SIP Trunking · QoS · Call Routing
Windows Server	2008–2022 · Active Directory · Group Policy · DNS · DHCP · DFS · IIS · SQL Server
Networking	Unifi (APs, switches, gateways) · Fortinet · Meraki · MikroTik · VLANs · VPN · DMZ · TCP/IP
Security & EDR	ThreatLocker · Datto EDR · Huntress · Windows Defender · Petra Security · SentinelOne · Splunk · Ironscales · BitLocker · Patching
Cloud & Virtualization	Azure · Hybrid & On-Prem environments · VDI · ESXi
RMM & PSA	ConnectWise Manage · ConnectWise Control / ScreenConnect · Datto RMM · ConnectWise Automate · IT Glue · Intune · Autopilot
Backup & DR	Veeam · Datto BCDR · Azure Backup · DR testing & documentation
Scripting & Dev	PowerShell · Python · Bash · SQL · C# · HTML/CSS · Unity · AI-assisted scripting & documentation (Claude, GitHub Copilot)

PROFESSIONAL EXPERIENCE

MSP Systems Engineer · VoIP & Cloud

August 2022 – Present

Healthy Technology Solutions · Las Vegas, NV

- Deliver L1/L2 support across a portfolio of 75+ clients and ~2,500 managed endpoints: ticket lifecycle through ConnectWise Manage, remote resolution via ConnectWise Control / ScreenConnect, and fleet operations through Datto RMM (patching, monitoring, scripted remediation, proactive alerting).
- Stand up, configure, and support Intermedia Elevate VoIP (plus Teams Voice, RingCentral, and FortiVoice), with 100+ deployments to date spanning small businesses through large call centers, including SIP, auto-attendants, hunt groups, and QoS tuning.
- Own 10DLC and SMS regulatory compliance for client messaging deployments via Intermedia SMS: brand and campaign registration with The Campaign Registry (TCR), carrier approvals, and ongoing compliance maintenance.
- Administer Microsoft 365 tenants (Exchange Online, SharePoint, Teams, Intune) plus Entra ID and Azure, covering identity lifecycle, Conditional Access, licensing, role assignments, and hybrid identity, leveraging CIPP for multi-tenant automation and standards enforcement.
- Design and run phishing simulation campaigns for 20+ organizations; produce custom security-awareness training plans based on failure data.
- Ranked #2 company-wide for documentation submissions to IT Glue, authoring runbooks, client-specific standards, and escalation playbooks that reduce resolution time.
- Operate and expand a layered endpoint-security stack: ThreatLocker application allowlisting across all ~2,500 managed endpoints, plus Datto EDR, Huntress, Windows Defender, and Petra Security.

Network and Systems Administrator

March 2021 – August 2022

Brydan Solutions (MSP) · Las Vegas, NV

- Spearheaded deployment of a Splunk SIEM environment to unify logging and improve security visibility, establishing centralized alerting and dashboards.
- Designed and deployed network infrastructures for small-to-medium businesses, including VPN tunnels, DMZ segmentation, and firewall policies across Fortinet, Ubiquiti, and Meraki.
- Solely responsible for deploying and managing Ironscales anti-phishing across 10+ email server clients, with ongoing reporting on phishing and spam campaigns.
- Consistently the top ticket resolver on the engineering team, averaging ~8% above the next-highest engineer over a 10-month stretch.
- Supported Microsoft Server environments (AD, Group Policy, Exchange, DNS, DHCP, File Servers, MS SQL, IIS) for ~100 companies with up to 300 endpoints each.
- Administered Exchange, Microsoft 365, and Google Workspace email for clients in law, insurance, medical, hospitality, and manufacturing.
- Designed and single-handedly deployed a 1,000+ agent SentinelOne EDR rollout; acted on detected threats and produced incident reports for stakeholders.
- Co-led the project plan for client remote-work transitions, including site-to-site VPN tunnels for seamless WFH connectivity.

INDEPENDENT DEVELOPMENT

Founder & Developer · Distant Neon Games

2026 – Present

- Building **Grinner's Diner**, a 2–4 player co-op horror cooking game (Unity, C#, Netcode for GameObjects, Steamworks), launching in Steam Early Access October 2026.
- Wrote a RimWorld compatibility mod (C#, Harmony) that eliminates three root causes of Combat Extended multiplayer desyncs.

EDUCATION

Information Technology & Computer Programming

2019 – 2021

College of Southern Nevada

HOME LAB

Fortigate firewall with isolated IoT VLAN and VPN tunnel · Unifi APs & managed switches · ESXi hypervisor hosting Windows Server and Ubuntu VMs · AIO Splunk deployment fed by Fortigate via Syslog and Universal Forwarders on workstations.

ADDITIONAL

Certifications in progress: MS-102: Microsoft 365 Administrator Expert · CompTIA Network+

Open to hybrid or onsite roles in Las Vegas and the Greater LA area. Authorized to work in the U.S. without sponsorship. Available for on-call rotation.