

Briggs Silva

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SUMMARY

Information Technology Programmer Analyst with five years of progressive experience supporting enterprise endpoint, identity, productivity, and core infrastructure services across complex multi site environments. Hands on work includes Microsoft 365 administration, DNS, certificate services, server virtualization, account management, endpoint platforms, **monitoring**, and advanced **incident resolution**. Supports services serving approximately 6,500 users and managed devices while balancing availability, **security**, **performance**, and lifecycle needs. Acts as an escalation resource for difficult third and fourth tier incidents, tracing dependencies across identity, devices, networks, and applications. Partners with security, network, application, and business teams on modernization, platform upgrades, security changes, service rollouts, documentation, and technical validation. Brings practical judgment and steady communication that can support reliable public sector infrastructure operations.

EXPERIENCE

Information Technology Programmer Analyst

July 2024 - Present

Great Lakes Digital Services

Troy, MI

Owns daily **administration** and escalation support for endpoint, identity, Microsoft 365, **DNS**, certificate, virtualization, and account services serving approximately 6,500 users.

- Administered **endpoint**, **Microsoft 365**, DNS, certificate, virtualization, and account services for 6,500 users.
- Resolved fourth tier incidents across **identity**, device configuration, network services, and enterprise applications with clear documentation.
- Validated endpoint **lifecycle upgrades** through policy testing, application checks, certificate enrollment, and rollback planning.
- Standardized certificate renewal checks and ownership records, reducing emergency expirations across business critical endpoints.
- Coordinated authentication, DNS, device control, and Microsoft 365 changes with security and network engineers.
- Maintained monitoring procedures and knowledge articles, giving support teams faster diagnostic paths for recurring events.

Infrastructure Support Analyst

January 2023 - June 2024

Pioneer Municipal Technology Cooperative

Ann Arbor, MI

Supported shared infrastructure for municipal member organizations, resolving complex endpoint, identity, Microsoft 365, DNS, virtualization, and device management issues.

- Supported Windows endpoints, **account administration**, DNS, **Microsoft 365**, virtualization, and device management services.
- Correlated logs, directory data, configuration state, and network behavior to isolate complex incident root causes.
- Executed shared platform **upgrades** through testing, change review, implementation, and post change verification.
- Created runbooks for account lifecycle events, certificate **troubleshooting**, endpoint enrollment, and Microsoft 365 issues.
- Partnered with application and security teams to validate **endpoint** readiness before enterprise service rollouts.
- Monitored recurring incident patterns and escalated systemic risks with evidence and recommended remediation.

IT Infrastructure Technician

October 2021 - December 2022

Lakeshore Systems Group

Novi, MI

Maintained managed computers, accounts, Microsoft 365, DNS, certificates, and virtual servers for several mid sized client organizations.

- Maintained managed computers, user accounts, **Microsoft 365** services, DNS records, and virtual server environments.
- Diagnosed enrollment, authentication, connectivity, and application issues using consoles, logs, and service status data.
- Supported certificate installation and renewal, verifying trust chains and service function after changes.
- Prepared **endpoint** configurations and software deployments through centralized management tooling for senior analyst review.
- Performed daily infrastructure checks and ticket follow up for service interruptions across client environments.
- Documented infrastructure refresh procedures, giving operations teams repeatable deployment and recovery guidance.

PROJECTS

Endpoint Platform Lifecycle Upgrade 📅 2025

Validated policy behavior, application compatibility, certificate enrollment, and rollback procedures before phased endpoint platform deployment.

Certificate Service Operations Program 📅 2024

Standardized renewal checks and ownership records for business critical endpoints, improving service continuity and audit readiness.

LEADERSHIP & AWARDS

- Received Microsoft 365 Endpoint Administrator Associate certification in 2025 for demonstrated endpoint administration capability.
- Earned team recognition as an escalation resource for difficult identity, device, and infrastructure incidents.
- Led technical validation activities for platform upgrades, supporting safer changes across distributed enterprise services.

EDUCATION

Bachelor of Science in Computer Information Systems

2021

Oakland University GPA: 3.5

Rochester, MI

Coursework: Computer programming, systems analysis, data communications, information assurance

CERTIFICATIONS

- Microsoft 365 Certified: Endpoint Administrator Associate 📅 2025
- CompTIA Security+ 📅 2024

TECHNICAL SKILLS

- **Endpoint Management:** Microsoft Intune, Configuration Manager, Endpoint policies
- **Microsoft 365:** Exchange Online, SharePoint Online, Teams
- **Directory Services:** Active Directory, Entra ID, Group Policy
- **DNS Services:** Windows DNS, DNS records, Name resolution
- **Certificate Services:** Active Directory Certificate Services, Certificate enrollment, Trust chains
- **Virtualization:** Hyper V, Virtual machines, Virtual server administration
- **Monitoring Tools:** Event Viewer, Service status, Infrastructure health checks
- **Incident Management:** Third tier support, Fourth tier support, Root cause analysis
- **Change Management:** Change review, Rollback planning, Post change verification
- **Security Operations:** CompTIA Security+, Authentication, Device controls
- **Account Administration:** Account lifecycle, User provisioning, Access management

SKILLS

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|------------------------|---------------------------|--------------------------------|-------------------------|
| • Endpoint Management | • Server Virtualization | • Incident Resolution | • Lifecycle Upgrades |
| • Microsoft 365 | • Account Management | • Third Tier Support | • Security Enhancements |
| • DNS Services | • Identity Administration | • Fourth Tier Support | • Change Management |
| • Certificate Services | • Enterprise Monitoring | • Infrastructure Modernization | |

PROFESSIONAL AFFILIATIONS

- Information technology operations contributor supporting cross functional infrastructure, security, network, and application teams.
- Enterprise endpoint and user management practitioner focused on reliable service delivery and practical documentation.

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST