



Briggs Silva

Information Technology Programmer Analyst

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STRENGTHS

- 🔗 **Escalation support**
Traced identity, device, network, and application dependencies during difficult incidents, restoring access and earning team trust.
- ✅ **Platform validation**
Tested policies, applications, certificates, and rollback paths before upgrades, giving change teams clearer release decisions.
- ♥ **Service continuity**
Built renewal checks and post change reviews around critical services. That practical habit reduced avoidable surprises.
- 👥 **Cross team coordination**
Worked with security, network, application, and support teams on shared issues, turning scattered evidence into action.
- 📌 **Operational documentation**
Created runbooks and knowledge articles for recurring events, helping support teams move from repeated questions to consistent fixes.

SKILLS

Endpoint Management

Microsoft 365 DNS Services

Certificate Services

Server Virtualization

Account Management

Identity Administration

Enterprise Monitoring

Incident Resolution

Third Tier Support

Fourth Tier Support

Infrastructure Modernization

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

Great Lakes Digital Services 📅 July 2024 - Present 📍 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

Pioneer Municipal Technology Cooperative 📅 January 2023 - June 2024 📍 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

Lakeshore Systems Group 📅 October 2021 - December 2022 📍 Novi, MI

Lifecycle Upgrades

Security Enhancements

Change Management

LANGUAGES

English Native

Spanish Intermediate

MY CAREER



● Information Technology Programmer Analyst at Great Lakes Digital Services (2.2 Years)

● Infrastructure Support Analyst at Pioneer Municipal Technology Cooperative (1.4 Years)

● IT Infrastructure Technician at Lakeshore Systems Group (1.2 Years)

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

Oakland University 🎓 GPA: 3.5 📅 2021 📍 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

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.

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST