

JAMES MARK L. LAPIDO

Senior System Administrator | IT Manager

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PROFESSIONAL SUMMARY

Senior IT professional with 10+ years of end-to-end infrastructure management experience across cloud, on-premises, and hybrid environments. Proven track record managing Microsoft 365, Active Directory, Azure, AWS, and enterprise networking as a sole IT decision-maker — delivering high availability, security, and operational efficiency. Adept at L2/L3 support, server administration, backup strategy, and cross-platform systems management in fast-paced business environments.

CORE COMPETENCIES

◆ Windows Server & AD	◆ Microsoft 365 & Exchange Online	◆ Azure & AWS Cloud
◆ Active Directory & GPO	◆ DNS / DHCP / VPN / SDWAN	◆ Network Infrastructure
◆ Backup & Disaster Recovery	◆ Virtualization (VMware/Proxmox)	◆ Cloud Security & Compliance
◆ Endpoint Management	◆ PowerShell (AD & O365 Admin)	◆ ITIL Practices

WORK EXPERIENCE

IT Manager | Silentnight UAE LLC — Ajman, UAE

November 2015 – Present (10 Years)

- Sole IT decision-maker overseeing entire technology stack — infrastructure, cloud, security, networking, and end-user support for a multi-department organization
- Administered Active Directory environment including user provisioning, group policies (GPO), organizational units, and role-based access controls
- Managed Microsoft 365 tenant for 7+ years — Exchange Online, Teams, SharePoint, OneDrive, and license administration; led full migration from legacy webmail to O365
- Architected and maintained hybrid cloud infrastructure across AWS and Azure — provisioning, monitoring, and optimizing workloads with focus on uptime and cost efficiency
- Designed and maintained enterprise network infrastructure including Mikrotik routers, UniFi WiFi, Peplink SD-WAN, WireGuard VPN, and multi-site WAN connectivity
- Implemented cloud backup strategy using Backblaze with defined retention policies, backup level management, and periodic recovery validation
- Deployed and maintained virtualization environments using Proxmox and VMware for server consolidation and business continuity
- Managed endpoint security, DNS, DHCP, SSL certificates, CDN, and SSO across all platforms; deployed Tailscale and RustDesk for secure remote access
- Set up centralized monitoring and alerting using Grafana, Netdata, Prometheus, and InfluxDB for proactive infrastructure visibility
- Oversaw company e-commerce operations on Shopify and marketplace storefronts (Amazon.ae, Noon.com, Carrefour, Google Shopping) including SEO, Google Ads, and analytics

IT Support Engineer | Six Eleven Global Services — General Santos City, Philippines

August 2012 – April 2014

- Provided L1/L2 desktop and infrastructure support for a large BPO organization
- Managed Windows domain environment — user account creation, domain join, and AD administration
- Handled hardware/software installations, PC diagnostics, network troubleshooting, and helpdesk ticketing
- Performed data backup, migration, and printer/peripheral configuration

TECHNICAL SKILLS

Microsoft Stack: Windows Server, Active Directory, GPO, Exchange Online, Microsoft 365, Azure AD, Intune (familiar), MCP/MTA Certified

Cloud Platforms: Amazon AWS (EC2, S3, Route53), Microsoft Azure, Cloudflare (DNS, CDN, Workers, Zero Trust)

Networking: Mikrotik, UniFi, Peplink SD-WAN, WireGuard VPN, DNS, DHCP, VLAN, Radius, Load Balancing, SSL

Virtualization: Proxmox, VMware, Docker, LXC Containers

Monitoring: Grafana, Netdata, Prometheus, InfluxDB, CollectD

Backup & DR: Backblaze, Synology NAS, Backup Levels, Recovery Planning

Scripting & Tools: PowerShell (AD/O365 admin tasks), Bash, Git/GitHub

Security: SSL/TLS, Zero Trust, Cloudflare WAF, VPN tunneling, SSO, 2FA

CERTIFICATIONS

- Microsoft Certified Professional (MCP) — Certification #E791-4836
- Microsoft Technology Associate (MTA) — Windows OS Fundamentals 098-349, Certification #E791-4837
- CCNA Special Course (Modules 1–4) — Synnex Concentrix Institute, Davao City (2011)

EDUCATION

Bachelor of Science in Information Technology (Undergraduate)

Mindanao Polytechnic College, General Santos City | 2009–2011

Diploma in Information Technology (D.I.T.)

STI Marbel, Koronadal City | 2007–2009

ACHIEVEMENTS & TRAINING

- Champion — Web Design & Development Contest, E-Business Week 2009
- Google Map Maker Summit — STI College, June 2012
- National Youth Conference for IT — UP Diliman, February 2010