

Microsoft 365 & Identity

- Microsoft 365 & Entra ID
- Exchange & SharePoint Online
- Google Workspace
- Okta SSO & User Administration
- MFA, Licensing & Permissions
- Email Security & Mail Flow

Endpoints & Applications

- Windows & macOS
- Endpoint Troubleshooting
- Software, Hardware & Printers
- SaaS & Business Applications
- Citrix Workspace
- RingCentral & 8x8 VoIP

Networking & Security

- TCP/IP, Wi-Fi, VPNs & VLANs
- DNS & DHCP Troubleshooting
- Cisco Meraki & Zyxel
- Huntress EDR / ITDR
- Microsoft Defender
- Phishing & Account Remediation

Scripting, Cloud & Tools

- NinjaOne, HaloPSA & CIPP
- Python, PowerShell & Bash
- REST APIs & Linux
- AWS Lambda & DynamoDB

CERTIFICATIONS

AWS Cloud Practitioner

Aug 2023

ITIL Foundation 4

Apr 2023

CompTIA A+

Feb 2022

Microsoft 365 Copilot & Agent Fundamentals

AB-900 · Jul 2026

EDUCATION

B.S. Software Engineering

Western Governors University
Aug 2023

Full-Stack Web Development

Coding Dojo · Mar 2018

Christopher Dedeian

IT Administrator · Microsoft 365 & IT Operations

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IT Administrator with experience administering Microsoft 365 environments, supporting business technology operations and improving operational workflows through technology solutions. Experienced in Entra ID, Exchange Online, SharePoint Online, email security, identity administration, and endpoint operations. Software engineering background that strengthens technical troubleshooting, scripting, and analytical problem solving.

EXPERIENCE

Help Desk Technician I · Next Perimeter

Glendale, CA · Nov 2025 – Present

- Provided Tier 1–2 technical support across a portfolio of SMB and mid-market clients, supporting over 1,000 Windows and macOS endpoints through NinjaOne RMM and HaloPSA
- Administered Microsoft 365 environments across multiple client tenants, supporting Entra ID, Exchange Online, and SharePoint Online, including identity and access management, mailbox administration, email security, and licensing
- Performed root cause analysis across Windows endpoints, printers, Microsoft 365 applications, SaaS platforms, and line-of-business applications, resolving complex issues through systematic troubleshooting and documentation
- Investigated identity and email security incidents using Huntress EDR/ITDR and Microsoft 365 tools, responding to phishing campaigns, compromised accounts, and suspicious sign-ins through containment and identity remediation
- Administered RingCentral phone systems, maintaining reliable business communications by replacing spam-flagged numbers, managing call queues, configuring user telephony settings, and resolving end-user application issues
- Conducted onsite infrastructure assessments and wireless deployments, documenting network environments, validating connectivity, analyzing wireless coverage, and assisting engineering teams with remediation projects

Information Technology Specialist · SimplyRem

Burbank, CA · Apr 2025 – Oct 2025

- Provided Tier 1–2 technical support for hundreds of SMB clients in a break-fix environment, diagnosing and resolving Windows, hardware, printer, application, and peripheral issues through remote and onsite support
- Performed workstation and printer deployments, configuring Windows workstations, joining Active Directory domains, installing line-of-business applications, migrating user data, and deploying network-connected peripherals.
- Troubleshot SMB network connectivity issues involving Zyxel networking equipment, wireless access points, VPN connectivity, ISP outages, and endpoint network configuration
- Supported Google Workspace administration including user provisioning, offboarding, email routing, and identity-related support for SMB clients
- Provided onsite technical support for client offices, diagnosing infrastructure failures, replacing hardware, and coordinating directly with users and vendors to restore business operations
- Designed and implemented an RFID-based inventory tracking solution using Python, PHP, Redis, and RFID hardware, automating inventory workflows and improving real-time inventory visibility for a wholesale client

Business Systems & Technology Specialist · Gianni Deloro

Burbank, CA · Oct 2019 – Apr 2025

- Initiated and led an ERP modernization project to replace legacy accounting software, coordinating with leadership and ERP vendors to gather requirements, evaluate business processes, and configure the platform
- Evaluated and implemented a cloud-based POS system, migrating inventory data, configuring payment hardware, and streamlining sales, inventory, repair orders, and tax reporting workflows
- Designed, built, and managed a Shopify e-commerce platform, migrating product catalogs from Etsy, optimizing listings, configuring fulfillment workflows, and training staff on order management processes
- Supported daily technology operations by troubleshooting employee endpoints and peripherals, evaluating business needs, implementing software solutions, and improving workflows through automation and process optimization

IoT Solutions Engineer · TensorIoT

Irvine, CA · Nov 2018 – Apr 2019

- Developed a Raspberry Pi provisioning workflow using Python and Bash to register IoT devices into client AWS environments, automating device onboarding, credential generation, and certificate provisioning while reducing manual deployment effort by 85%
- Designed and implemented serverless IoT data pipelines using Python, AWS IoT Core, Lambda, API Gateway, and DynamoDB to collect, process, store, and expose sensor telemetry data for client-facing dashboards
- Created technical architecture diagrams and presented system workflows to clients, explaining data flows across edge devices, AWS services, and dashboard applications