

Chase M. Hunter

IT Systems Engineer | M365 & Cloud Administration | MSP & End User Support

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SUMMARY

Client-focused IT professional with 3+ years of hands-on experience supporting enterprise users and systems across a 50+ client MSP environment. Strongest in M365 administration, hybrid identity, and security/compliance, with hands-on depth in server virtualization and network infrastructure to handle whatever comes in on a given day. Brings clear communication, thorough documentation habits, and a reputation for being the person clients ask for by name.

CORE SKILLS

Technical Troubleshooting & Root Cause Analysis • End User Support & Issue Triage • Infrastructure Support & Change Validation
User Lifecycle Management • Incident Response & Post-Incident Documentation • Process Improvement & SOP Creation
Cross-Team & Vendor Coordination • Client Communication & Stakeholder Management

TECHNICAL SKILLS

Microsoft 365 (Exchange Online, Entra ID, Intune, SharePoint, Purview) • Mimecast Email Security • Active Directory & Windows Server • Network & Firewall Administration (FortiGate, Aruba, Meraki, SonicWall, Unifi) • RMM & Ticketing (ConnectWise, NinjaOne) • Endpoint Support (Windows, macOS) • Virtualization (Hyper-V, VMware) • Linux Server Administration • Command Line & Scripting (Powershell - ExchangeOnlineManagement, Microsoft Graph SDK, Teams) • AI Tools (Claude, ChatGPT, Microsoft Copilot)

PROFESSIONAL EXPERIENCE

Symphona Technology — Smyrna, Georgia

August 2023 – Present

Senior IT Specialist

- Work across 50+ client environments handling the full range of IT support needs, from M365 and identity management to endpoint issues and infrastructure changes, for over 3,000 end users
- Resolve 25–50 tickets weekly with approximately 95% first-contact resolution, consistently diagnosing complex issues across user workstations, SaaS platforms, identity systems, and network infrastructure
- Manage hybrid identity infrastructure including Entra Connect synchronization and Windows Autopilot device provisioning, configuring dynamic Entra ID groups for automated app deployment across client tenants
- Administer Mimecast across nearly all client tenants, managing spam filtering, attachment policies, impersonation protection, and quarantine review on an ongoing basis
- Deploy and maintain Windows Server environments on VMware ESXi and Hyper-V, including full server builds and in-place upgrades
- Handle user onboarding and offboarding end to end, including account provisioning, licensing, access controls, and equipment coordination across M365 and connected platforms
- Participate in security incident response alongside senior engineers, triaging alerts, tracing root causes, and documenting findings to support post-incident review
- Led migration of client documentation to a centralized knowledge base, writing SOPs and how-to guides that reduced repeat escalations and improved team consistency
- Rotate on-call coverage to maintain near-zero downtime for clients, providing after-hours support for critical incidents and infrastructure issues

EDUCATION

University of North Georgia

Bachelor of Business Administration – Information Systems

May 2023

GPA: 3.75