

Raymond Carrillo

IT Operations | Systems Administration | Infrastructure | Microsoft 365 | AI Workflow Governance

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PROFESSIONAL SUMMARY

Computing and IT operations professional with experience across Microsoft 365, identity, endpoints, servers, networking, security-aware support, Linux/web platforms, SQL, documentation, training, quality assurance, continuity, and escalation work. Combines a Master of Information Technology Management with Air Force communications/training discipline and practical client-facing troubleshooting.

2210 IT Specialist Systems Administration Microsoft 365 Entra ID Active Directory
Infrastructure Operations Network Troubleshooting Information Assurance Business Continuity
AI Governance

CORE COMPUTING SKILLS

Microsoft Cloud, Identity, and Endpoint Operations

Microsoft 365, Exchange Online, Entra ID/Azure AD, Active Directory, SharePoint/OneDrive, Outlook/Teams, permissions, MFA/Duo, account recovery, Windows desktop/server support, endpoint troubleshooting, remote support, Syncro, and ScreenConnect.

Networking, Security-Aware Support, and Recovery

DNS, DHCP, VPN/SSLVPN, SonicWall, VLANs, network discovery, segmentation troubleshooting, mapped drives, printers, SentinelOne, Huntress, Proofpoint, Avanan, Microsoft Defender exposure, Datto/Veeam awareness, incident notes, and post-fix validation.

Platforms, Data, Governance, and AI Workflows

Linux server administration, web hosting, Drupal, HTML/CSS, SQL creation/repair/restoration, application troubleshooting, business continuity, disaster recovery, documentation architecture, training records, quality assurance, project coordination, stakeholder communication, AI workflow design, and responsible AI adoption framing.

PROFESSIONAL EXPERIENCE

Senior Technician

Code Blue Computing - Broomfield, Colorado
2023 - Present

- Delivered advanced support across endpoint, Microsoft 365, identity, server, networking, VPN, SonicWall, DNS, mapped-drive, segmentation, and remote-support issues.
- Supported Exchange Online, Entra ID/Azure AD, Active Directory, SharePoint/OneDrive, Outlook, permissions, MFA/Duo, security-tool triage, backup/recovery awareness, and user recovery.
- Translated cross-layer technical symptoms into practical next steps, clear notes, escalation paths, and validated fixes for users, technicians, and stakeholders.
- Strengthened operational continuity by handling incidents across user behavior, endpoint state, identity, Microsoft cloud services, network access, and documentation gaps.

Web Developer / Server Administrator

Contempo Web Service - Thornton, Colorado

Aug 2011 - 2023

- Managed Linux server administration, web hosting, Drupal support, SQL creation/repair/restoration, backups, integrations, configuration changes, and production troubleshooting.
- Improved platform stability through performance, security, documentation, onboarding, and repeatable maintenance workflows.
- Operated across infrastructure, applications, users, and business communication to turn loosely defined problems into usable technical outcomes.

Internet Technical Support Agent

West Central Net - San Angelo, Texas

Aug 2005 - May 2009

- Supported internet connectivity, account, outage, and service-disruption issues while coordinating with customers and field technicians to restore service.
- Created practical support documentation that improved troubleshooting consistency and communication clarity.

Maintenance Training Manager

United States Air Force - Goodfellow AFB, Texas

Aug 2002 - May 2005

- Managed 70+ training records covering 3,000+ qualification tasks across four technical career fields.
- Evaluated trainers, corrected readiness gaps, and defined benchmark evaluation processes later adopted at headquarters level.
- Worked in quality-assurance and training-management roles where standards, documentation, readiness, and execution discipline mattered.

Radio Maintenance Technician

United States Air Force - Mannheim, Germany

Oct 2000 - Jun 2002

- Maintained tactical communications equipment, supported operational readiness, and helped integrate newer satellite technologies with legacy computer systems.

EDUCATION

Master of Information Technology Management, Project Management Specialization - Colorado State University Global

Bachelor of Business Administration, Management - Angelo State University

Associate in Applied Science, Electronic Systems Technology - Community College of the Air Force

ADDITIONAL FEDERAL-RELEVANT FOUNDATION

- Air Force veteran, AFSC 2E153, with two Achievement Medals and Staff Sergeant line number at roughly the four-year mark.
- Graduate/professional themes: project management, risk, governance, disaster recovery, business continuity, cybersecurity, networks, infrastructure, training, quality, stakeholder communication, compliance, and analysis.