

# LORENA FRAIRE

## Microsoft 365 | Azure | Endpoint Management Administrator

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### PROFESSIONAL SUMMARY

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Microsoft 365 and Azure Administrator with 15+ years of enterprise IT experience administering, securing, and automating cloud, identity, endpoint, and collaboration environments. Strong in Microsoft Entra ID, Exchange Online, Microsoft Intune, Windows Autopilot, Apple Business Manager (ABM), mobile device management (MDM), SharePoint Online, Teams, Power Automate, Conditional Access, RBAC, and PowerShell. Proven record supporting distributed users, improving deployment efficiency, strengthening security, and documenting scalable Microsoft cloud solutions.

### TECHNICAL SKILLS

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**Microsoft Cloud:** Microsoft 365, Azure, Exchange Online, Teams, SharePoint Online, OneDrive, Microsoft Defender, Microsoft Purview

**Identity & Security:** Microsoft Entra ID, MFA, Conditional Access, RBAC, least privilege, SSO, identity lifecycle, SPF, DKIM, DMARC

**Endpoint Management:** Microsoft Intune, Microsoft Endpoint Manager, Windows Autopilot, MDM, Apple Business Manager (ABM), Automated Device Enrollment (ADE), Company Portal, compliance policies, configuration profiles, application deployment, Windows 10/11, iOS/iPadOS

**Automation & Administration:** Power Automate, PowerShell, Bash, Power Apps, Microsoft Graph, user provisioning, onboarding/offboarding automation, technical documentation

### FEATURED MICROSOFT PROJECTS

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**Microsoft 365 Enterprise Email Security:** Configured and documented layered email protection using Exchange Online Protection, Microsoft Defender, SPF, DKIM, DMARC, message trace, mail-flow validation, and a dedicated DMARC reporting mailbox. Portfolio: [www.fraire.cloud](http://www.fraire.cloud).

**Employee Onboarding Automation:** Built a Power Automate workflow that reads new-hire data from Excel, creates Microsoft Entra ID users, generates unique usernames and temporary passwords, sends welcome emails, and updates onboarding status automatically.

**Employee Offboarding Automation:** Developed a recurring Power Automate workflow that identifies members of an Offboarding group and removes distribution-list memberships through Microsoft 365 and Graph-based actions.

**Azure Static Web Portfolio Deployment:** Deployed a public portfolio through GitHub and Azure Static Web Apps, configured automatic GitHub Actions deployment, custom DNS, HTTPS, and the [www.fraire.cloud](http://www.fraire.cloud) custom domain.

### PROFESSIONAL EXPERIENCE

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#### Systems Administrator II | Deployed Resources LLC      Sept 2025 - Dec 2025

- Administered Microsoft 365 services including Exchange Online, Teams, SharePoint Online, OneDrive, licensing, mail flow, mailbox permissions, retention, legal holds, eDiscovery, and audit logs.
- Managed Microsoft Entra ID identities, MFA, Conditional Access, SSO, RBAC, access controls, onboarding, offboarding, and least-privilege administration.
- Administered Microsoft Intune, MDM, Windows Autopilot, Apple Business Manager (ABM), Automated Device Enrollment, Company Portal, compliance policies, configuration profiles, and application deployment for Windows and Apple devices.
- Automated recurring administration with PowerShell, Bash, Power Automate, and Microsoft Graph; provided Tier 2 support for escalated Microsoft 365, Azure, identity, and endpoint issues.
- Supported Azure virtual machines, storage, monitoring, and network security group configurations.

#### Systems Administrator | Deployed Services LLC      Dec 2021 - Sept 2025

- Administered Microsoft 365, Exchange Online, Entra ID, Teams, SharePoint Online, OneDrive, Defender, Intune, and device lifecycle operations for distributed users.
- Led Microsoft 365 tenant and data migration activities between sister companies, including hundreds of Exchange mailboxes and SharePoint content using ShareGate.
- Built and maintained Windows Autopilot deployment profiles, Intune compliance and configuration policies, software distribution, and department-specific endpoint standards.
- Managed Apple Business Manager-to-Intune synchronization, MDM enrollment, Company Portal onboarding, iPhone/iPad provisioning, and troubleshooting.
- Designed Power Automate onboarding and offboarding workflows, automated reporting and service-request processes, and improved operational consistency through documentation and standardization.
- Configured and supported SPF, DKIM, DMARC, transport rules, mail flow, mailbox permissions, shared mailboxes, distribution lists, Microsoft 365 licensing, MFA, Conditional Access, and SSO.
- Supported RFID tracking systems, Cradlepoint wireless infrastructure, Verkada camera deployments, and end-user training.

#### Help Desk Administrator | Deployed Services LLC      Jul 2021 - Dec 2021

- Managed user provisioning and offboarding in Microsoft Entra ID and Microsoft 365.
- Provided remote support for 350+ Windows laptops and mobile devices.
- Configured Apple Business Manager, Intune connectors, Windows Autopilot profiles, device enrollment, and endpoint deployment workflows.

**Technical Support Specialist | South Texas I.S.D.****Dec 2009 - Jun 2021**

- Maintained and supported 700+ campus computers, labs, peripherals, wireless systems, and IP phone environments.
- Created and maintained system-imaging solutions using Symantec Ghost and Active Boot Disk.
- Managed Active Directory accounts, permissions, access requests, and technical documentation.

**Desktop Support Analyst | Time Warner Cable****Mar 2009 - Dec 2009**

- Installed, maintained, and repaired 600+ desktops and laptops across the region.
- Provided Tier 1 and Tier 2 support, Active Directory administration, imaging, inventory management, and remote assistance.

**District Computer Technician | Edcouch-Elsa I.S.D.****Jul 2005 - Dec 2008**

- Installed, repaired, and maintained approximately 2,000 computers and laptops district-wide.
- Managed Active Directory accounts, wireless profiles, connectivity, peripherals, cabling, and help desk support.

**CERTIFICATIONS & EDUCATION**

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**Certifications:** CIW Web Foundations Associate (2014) | Microsoft Azure Fundamentals (AZ-900) - Preparing for exam | Microsoft 365 Fundamentals (MS-900) - Preparing for exam

**Education:** AAS, Computer Specialist (2007) | Technology Support Specialist Certificate (2005) | Computer Applications (2004) - South Texas College