

Nick Thompson

Principal Cloud & Infrastructure Engineer

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PROFESSIONAL SUMMARY

Principal Cloud & Infrastructure Engineer with 20+ years in IT and 15 years progressing from the service desk to the highest technical tier in a multi-tenant enterprise environment. Deep expertise across Azure, Microsoft 365, and Windows Server — known for finding what others miss, from platform-level design flaws to active security incidents to compliance gaps that put audits at risk. Pairs hands-on operations across 4,000+ managed servers with AI-augmented engineering and a track record of building up the engineers around him.

EXPERIENCE

US Signal / OneNeck IT Solutions — Scottsdale, AZ (Remote)

Principal Managed Services Microsoft Engineer

2024–Present

Own end-to-end Azure operations, architecture, and compliance across 100+ enterprise tenants — compute, networking, storage, backup, DR, identity, and cost management. Final escalation point for all Microsoft technologies (Azure, Windows Server, M365, Entra ID) across the Managed Services organization. Lead customer engagements (weekly calls, QBRs), Microsoft vendor relationships (Sev A/CritSit/CSAM), and service offering strategy while mentoring T2–T3 engineers into independent operators. Earned the highest possible performance rating year after year.

- Uncovered a systemic Azure Backup design flaw causing recovery points to be retained indefinitely despite configured expiry dates; documented 30,000+ orphaned data points (some 6+ years old) with SOX, HIPAA, and IRS compliance implications; escalated to Microsoft Product Group who committed to global platform remediation in Q1–Q2 2026
- Operated as sole 24×7 on-call engineer for 16+ months following a reduction in force while carrying 70–80% of team ticket volume; trained 10–15 engineers across T2 and T3 tiers, built a self-sufficient Azure team, and reduced personal ticket load to 30–40% — shifting 60–75% of time to strategic work
- Pioneered AI-augmented engineering workflows; built full-stack applications using Next.js, React, TypeScript, and Claude API — including an Azure Updates tracker (9,343 updates across 267 products), an Azure Advisor assessment platform (630 recommendations), and automated audit PowerShell modules covering 8 categories of Azure CSP compliance; selected by management for company-wide AI governance initiative
- Attended Microsoft Ignite 2025 and developed an AI Corporate Usage Framework covering governance, security, and CI/CD integration; presented AI adoption strategy and findings at internal town hall
- Built BigFix AutoDeploy — automated system onboarding reducing 4–5 hours of manual deployment to ~40 minutes hands-free across Azure, Nutanix, VMware, Hyper-V, and on-premises; presented at company town hall and deployed for multiple enterprise customers
- Led Operations Anywhere for Azure Cloud from concept through operational readiness — authored service exhibits, RACI matrices, customer operations handbook, and CPQ setup; featured in 8-part managed services video series as Tier 4 Azure SME
- Prevented a major Oracle outage for one of the company's largest customers by building and deploying an automated Azure maintenance notification system after existing monitoring missed a critical maintenance window; system deployed across multiple customer tenants and has since caught additional missed events
- Led a critical database performance investigation identifying Azure VM size bottlenecking storage throughput with write latency 15x above target; recommended right-sized VM at ~\$2,112/mo increase, resolving chronic application performance issues

- Led incident response for a coordinated VPN brute-force attack across multiple customers — analyzed 6,791 login attempts per hour across 5,731 unique accounts targeting Active Directory; implemented IP SHUN auto-blocking that neutralized 4,000+ malicious IPs within 24 hours with zero confirmed compromise; proposed long-term architectural redesign with GEO blocking
- Upgraded 30+ physical Commvault servers with zero downtime over 4 months; rescued a struggling Metallic rollout through technical leadership; led Azure Public IP/Load Balancer retirement ahead of deadline and Windows Server 2025 rollout across internal and customer environments

Microsoft Engineer / Systems Engineer / Systems Administrator

2010–2024

Progressed through 7 title levels over 14 years, growing from Tier I support into the organization's top-tier Microsoft SME. Responsible for multi-tenant infrastructure operations, customer escalations, and cloud architecture standards across the managed services customer base.

- Administered 4,000+ servers across Windows Server 2003–2025, Active Directory, Group Policy, DNS, DHCP, DFS, and Hyper-V for 100+ enterprise clients maintaining 99.9% uptime
- Led 20+ enterprise Azure migrations with zero data loss — designed standardized architectures, implemented disaster recovery strategies, and reduced RTO by 40% through Azure Site Recovery and Azure Backup
- Saved 1,000+ labor hours annually through PowerShell automation, ARM templates, and DevOps pipeline implementation; reduced manual tasks by 35% and deployment times by 60%
- Directed data center operations and administered Exchange Server, SharePoint (30+ instances), and SQL Server environments across the customer base
- Mentored 15+ engineers who advanced to senior roles; established cloud architecture standards adopted by 50+ enterprise clients
- Managed Commvault, Veeam, and Azure Backup environments; identified and executed cloud cost optimizations across customer tenants

Earlier Experience (2004–2010)

IT support, e-commerce operations, and web development — including technical support for 400,000+ users at Apollo Group (University of Phoenix), general management with 150% online sales growth at Millennium Transmissions, and web development for 200+ retail clients at Retailer Web Services.

TECHNICAL SKILLS

Cloud & Platform: Azure (VMs, Networking, Storage, Backup, Site Recovery, SQL, Entra ID, Key Vault, Policy, Cost Management), Microsoft 365, Azure DevOps

Infrastructure: Windows Server 2003–2025, Active Directory, Group Policy, DNS, DHCP, DFS, Hyper-V, VMware, Nutanix

Automation & Development: PowerShell (Advanced), Python, Terraform, ARM/Bicep, Next.js, React, TypeScript, Docker, CI/CD Pipelines

Backup & DR: Commvault, Commvault Metallic/CleanRoom, Veeam, Azure Backup, Azure Site Recovery

AI & Tooling: Claude API/SDK, LLM prompt engineering, agentic workflow design, AI-assisted assessment platforms

CERTIFICATIONS

Microsoft Certified: Azure Solutions Architect Expert

Microsoft Certified: Azure Administrator Associate

Microsoft Certified: Azure Virtual Desktop Specialty (AZ-140) — expected May 2026

Microsoft Certified: Windows Server Administrator Associate