

Carlos Philips

System Administrator | Network & Systems Engineer | Microsoft Endpoint Administrator | Full-Stack Developer

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PROFILE

System administrator and IT infrastructure engineer with more than 5 years of professional experience deploying and maintaining critical systems in industrial, banking, and enterprise environments. Strong hands-on knowledge of Microsoft Intune, Entra ID (Azure AD), and Microsoft 365 for endpoint management, device onboarding and offboarding, and identity governance. Skilled in network security (FortiGate and Sophos firewalls), virtualization (VMware ESXi and vCenter), and infrastructure automation (PowerShell, Power Automate, n8n, Hermes Agent). Additional experience in SCADA/BMS monitoring, structured cabling, UPS systems, and Active Directory. Security-conscious professional with a zero-error record on mission-critical deployments. Currently pursuing an MSc in Enterprise and IT Security at Offenburg University of Applied Sciences.

PROFESSIONAL EXPERIENCE

IT Support Technician (Executive)

May 2021 to July 2024

Marshall Oil and Gas Services, Takoradi, Ghana

- Managed Microsoft Intune and Entra ID (Azure AD): device enrollment, compliance policies, conditional access, MFA enforcement, and app deployment.
- Ran the full Intune onboarding and offboarding lifecycle for users and devices, including Autopilot provisioning, policy assignment, and compliance remediation.
- Administered the Microsoft 365 tenant: user provisioning, Exchange Online, SharePoint, Teams, OneDrive, and license management.
- Administered VMware ESXi hosts and vCenter for virtual machine lifecycle, snapshots, and resource management.
- Secured the network with FortiGate and Sophos firewalls, including VPN tunnels and access policies for multi-site offices.
- Designed and deployed multi-site LANs: firewalls, Active Directory, group policies, and domain user management.
- Installed and maintained UPS systems and configured PLC racks and I/O modules; monitored operations via SCADA with regular walk-throughs, zero incidents.
- Automated routine IT workflows with PowerShell, Power Automate, n8n, and Hermes Agent, cutting manual task handling time.
- Installed and aligned Ubiquiti EdgeMAX point-to-point radio links and laid fiber-optic cabling for high-speed connectivity.
- Conducted security audits, implemented data protection policies, and created SOPs, IT policies, and Management-of-Change documentation for all infrastructure changes.
- Trained more than 20 staff in IT security and system operation, and coordinated service delivery and SLA compliance with external providers.

IT Support Specialist / Check Processing System Technician

May 2018 to April 2021

Clydestone, Accra, Ghana

- Lead technician for the national check clearing system: installation, configuration, and maintenance of check-scanner hardware and software across more than 100 workstations in multiple banks.
- Supported GTU data center operations: system monitoring, incident management, and escalation coordination.
- Performed hardware maintenance and replacement of Field Replaceable Units (FRU) to minimize downtime.

- Automated rack provisioning and validation workflows, improving deployment efficiency.
- Handled more than 200 Tier-2/3 support tickets with a 40% reduction in average resolution time.
- Resolved network faults: IP conflicts, DNS/DHCP errors, and physical-layer issues.
- Enforced cybersecurity policies and system audits for more than 50 users, and trained end users in check-scanner operation and IT security.

Full-Stack Web Developer

December 2024 to March 2025

Belzir, Berlin, Germany

- Developed a scalable multi-tenant web application with RBAC, REST API integrations, JWT authentication, and AES encryption.
- Designed an asset-tracking and management system with full documentation and performance testing.

EDUCATION

M.Sc. Enterprise and IT Security

Offenburg University of Applied Sciences, Germany · October 2025 to present

B.Sc. Information Technology

University of Ghana, Accra · Graduated 2018

CERTIFICATIONS

Application Security Analyst Mastery Award, IBM
Mobile Application Development Mastery Award, IBM

SKILLS

Microsoft Endpoint & Cloud: Intune (enrollment, compliance, onboarding/offboarding, app deployment), Entra ID / Azure AD (conditional access, MFA, SSO, identity governance), M365 (Exchange Online, SharePoint, Teams, OneDrive), Defender for Endpoint

Virtualization: VMware ESXi, vCenter

Operating Systems: Linux (Ubuntu, CentOS, RHEL), Windows Server 2016/2019/2022, macOS

Scripting & Development: PowerShell, Bash, Python, JavaScript, PHP, React.js, Node.js, Express.js, Vue/Nuxt.js, MERN stack

Cloud & Version Control: AWS, Git, GitHub, GitLab, Bitbucket

Networking & Security: TCP/IP, DNS, DHCP, LAN/WAN, VPN, FortiGate and Sophos firewalls, switches and routers, Ubiquiti EdgeMAX, Active Directory, group policies, security audits, ISO 27001, NIST, OWASP, IAM

Data Center & Infrastructure: UPS installation and maintenance, PLC racks, I/O modules, SCADA/BMS monitoring, structured cabling, fiber installation, rack mounting, FRU replacement

AI Automation: Power Automate, n8n, Hermes Agent

Databases: MySQL, PostgreSQL, MongoDB, Redis

LANGUAGES

English (native) **Twí** (native) **German** (B1, actively improving)