

# Mindy S Hoerter

4605 Rockaway Loop NE, Rio Rancho, NM 87124  
Phone: 505.730.5838 / Email: MindySHoerter@gmail.com

## Qualification Highlights:

Microsoft O365	O365 Administration	Teams Administration
SharePoint Online	SharePoint Server	Sharegate Migrations
OneDrive for Business	Microsoft Office apps	Microsoft Teams
Power Platform	Power Automate	Enterprise Applications
Azure Active Directory	Active Directory	Entra Connect Sync
GPO Management	DNS/DHCP	Active Directory Schema
Exchange Online	Exchange Hybrid	Exchange Server
Exchange Migrations	SMTP/mail flow	Mail Security
Windows Server	Windows PowerShell	Windows Desktop
System Administration	SCCM/ECCM	Microsoft Intune
O365 SSO Integrations	File Server Migrations	MDM Management
AWS Workspaces	AWS Server Administration	AWS Users Administration
VMware/vSphere	Kaseya VSA	CheckMK Monitoring
Freshworks (ticketing)	Teamwork (time entry)	RClone (file migrations)
ConnectWise	DUO Integrations	PagerDuty (alerting)
LastPass Administration	KnowBe4 Administration	Vanta Security & Compliance

## Education & Certifications:

<b>Master of Management / Information Technology</b>	07/2011-06/2014
<b>Bachelor of Science / Information Systems</b>	03/2008-05/2011
National American University - Albuquerque, NM / Remote	
<b>Certification</b>	
Microsoft 365 Certified: Messaging Administrator	03/2025

## Employment History:

<b>INT, Inc. / Remote</b>	11/2023 - 08/2025
<b><i>Systems Engineer III</i></b>	
<ul style="list-style-type: none"><li>• Managed multiple Microsoft O365 tenants for internal organization and CSP customers</li><li>• Administered the Exchange Hybrid environment for internal organization</li><li>• Administered Exchange Online environments for multiple tenants</li><li>• Performed server upgrades, migrations, and clean-up efforts to modernize and streamline</li></ul>	

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## Employment History (\* indicates contract position)

### **Turnkey Technologies / Remote**

10/2022 - 10/2023

#### ***Senior Solutions Architect / Modern Workplace***

- Managed the entire Microsoft O365 tenant for the organization
- Administered the Exchange Hybrid and Exchange Online environments for multiple tenants
- Provided O365 Administration and CSP support for customers

### **Summit 7 / Remote**

10/2020 - 03/2022

#### ***Support Analyst / Messaging Migrations Consultant***

- Handled support tickets to resolve various O365, desktop, and on-premise environment issues
- Administered the Exchange Hybrid and Exchange Online environments for multiple tenants
- Performed email, Teams, and O365 Group migrations (Exchange Online, Hybrid, GSuite)

### **SquareTrade (CDW) / Remote**

09/2018 - 10/2020

#### ***L2 Cloud Support Engineer***

- L2 Cloud Support Engineer for all Office 365 products and services for CDW and D&H customers.
- Assisted L1 technicians in escalations chat, taking over cases as L2 when necessary.
- Provided mentorship for L1 techs and new L2 techs.

### **\* Experis (Microsoft) / Remote**

02/2017 - 09/2018

#### ***Office 365 Support Engineer***

- Microsoft Office 365 Support Engineer for all products and services, including Active Directory Sync, Exchange Online / Hybrid setups and migrations, SharePoint Online, Office 365 administration, Intune MDM, Office installations (Mac and Windows), billing support, etc.

### **\* KellyConnect (Apple) / Remote**

02/2016 - 02/2017

#### ***iOS/Mac OS Technical Support***

- Provided iOS device support to Apple iPhone/iPad/iPod customers.

### **\* ARCA / Albuquerque, NM**

11/2014 - 11/2015

#### ***Systems Administrator***

- Maintained network and systems infrastructure for a non-profit healthcare organization.
- Primary administrator for: Office 365, Exchange Online, IIS, VMware, and Windows Servers.

### **Bernalillo County / Albuquerque, NM**

12/2007 - 08/2013

#### ***Systems Administrator***

- Maintained approximately 50-60 virtual and physical Windows Servers.
- Developed and implemented new servers for the web environment.
- Maintained Active Directory network in a large-scale public sector environment.
- Primary administrator for: IIS (public website & intranet), VMware, Active Directory, Exchange, and SQL