

DANIEL R. LEPEL

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SENIOR MICROSOFT 365 ENGINEER MICROSOFT 365 PLATFORM ENGINEERING & OPERATIONS

SUMMARY

Senior Microsoft 365 Engineer with 20+ years of Microsoft infrastructure experience, specializing in M365 platform engineering, tenant operations, and governance. Designs and operates secure, scalable Microsoft 365 environments across Exchange Online, SharePoint, Teams, Intune, and Purview.

Hands-on technical lead for identity, endpoint, and collaboration platforms, with daily operational depth in Entra ID, Intune, Conditional Access, and Microsoft Defender. Known for translating complex technical requirements into clear, supportable standards that drive adoption and service quality.

CORE COMPETENCIES

Microsoft 365 & Azure Architecture

Tenant architecture, Azure landing zones, hybrid and cloud-first design, Microsoft 365 E5 platform adoption

Endpoint & Workplace Engineering

Microsoft Intune, Autopilot, Windows Hello for Business, endpoint standards, and modern device lifecycle management

Governance & Compliance

Microsoft Purview, DLP, sensitivity labels, retention policies, eDiscovery, Azure Policy, regulatory compliance frameworks

Identity, Security & Zero Trust

Entra ID, Conditional Access, Privileged Identity Management, Microsoft Defender XDR, identity, and endpoint security architecture

Automation & Operational Reliability

PowerShell 7 (daily use), Microsoft Graph API, Azure Automation, reporting, and platform health automation

Hybrid Infrastructure & Virtualization

Windows Server, Active Directory, Group Policy, Hyper-V, VMware ESX, Scale Computing HC3, Azure Arc, hybrid identity, and on-premises to cloud migration

TECHNICAL SKILLS

- Identity & Security: Entra ID, Conditional Access, Privileged Identity Management, Microsoft Defender XDR, Zero Trust
- Endpoint & Devices: Microsoft Intune, Autopilot, Windows Hello for Business, co-management, Group Policy migration, device compliance policies
- Cloud & Platforms: Microsoft Sentinel (deployed & configured), Azure (Arc, Monitor, Bastion, Backup, File Sync), Microsoft 365, Veeam
- Automation: PowerShell 7 (daily use), Microsoft Graph API, Azure Automation
- Infrastructure: Windows Server (2000–2025), Windows (7–11), Active Directory, Group Policy, Hyper-V, VMware ESX (MetLife/FIS), Scale Computing HC3 (NBT), SAN storage (MetLife)
- Governance & Compliance: Microsoft Purview (DLP, sensitivity labels, retention, eDiscovery), Azure Policy, Microsoft Secure Score, NIST 800-207, HIPAA, SOC 2
- Networking & Storage: DNS, DHCP, VLAN configuration, site-to-site VPN, ExpressRoute, Azure Blob/File Share, SAN (MetLife), Veeam, Azure Backup, Rubrik (M365)

PROFESSIONAL EXPERIENCE

PRINCIPAL MICROSOFT CLOUD ARCHITECT

02/2025 – 02/2026

National Business Technologies — Regional MSP delivering managed IT, cloud, and security services

Responsibilities: Architectural owner for Microsoft 365, Azure, and Entra ID strategy across internal operations and ~25 managed customer tenants. Senior technical authority for identity, endpoint, and security architecture decisions.

- Owned Microsoft 365 and Azure platform architecture across internal operations and managed customer environments, establishing standards for identity, security, endpoint management, and cloud services.
- Designed and governed multi-tenant Microsoft architectures spanning CSP, Internal Use, and customer tenants, maintaining consistency, security, and operational clarity at scale.
- Led modernization initiatives migrating legacy platforms to Microsoft 365, including Exchange Online, SharePoint, Teams, and Intune, improving service reliability and end-user experience.
- Defined and implemented identity and security architecture using Entra ID, Conditional Access, Privileged Identity Management, and Zero Trust principles.
- Architected and standardized endpoint platforms using Intune, Autopilot, and Windows Hello for Business, cutting device onboarding time by 50% and improving device compliance.
- Consolidated MSP security offerings around Microsoft Defender and Intune, eliminating redundant third-party tooling across 80 endpoints and saving approximately \$16,000/year in licensing.
- Built PowerShell and Microsoft Graph automation for platform assessments, reporting, and SharePoint-based data ingestion, creating visibility into tenant health and compliance that did not exist before.
- Acted as senior technical authority during platform transitions and periods of elevated operational demand, while driving architectural changes that reduced escalation volume and improved customer and internal team satisfaction.
- Managed Hyper-V and Scale Computing HC3 hyperconverged infrastructure across client environments, supporting server consolidation and business continuity planning.
- Established change management and documentation standards where none existed, creating SOPs for repeatable platform tasks and building an audit trail for configuration decisions across the MSP portfolio.

SENIOR INFRASTRUCTURE ENGINEER

03/2021 – 01/2025

cb20 (assigned to Latham Pool Products) — Pool and outdoor living products manufacturer (~700 employees)

Responsibilities: Sole Microsoft infrastructure resource for Azure, M365, identity, endpoint, and security architecture. Built the Azure environment from the ground up and owned platform operations end to end.

- Managed client transition to Azure Cloud infrastructure environment for servers.
- Modernized workstation onboarding/offboarding, reducing deployment time by 50%.
- Configured Intune environment for white-glove deployments, policy enforcement, and application deployments.
- Enhanced security posture through tools like CrowdStrike, Defender, and Azure Arc.
- Automated onboarding and offboarding workflows using PowerShell, saving approximately 200 hours/year in combined engineering labor across a high-turnover environment.
- Built Azure-based infrastructure and consolidated 25 on-premises VMs down to 3, cutting hosting costs by roughly \$79,000/year.
- Built an Azure Data Warehouse for enterprise operation migration to a new ERP.
- Rolled out Microsoft 365 E5 features across the organization, implementing end-user-facing tools and backend solutions, including Intune, Purview, and Defender.
- Served as senior escalation resource for complex Azure, Exchange, and Microsoft 365 issues while driving long-term improvements through automation and platform standardization.
- Managed disaster recovery and backup strategy using Veeam and Azure Backup for infrastructure workloads, with Rubrik handling M365 data protection separately, covering defined RTOs and tested recovery procedures.

- Deployed Azure Blob Storage and Azure File Share to replace aging on-premises file infrastructure, reducing storage costs and enabling cloud-accessible file services for distributed teams.
- Created six SOPs for Intune/Autopilot enrollment, mobile device management, onboarding/offboarding, and Conditional Access travel exceptions, enabling junior technicians to handle these tasks independently.

SENIOR SYSTEMS ANALYST

05/2013 – 01/2021

Fidelity Information Systems — Banking and payment technology provider serving financial institutions nationwide

Responsibilities: Supported and maintained Windows Server infrastructure underpinning FIS banking and payment platforms across multiple U.S. data centers.

- Administered Active Directory across multiple domains, including a functional domain upgrade, coordinating the transition while maintaining platform stability for banking operations.
- Redesigned the daily report generation process for bank clients. Replaced a fragmented series of scheduled tasks spread across multiple servers with two concurrent jobs that ran toward each other from opposite ends of the client list, completing full coverage faster and more reliably.
- Built an Operations dashboard showing each bank's report status in real time: pending, running, or completed. Gave the team visibility they previously had to chase manually.
- Led Windows Server migrations across banking application environments, coordinating with application teams to maintain platform continuity throughout.
- Supported banking applications and AS/400 connectivity across multiple U.S. data centers, maintaining integration between legacy and Windows-based systems.

CONTRACT CONSULTANT

2012 – 2013

Short-term contract work including Wintel infrastructure analysis and vendor comparison for a New York State data center consolidation project.

DISTRIBUTED SERVICES LEAD

11/1999 – 08/2012

Atos/Siemens IT Services (assigned to MetLife) — Global IT outsourcing provider; MetLife: Fortune 50 insurance and financial services

Responsibilities: Led enterprise messaging and infrastructure operations for a global services organization serving 64,000+ users. Managed teams of 15 and 3 simultaneously with full HR accountability including hiring, performance reviews, and terminations.

- Promoted into senior and lead roles over tenure, serving as Tier 3 messaging and security support lead with responsibility for complex incidents and platform stability.
- Managed large-scale Active Directory and Windows server environments, including hundreds of Wintel servers and 100+ Citrix servers in highly regulated enterprise domains.
- Delivered 24x7 operational support with sustained 98–100% SLA performance, while mentoring junior engineers and coordinating cross-team response efforts.
- Managed and provided process improvements for the Security & ID Administration team of 15.
- Led and supported the Tier 3 escalation team for all Messaging and Notes database issues.
- Managed SAN storage infrastructure supporting the MetLife global server estate, including provisioning, capacity planning, and coordination with storage operations teams.
- Administered network infrastructure including VLAN configuration, DNS, DHCP, and load balancer coordination across enterprise data center environments.

EDUCATION

Bachelor of Science, Management Systems — Rensselaer Polytechnic Institute, Troy, NY — 1990

Training: Management 101 – Siemens · Yellow Belt Lean Six Sigma · ITIL Foundations v3