

Paul Hanlon IT Infrastructure Engineer | (978) 259-5582 | Derry, NH | Paul@hanlonhouse.us | www.hanlonhouse.us

Professional Summary

Accomplished IT Infrastructure Engineer with extensive expertise in software deployment, endpoint management, and system administration. Skilled in troubleshooting complex issues, scripting automation, and improving operational efficiency in dynamic enterprise environments.

Technical Skills

- Software: Symantec Ghost, Dell KACE, MS Office, Visio, Project, Exchange, Active Directory, Intune, Azure AD
- Scripting & Automation: PowerShell, VBScript, Python, Expect
- Technical Support: Hardware/software troubleshooting, remote access, Tier 2-3 support
- Operating Systems: Windows (Server/Client), macOS, Linux, iOS, Android
- Systems Management: SCCM, MDM, GPO, Endpoint Manager (packaging, deployments, compliance)
- Networking: VLAN design, pfSense/OPNsense, Unbound DNS, DHCP, VPN, firewall management

Professional Experience

Endpoint Management Engineer

Catholic Charities New Hampshire | 2023-Present

- Deployed and managed hybrid Azure AD and Intune MDM environments
- Automated diagnostics and ticketing via PowerShell GUI and Outlook integration
- Transitioned organization from email-based support to structured ticketing system
- Provided advanced troubleshooting of MDM enrollment, hybrid Azure AD joins, and GPO issues
- Led endpoint compliance initiatives through scripting and policy refinement

Enterprise Engineering Technician

State of New Hampshire | Concord, NH | 2022-2023

- Managed SCCM application/package deployments and compliance scripting
- Promoted from Technical Support Specialist (TSS3) to TSS5 in 6 weeks
- Developed automation scripts (PowerShell) for compliance, enforcement, and reporting
- Collaborated with agencies/vendors on software deployments and troubleshooting
- Provided user support, training, procurement assessments, and hardware management

Information Technology Administrator

Brooks Automation Inc. | Chelmsford, MA | 2018-2021

- Led Windows 7 to Windows 10 migrations and hardware refresh initiatives
- Managed OS imaging using Symantec Ghost/KACE, Active Directory management tasks
- Supported Hyper-V virtual machines in legacy environments

Customer Service Computer Technician

PlumChoice Inc. | Lowell, MA | 2013-2018

- Delivered Tier 3 Office 365 support for enterprise clients migrating from perpetual office to Office 365, migrating mailboxes and setting to Office 365 clients.
- Diagnosed and resolved software/hardware issues remotely using Bomgar in a call center environment.

Helpdesk Technician

Nerologica Inc. | Danvers, MA | 2012-2013

- Provided responsive helpdesk support, handling password resets, software installations, network connectivity.
- Active Directory account management, while collaborating with IT staff to promptly resolve hardware and software issues.

Helpdesk Technician

UMass Lowell | Lowell, MA | 2010-2012

- Provided general helpdesk support, network troubleshooting, software installs
- Responded to user inquiries regarding class login, schedule assistance, and general IT-related questions.

Work Projects

- MDM Enrollment Recovery: Resolved Azure AD/Intune hybrid join issues via scripting and configuration
- Ticketing System Implementation: Replaced email support with centralized helpdesk
- Custom Helpdesk Tool: PowerShell GUI for automated system diagnostics and ticket creation

Home Lab Projects

- Unraid & Home Assistant: Integrated MQTT sensors for system telemetry visualization
- iperf GUI Tool: Developed PowerShell/VBScript launcher for network performance testing
- Network Segmentation Audits: Validated VLAN isolation using Infection Monkey
- Managed lab infrastructure (Unraid, Docker, VMs, internal DNS, VLANs), including fully domain-joined environment with segmented IoT networks. Utilize ManageEngine for patch management, software deployment, malware protection, and privilege management.

References

Available upon request