

EDWARD COBBS

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PROFESSIONAL SUMMARY

Senior IT support specialist with 15 years across federal agencies, law firms, and enterprise environments — Tier II/III escalation support, 95% first-call resolution, and VIP/white-glove customer service for executives and attorneys. Deep experience across M365, Entra ID, Intune, endpoint operations, and professional-services support. Available immediately — remote, hybrid, or onsite.

EDUCATION

Columbia University, *Certificate in Technology.*

March 2023

University of the People, *Bachelor's degree — in progress.*

Expected 2028

General Assembly, *Software Engineering.*

May 2022

EXPERIENCE

Independent IT Consultant

2026 – Present

Self-Employed

Remote & On-Site

- Deliver on-demand IT support and consulting to small business clients via Upwork and gig platforms — resolving Entra ID configuration issues, endpoint failures, printer fleet authentication, and connectivity problems.
- Harden and maintain client endpoints and office networks through routine health checks, software updates, and security hardening.
- Partner with ACTS to deploy their new ACTS TV streaming device to hundreds of residents — handling installation, configuration, and end-user support across the rollout.
- Develop and refine automation scripts and IT documentation frameworks for client environments, improving repeatability and reducing manual overhead on recurring support tasks.

Desktop / Device Management Team Lead

2025 – 2026

International Trade Administration, U.S. Dept. of Commerce

Washington, DC

- Owned Tier II/III remote support escalation work for domestic and international users across ITA's geographically distributed operations.
- Managed full user lifecycle including provisioning, onboarding, offboarding, MFA enrollment, M365 licensing, Okta application assignments, and device enrollment.
- Administered Microsoft 365 services (Exchange Online, Teams, SharePoint, OneDrive) and managed endpoints through Intune and SCCM/MECM in support of ITA's 3,000+ endpoint enterprise environment across domestic and international operations.
- Authored 35+ SOPs and knowledge base articles, raising first-call resolution rates by over 20% and standardizing remote support procedures across the support center.
- Engineered CAC/PIV and Conditional Access troubleshooting workflows, cutting average escalation-to-resolution time by over 2 hours and eliminating repeat authentication failures.
- Maintained full remote IT operations through the 2025 federal government shutdown, achieving zero service escalations over 6 weeks for essential international trade personnel.
- Provided Tier II/III support for high-priority Outlook, Teams, Exchange Online, and SharePoint incidents, troubleshooting device, identity, and access issues for domestic and international users.
- Placed hardware orders for laptops and printers to support end-user provisioning and fleet refreshes.
- Enforced data loss prevention (DLP) policies safeguarding sensitive agency data across endpoints and M365.

Senior IT Specialist

2023 – 2024

Parsons Cyber Security

Washington, DC

- Delivered Tier II/III remote and on-site support across a 5,000+ device environment spanning 8 offices and global remote employees, ranking as a top-10 ticket closer on the East Coast team at 200+ closures per month.
- Managed user onboarding and offboarding across 8 offices, including Entra ID provisioning, device enrollment, M365 licensing, and MFA setup via ConnectWise and ServiceNow.
- Overhauled IT asset tracking across the 5,000+ device environment, cutting provisioning turnaround by more than 60% and reducing device deployment backlogs across all supported sites.
- Deployed in the enterprise-wide response to the global CrowdStrike outage, assisting endpoint recovery efforts.
- Supported executive-summit operations and conference-room modernization in an enterprise environment.

- Directed zero-downtime domain migration for ~300 users per migration wave (.com to .us), coordinating identity cutover across Exchange Online, Microsoft Entra ID, and endpoint configurations with no service interruption.
- Implemented CAC/PIV authentication for the printer fleet.
- Assisted federal investigators during a suspected nation-state intrusion investigation — pulled requested logs with manager's consent.
- Supported SCIF personnel and secure environments (support only — no clearance held).
- Managed PKI certificate lifecycle — issuance, renewal, and troubleshooting — in support of CAC/PIV authentication.
- Supported Windows 11 deployment, data-migration, conference-room modernization, and vendor hardware-replacement initiatives across distributed sites.

IT Help Desk Technician

2022 – 2023

FHFA – Office of the Inspector General

Washington, DC

- Sustained a 95% first-call resolution rate across 150+ monthly tickets for 400+ end users via remote support tools, phone, and in-person escalation.
- Supported Cisco-to-Teams modernization, hardware refreshes, inventory audits, and executive support in a compliance-focused federal environment.
- Administered Microsoft Entra ID (Azure AD) for user provisioning and MFA, and Active Directory for group policy and RBAC, in a FISMA-regulated federal environment, achieving zero access-related SLA breaches across tenure.
- Reduced OS imaging and new-hire onboarding time by over 40% through standardized Intune and SCCM/MECM provisioning workflows, eliminating manual steps and ensuring consistent baseline configuration.
- Partnered with the Systems Administrator to test, validate, and troubleshoot the organization's new Windows 11 image ahead of rollout.

Systems Administrator / Help Desk

2019 – 2021

Ballard Spahr Law Firm

Washington, DC

- Served as primary IT escalation resource for 400+ attorneys and staff, including partners and executives (VIP/white-glove support), resolving desktop, M365, network, and AV issues via remote support and on-site with sub-4-hour average resolution time in a zero-downtime legal environment.
- Provided remote support for distributed teams via RDP and screen-share tools; tracked all escalations in Remedy with full SLA documentation and post-resolution follow-up.
- Led COVID-era emergency remote workforce deployment — provisioned, configured, and supported 400+ remote endpoints in under 72 hours, including VPN setup, MFA enrollment, and endpoint security configuration for a fully distributed workforce.
- Administered Active Directory group policies, user lifecycle management, and RBAC; maintained 100% uptime for video conferencing and meeting room technology supporting partner-level events and client meetings.
- Supported eDiscovery search and export requests across attorney and staff mailboxes.

IT Manager

2014 – 2019

Vital Tech Marketing

Los Angeles, CA

- Served as primary technical escalation resource for all client accounts, resolving complex endpoint, M365, network, and identity issues and driving uptime and client satisfaction across a 5-year, multi-client MSP portfolio.
- Directed 8–10 IT and operations professionals across 15+ concurrent client engagements, overseeing daily technical support, account management, and project delivery via ConnectWise and Zendesk.
- Built and maintained ITSM-aligned support processes, SOP libraries, and escalation runbooks across all client accounts — reducing recurring incident volume through trend analysis and proactive remediation planning.

CERTIFICATIONS

CompTIA A+

Google AI Essentials

CompTIA Security+

Google AI Professional Certificate

AZ-104 (In Progress)

SKILLS

Remote Support: ServiceNow, ConnectWise, Remedy, Zendesk, BeyondTrust, Bomgar, Tier I/II/III escalation, SLA management, ITIL-aligned, incident management, problem management, change management (CAB), KPI reporting, root-cause analysis, service delivery, deskside support, IMAC (installs, moves, adds, changes), smart hands, stakeholder management, mentoring & coaching, continuous improvement, VIP/executive support, RDP & screen share

Endpoint Management: Intune, SCCM/MECM, MDT, Windows Autopilot, JAMF, MDM, mobile device support (iOS, Android), Windows 10/11, Windows Server, macOS, Defender for Endpoint (EDR), McAfee, DLP, BitLocker, remote wipe, device compliance, configuration profiles, compliance policies, configuration management, OS imaging, application deployment, patch management, vulnerability remediation, preventive maintenance, IT asset management, asset tracking, hardware procurement, device lifecycle management, docking stations, printer fleet management

Microsoft 365: Exchange Online, shared mailboxes, distribution lists, mail flow troubleshooting, eDiscovery, Teams, SharePoint, OneDrive, M365 Admin Center, Teams Admin Center, Microsoft Copilot, Google Workspace (general experience)

Identity & Access: Microsoft Entra ID (Azure AD), Active Directory, Okta (admin console), SSO (Okta, Entra ID), SAML, OAuth/OIDC, Azure AD Connect, MFA, Conditional Access, RBAC, CAC/PIV, PIV certificate support, PKI, YubiKey, user provisioning, Zero Trust principles, NIST/FISMA-aligned

Employee Lifecycle: Onboarding, offboarding, role changes, account/access provisioning, MFA setup, M365 licensing, device enrollment, group policy (GPO)

Documentation: SOPs, knowledge base articles, runbooks, playbooks, first-call resolution improvement, operational reporting, iManage document management, NetDocuments, Litera, Nuance Power PDF, Adobe Acrobat

Networking: TCP/IP, DNS, DHCP, LAN/WAN, VPN (Cisco AnyConnect), Wi-Fi, basic firewall configuration

Conference Room & AV: Teams Rooms, Crestron, Poly, Cisco room systems

Virtualization: VMware, Hyper-V, Citrix, Azure Virtual Desktop (AVD)

Automation & Scripting: PowerShell (bulk AD/Entra operations, Exchange mailbox management, compliance reporting)

AI Enablement & Workflow Automation: AI workflows, prompt libraries, AI readiness assessments, user enablement, and technical documentation frameworks.

Cloud: Microsoft Azure (AZ-104 in progress), AWS (lab/study)

Telephony & Migrations: VOIP phone systems, mailbox migrations