

Magloire Pierre-Louis

Cloud & IT Solutions Professional

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SUMMARY

Technical Solutions Architect with extensive experience in cloud computing and technical strategy, built on two decades of hands-on IT support, desktop engineering and systems administration since 2006. Skilled in cloud migration, AWS services and enterprise identity and security protocols. Fluent in English, French and Creole, with strong time management, organization and teamwork skills.

CERTIFICATIONS

AWS Certified Security – Specialty

Validation no. 4387203a56594a0fb1871c48c717a2d2

AWS Certified Solutions Architect

Validation no. L6F5GZ3B1E1E17W5

CompTIA A+

CompTIA Network+

Microsoft Certified Professional (MCP)

TECHNICAL SKILLS

Cloud, Azure & AWS	S3, EBS, VPC, IAM, RDS, DynamoDB, DocumentDB, Aurora, Redshift, Neptune, SQS, SNS, Lambda, Cognito, API Gateway, CloudWatch, Storage Gateway, QuickSight; cloud migration
DevOps & Automation	Terraform, CloudFormation, Docker, Kubernetes, CI/CD, SCCM, Intune
Systems	Windows, Windows Server 2012 R2, Windows Server 2025, Red Hat Linux, Ubuntu, macOS, Microsoft 365, Active Directory, Hyper-V, VMware vSphere
Networking	LAN administration, IP troubleshooting, proxy configuration, Citrix remote access
Security & Identity	IAM, MFA, SSO, OAuth 2.0, SAML 2.0, Microsoft Entra, Defender ATP, encryption
Service Management	ServiceNow, HP Service Manager, Remedy, SharePoint
Web & Programming	WordPress, JavaScript, Redux, HTML & CSS, Python, SQL, C, Photoshop

PROFESSIONAL EXPERIENCE

Hanover Insurance Group

7/2023 – 6/2026

IT Support Specialist

- Provide end-user support across hardware, software and network systems, resolving technical issues via phone, email and remote tools to ensure minimal downtime and optimal productivity.
- Supported SQL-based applications, performing data lookups, query troubleshooting and validating backend records for production issues.
- Streamline onboarding/offboarding processes using automation tools (Intune, Entra) and standardized workflows.
- Maintain and monitor infrastructure, ensuring system uptime and performance.
- Collaborate with cross-functional teams to implement IT solutions that improve operational efficiency.
- Document technical procedures and create user-friendly guides for internal teams.
- Led a team of 7 desktop support technicians across multiple sites, improving first-call resolution rates by 25% through targeted training and SOP refinement.

UHG, MA

8/2021 – 6/2023

Information Technology Desktop Support Engineer

- Troubleshoot hardware and software issues using the HP Service Manager ticketing system, keeping tickets updated with troubleshooting steps and status; Microsoft 365 support; deployed packages via SCCM and Intune.
- Added end users to the domain in Active Directory; troubleshoot email delivery and client connectivity, message tracking, security policy configuration in Defender ATP, and email search and purge.
- Perform ongoing performance tuning, hardware/OS upgrades and resource optimization.
- Support authentication and authorization for a custom-built application.
- Support Windows servers deployed on-prem and in AWS.

- Support application development teams throughout project lifecycles.
- Develop and deploy automation tools to optimize daily activities.
- Directed desktop support operations across multiple locations, ensuring SLA compliance and high customer satisfaction.
- Mentored junior technicians and created a knowledge base that reduced repeat tickets by 80%.

Amgen, RI

11/2017 – 7/2021

Desktop Support Specialist, Windows 10 IS Support

- Control a weekly inventory of desktops, laptops and peripherals using SharePoint; manage biweekly disposal of old equipment and its documentation.
- Oversee current computer status and update information in the asset database.
- Break-fix, repair and replace desktop and laptop hardware; troubleshoot and resolve software application errors.
- Install updates to Polycom BToE and Skype/Lync, including sign-ins for Polycom phones and computers; install and configure headsets.
- Use ServiceNow daily to document workflows and update tickets, tasks and requests.
- Image HP, Dell and Lenovo desktops and laptops, along with Microsoft Surface Pros, with Windows 7 and 10.
- Quarantine laptops and desktops and back up data to network drives and an Aegis Padlock external drive.
- Install computer setups including monitors, peripherals, docks, power and security locks.
- Ensure smooth operations across 56 conference rooms, performing AV room checks on phones, flat-panel TVs and projectors.

CVS Health, RI

3/2017 – 10/2017

Desktop Support Engineer, Windows 7 Technician

- Delivered technical support face to face and via phone, email, DameWare, GoToAssist and WebEx.
- Verified account status and password resets in Active Directory and through intranet web portal sites.
- Used Windows Server 2012 R2, Hyper-V, VMware Workstation and vSphere.
- Troubleshot hardware and software issues using the HP Service Manager ticketing system.

UMass University Hospital, MA

2016 – 2017

Desktop Support

- Imaged laptops and desktops, adding them to the correct domain and organizational units.
- Carried out computer migrations from Windows XP to Windows 7.
- Used the Remedy ticketing system to troubleshoot and update tickets with timeliness and attention to detail.
- Configured, modified and installed software, keeping software revisions up to date.

CVS Health, RI

2014 – 2015

Windows 7 Technician

- Imaged and deployed HP, Dell and Lenovo desktops and laptops.
- Handled data storage and backup using User State Migration, loading data on newly imaged PCs.
- Added end users to the domain in Active Directory; verified account status and password resets.
- Installed and configured requested software and hardware; troubleshoot incompatibilities between Windows XP and 7.
- Delivered technical support face to face and through phone, email and remote support tools; documented tickets daily in HP Service Manager.

JP Morgan Chase, NYC

2012 – 2014

Desktop Support

- Established workstations and set up laptops for new hires, offering training and support as needed.
- Functioned as the managing administrator account for UNIX-based macOS (Lion, Leopard).
- Configured Microsoft Outlook 2007 and 2010 accounts for new users.
- Deployed Zero Touch or Lite Touch Windows 7 images using WDS and SCCM.
- Resolved basic networking issues such as releasing and renewing IP addresses.
- Facilitated new user setup, e.g. home drive creation and LAN ID/Exchange account setup; ensured correct group membership for data access.
- Performed technology refreshes on PCs and laptops; set up network and mainframe printers.
- Responded to tickets in a timely manner using Lotus Notes and Remedy.

St Vincent Hospital, CT

2011

IT Technical Support

- Installed encryption software and EPIC, swiftly resolving tickets via Remedy.
- Remoted into user machines using Citrix to resolve concerns via phone; imaged laptops and desktops.
- Deployed and managed over 400 Apple computers running Mac OS X Leopard/Snow Leopard.

Yale New Haven Hospital, CT

2010 – 2011

Technical Support

- Installed physical and cable locks on user machines; backed up user machines and verified successful backups.
- Installed PGP encryption software (e.g. Guardian Edge), EHR/EMR, BlackBerry and iPhone.
- Handled proxy configuration, private IP and two-way authentication.

The New York Public Library, NYC

2006 – 2008

IT Technician

EDUCATION

Associate's Degree, Computer Science — New York Technical College

WEB PROJECTS

aloayitifm.com · mplks.com · glowboothusa.com · mozalokutz.com · womanofsycharministry.org

LANGUAGES

English · French · Creole