

# Frank A. Doka

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## SUMMARY

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Senior Endpoint Engineer and Cloud Infrastructure Specialist with 9+ years of experience designing, managing, and securing enterprise-scale endpoint environments and hybrid cloud systems. Proven ability to drive automation initiatives, harden endpoint security, and scale infrastructure to support modern enterprise workloads. Highly skilled in SCCM, Intune, Entra ID, Azure, and Microsoft 365 administration. Strong track record of delivering operational improvements across large, complex environments.

## PROFESSIONAL EXPERIENCE

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### AdvantageCare Physicians

Mar 2024 - Present

#### Senior Endpoint Systems Engineer

Manhattan, NY

- Implement and manage SCCM and Intune environments supporting 6,000+ endpoints, including OS deployment, patching, software updates, compliance baselines, and device configuration.
- Package and deploy enterprise applications and drivers using SCCM and Intune, enabling reliable rollouts with minimal disruption.
- Automate Windows 11 imaging using SCCM task sequences and PowerShell scripting, reducing build time by over 70%.
- Design and enforce endpoint security policies using GPOs, AppLocker, and BitLocker to support HIPAA compliance and reduce the organization's attack surface.
- Administer Entra ID and Microsoft 365 tenant services, securing hybrid identity with Conditional Access, RBAC, and MFA.
- Deploy Microsoft Defender XDR with automated threat response workflows and custom detection rules to improve endpoint detection and response times.
- Integrate third-party applications with Entra ID SSO using SAML and OIDC, streamlining authentication and access management.
- Manage Azure infrastructure components, including Windows and Linux virtual machines, networking resources, and Windows 365 devices.

### New York City Department of Correction

Nov 2016 - Apr 2022

#### Senior Systems Administrator

Queens, NY

- Managed hybrid Active Directory and Azure AD environments supporting 15,000+ users, standardizing GPO structures and identity synchronization processes.
- Created and deployed standardized Windows OS images using SCCM, task sequences, and PowerShell, reducing provisioning time by 40% and improving image consistency.
- Managed monthly patching cycles across 8,000+ systems using SCCM and WSUS, achieving over 99% compliance.
- Migrated 6,000+ devices to Windows 11 and Azure AD, coordinating readiness and device compliance.
- Provided Tier-3 escalation support for complex endpoint issues, GPO conflicts, and Microsoft 365 performance.

### New York City Police Department

Sep 2015 - May 2016

#### Desktop Support

Manhattan, NY

- Supported over 2,500 end-user systems with desktop imaging, troubleshooting, and field support.
- Partnered with infrastructure, identity, security, and application teams for problem resolution.

## EDUCATION

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### NYU Tandon School of Engineering

Jan 2015

Bachelor of Science, Computer Science

## CERTIFICATIONS

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AWS Certified Solutions Architect

Aug 2023

CompTIA Security+

Jan 2016

## SKILLS

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- **Cloud & Virtual Technologies:** Azure, AWS, VMware, Hyper-V, Citrix
- **Endpoint & OS Management:** Intune, SCCM, Autopilot, KACE, GPO, Windows 10/11, Windows Server, Red Hat Linux
- **Programming & Automation:** Python, PowerShell, SQL, KQL, Terraform, Ansible
- **Networking:** DNS, DHCP, VPN, VLAN, TCP/IP, Load Balancing, Palo Alto FW, Global Protect, Mist, SolarWinds
- **Tools:** Microsoft 365 (Exchange Online, Teams, SharePoint, Copilot), Wireshark, Jira, VS Code