MARC ANTHONY LUCERO MARQUEZ

Senior IT Engineer | Infrastructure & Operations, Microsoft 365 & Identity, End-User Support, Monitoring | ITIL v4, Azure Solutions Architect Expert

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Availability: Immediate

PROFESSIONAL SUMMARY

Senior IT engineer with 18 years across the Philippines, Saudi Arabia and the UAE, combining expert-level end-user support with enterprise infrastructure ownership. Five years as the hands-on IT owner for a Dubai real estate and hospitality holding group: **Windows Server and network administration**, **Microsoft 365 and Entra ID** across the group, a full **MFA** rollout, endpoint protection and Microsoft Purview data protection delivered with vendor partners, and domain, DNS and SSL management on GoDaddy. Managed IT Service Management tooling including **ManageEngine ServiceDesk Plus**, owned the IT capital budget and vendor negotiations delivering AED 130,000+ in hardware and licensing within plan, and led infrastructure projects including office build-outs, a storage upgrade and a full corporate relocation. **Microsoft Certified: Azure Solutions Architect Expert**, CompTIA Security+ and ITIL v4 certified. Most recently a NOC Engineer providing 24/7 incident response across Azure, AWS and on-premise infrastructure, including proof-of-concept evaluations of new monitoring technology. Available immediately.

TECHNICAL SKILLS

End-User & Technical Support: hardware, software, network and system troubleshooting, VIP and executive stakeholder support, onboarding and offboarding

Infrastructure & Servers: Windows Server (patching, updates, performance), file and print services, VMware vSphere administration (vCenter, ESXi, clustering, HA/DRS, VM lifecycle), Windows image creation and deployment (Acronis)

Networking & Security Appliances: TCP/IP, DNS, DHCP, VLANs, VPN, firewalls, Barracuda WAF, Cloudflare edge configuration, IP schema design

Microsoft 365 & Cloud: Exchange Online, Exchange Server on-premises and hybrid Exchange, SharePoint Online, Teams, tenant and mailbox administration (about 3,000 users at Meraas, about 2,000 at Shamal on its own tenant), mail flow and delivery troubleshooting with message trace and headers, SPF, DKIM and DMARC, Defender for Office 365 email security policies, Microsoft 365 Copilot deployment; Azure (Solutions Architect Expert), AWS (EC2, ECS, CloudWatch); Azure Virtual Desktop (support of business applications delivered through virtual desktops)

Identity & Access: Active Directory, Microsoft Entra ID (Entra ID Connect hybrid sync, app registrations and enterprise applications), RBAC, MFA rollout, Conditional Access, joiner-mover-leaver reconciliation, ManageEngine ADManager Plus and ADAudit Plus

IT Service Management: ManageEngine ServiceDesk Plus, Jira Service Management, ITIL v4, incident, request and change management against SLA, service documentation and knowledge base articles

Cybersecurity & Data Protection: CompTIA Security+, endpoint protection (CrowdStrike, Carbon Black, Zscaler), Microsoft Purview (DLP, classification, IRM), MDR programme, KnowBe4 security awareness

Backup, DR & Monitoring: Rubrik and Acronis backup, PRTG, Grafana, Azure Monitor; technology evaluation via Datadog and Dynatrace proof-of-concepts

Hardware, Endpoint & Asset Management: Microsoft Intune across Windows, iOS and Android devices, SCCM (worked alongside Intune for the Windows estate), Windows 10/11 estate management, patching and compliance policy, asset inventory, hardware refresh cycles

Vendor & Project Management: vendor negotiation, IT capital budget ownership, software licensing procurement, infrastructure project delivery

Items marked "lab" were built and operated in a personal environment, not production. See Technical Projects.

CERTIFICATIONS

Current

- **Microsoft Certified: Azure Solutions Architect Expert** (issued Jul 2026, valid to Jul 2027)
- **CompTIA Security+** (issued Oct 2024, valid to Oct 2027)
- **ITIL v4 Foundation** in IT Service Management (issued Mar 2025, valid to Mar 2028)

Earlier: Cisco Certified Network Professional (CCNP), Routing & Switching, expired 2019 | MCSA: Office 365 | MCPS: Microsoft Certified Professional

PROFESSIONAL EXPERIENCE

MOMENTUM CORPORATE SERVICES LLC, NOC Engineer (L1/L2)

Yas Island, Abu Dhabi, UAE | September 2025 – October 2026

- Delivered real-time monitoring and first/second-line incident response across Azure, AWS and on-premise infrastructure on a 24/7 rotating shift
- Owned incidents in Jira Service Management, logging, triage, tracking and stakeholder communication against SLA
- **Ran the Datadog and Dynatrace proof-of-concept evaluations** behind the team's monitoring tooling decision
- **Authored operational runbooks** used by the team for incident response and routine procedures
- **Rebuilt the team's Grafana dashboards and monitoring workflow**, improving signal quality and reducing time spent interpreting alerts
- Supported production deployments, maintenance windows and infrastructure changes; patch verification and health checks

SHAMAL HOLDING, Specialist, Digital Workplace Services

Dubai, UAE | September 2020 – August 2025 | Real estate, hospitality and leisure holding group, including Five Guys UAE, Skydive Dubai and Townsquare

- **Expert-level technical support** for a full corporate user base, diagnosing and resolving complex hardware, software, network and system issues
- **Directed the daily work of three IT Support Engineers, including task assignment and escalations, as the senior on the team**
- **Administered Microsoft 365 for about 2,000 users on Shamal's own tenant across Exchange Online, SharePoint and Teams: accounts, licences, permissions and mailboxes, mail delivery troubleshooting with message trace and headers, SPF, DKIM and DMARC records, and Defender for Office 365 email security policies**
- **Used PowerShell for bulk Microsoft 365 and Active Directory administration, running and adapting scripts for mailbox, user and licence operations**
- **Owned identity administration across Active Directory and Microsoft Entra ID:** reconciled accounts and mailboxes against active-employee and leaver records, brought the user base to full **MFA** coverage, and managed access and audit through ManageEngine ADManager Plus and ADAudit Plus
- **Improved the onboarding and offboarding process with ManageEngine ADManager Plus**
- **Reclaimed Microsoft 365 E3 licences still assigned to offboarded staff ahead of the enterprise renewal, reducing licence cost**
- Managed the **Windows Server** estate, patching, updates and performance optimisation, with Rubrik and Acronis backup
- **Administered the on-premise VMware environment end to end:** vCenter and cluster configuration including HA/DRS, ESXi host builds, patching and capacity planning, VM provisioning and lifecycle, and the underlying storage and networking
- **Built and maintained the standardized Windows master image**, drivers, applications and security settings integrated, deployed across the endpoint estate via Acronis (carried over from Meraas Holding)
- **Integrated Microsoft Copilot Studio with ManageEngine ServiceDesk Plus**, so staff across departments could raise, categorise and track IT tickets through natural-language chat
- Owned company domain registration, renewals and DNS records on GoDaddy, coordinating connectivity and domain matters with Etisalat
- **Managed the endpoint fleet:** Intune device and policy administration across Windows, iOS and Android, and deployment and maintenance of endpoint protection across CrowdStrike, Carbon Black and Zscaler
- Delivered enterprise security and data protection programmes with vendor partners: MDR, Privileged Access Management, Identity Governance, **Microsoft Purview (DLP, classification, IRM)** and Barracuda WAF; **first responder for alerts raised by the managed SOC** on GBM's Cor MDR platform
- Monitored infrastructure health and alerting via PRTG across servers, network and endpoints
- **Supported executive and VIP stakeholders directly**, handling confidential systems and data with discretion
- **Supported boardroom and video-conferencing needs for meetings, including Microsoft Teams and Barco ClickShare and Yealink conferencing hardware**
- Redesigned the IP schema for multi-site retail operations (Abu Dhabi)
- **Negotiated vendor pricing and owned the IT capital budget:** delivered AED 130,000+ in hardware and licensing procurement within planned budget, including a 15-unit laptop refresh at AED 100,800
- Delivered infrastructure projects: corporate intranet configuration, new office build-out, storage upgrade, retail backend systems, and a full corporate office relocation

MERAAS HOLDING, Specialist, Workplace Services
Dubai, UAE | August 2015 – August 2020

- Configured, administered and supported Microsoft 365 for about 3,000 users; drove adoption and resolved end-user incidents across the business
- Managed incidents, service requests and changes against SLA, monitoring performance metrics to prevent downtime
- Administered endpoint protection and compliance policy across the corporate device estate

UNLIMITED LLC, IT Support Engineer (Managed Services)
Dubai, UAE | March 2014 – August 2015

- Supported and maintained IT infrastructure across **multiple client environments** for a managed service provider, covering systems, networks and cloud-connected services
- Monitored performance across client estates and escalated critical issues within SLA

EARLIER EXPERIENCE

Tata Consultancy Services: IT Infrastructure Engineer | Taguig, Philippines | Aug 2013 – Feb 2014

Arabic Computer System: IT Support Engineer | Saudi Arabia | Oct 2010 – Jul 2013

Festival Supermall Inc: Computer Hardware Engineer | Philippines | Nov 2009 – Aug 2010

Trend Micro Inc: Technical Support Engineer (Anti-Virus) | Philippines | Aug 2008 – Nov 2009

TECHNICAL PROJECTS

noc-to-sre-lab: self-directed infrastructure and observability platform, 2026 - present
github.com/blueheaven181/noc-to-sre-lab

Designed, built and operate an eight-host platform (7 x RHEL 9.5, 1 x Windows Server 2022) on VMware, with a full Prometheus, Grafana and ELK observability stack, Ansible configuration management and documented incident write-ups on real failures.

EDUCATION

Bachelor of Science, Electronics and Communications Engineering
Mapua Institute of Technology, Manila, Philippines | 2001 - 2006