

JUSTIN TAHAI

Managed Services Engineer · Microsoft 365 / Azure · Systems Support

North Berwick, Maine · Open to remote IT opportunities

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PROFESSIONAL SUMMARY

Managed-services professional with experience across national MSSP and small-business MSP environments, supporting Microsoft 365 and Azure administration, identity and access, and endpoint and network troubleshooting. Owns work from triage through resolution, documentation, and user enablement. Comfortable with SLA-driven support, escalations, and clear communication with technical and non-technical stakeholders.

CORE SKILLS

Microsoft cloud: Microsoft 365 (Exchange, Teams, SharePoint/OneDrive, licensing); Azure administration; Entra ID identity and access; MFA and Conditional Access foundations.

Systems and networks: Windows endpoints, connectivity, VPN/Wi-Fi, printers and peripherals; Active Directory, Group Policy, and Windows Server fundamentals.

Service delivery: Ticket triage, escalations, SLA ownership, remote support, onboarding/offboarding, vendor coordination, and end-user training.

Documentation and reliability: IT Glue, knowledge capture, clean handoffs, work plans, repeatable processes, and practical automation; backup/restore, email security, and hardening foundations.

MANAGED-SERVICES EXPERIENCE

Managed Services Engineer II | Logically

Apr 2024 – Nov 2024 · Portland, Maine · Hybrid

- Administered Microsoft 365 and Azure environments, including users, access, policies, and licensing.
- Installed, configured, and troubleshooted network devices and client environments; supported Active Directory and Group Policy administration.
- Assisted with security-hardening and remediation workflows, documented fixes, and improved repeatable support processes.

Technical Support Engineer | Ion Networking

Jun 2023 – Mar 2024 · Windham, Maine · Hybrid

- Supported Microsoft 365 and Azure administration and day-to-day operations across small-business environments.
- Configured and troubleshooted network devices and endpoints; handled network administration and escalated technical issues.
- Supported identity and access requests, end-user training, project rollouts, and operational handoffs.

JUSTIN TAHAI

Experience, education & selected engineering

Design Desk Engineer | DominionTech, Inc.

Jun 2022 – Nov 2022 · Remote

- Developed IT project work plans and tracked deliverables, coordinating vendors and renewals through completion.
- Supported Microsoft platform administration and improved execution through documentation and automation.

Technology Advisor | Ekaru

Dec 2021 – May 2022 · Westford, Massachusetts · Hybrid

- Administered Microsoft 365 and Azure environments and supported directory services and policy-based changes.
- Resolved endpoint, network, connectivity, and system-administration requests through remote and deskside support.
- Delivered end-user training and documentation to support dependable day-to-day operations.

Associate Technology Advisor | Ekaru

Sep 2021 – Dec 2021 · Westford, Massachusetts · On-site

- Supported endpoint configuration, installation, user onboarding, and Microsoft 365 and Azure user requests.
- Provided deskside and remote support with customer service and follow-through.

INDEPENDENT ENGINEERING

Founder / Engineer | TAHAI Web Services · Self-employed

Sep 2018 – Present · North Berwick, Maine · Remote / Hybrid

- Founded an IT and web-services practice supporting small businesses.
- Administered Microsoft 365 and Azure environments; provided remote and on-site support, onboarding and offboarding assistance, and end-user training.
- Coordinated vendors and procurement and documented operational handoffs through lightweight self-service portals.

EDUCATION

Associate Degree, Business Administration · York County Community College

Jan 2018 – May 2019

Associate Degree, Information Technology · York County Community College

Oct 2015 – Dec 2017

CERTIFICATION & CONTINUING DEVELOPMENT

IT Glue Certified Technician. Additional study: AZ-104 preparation; Azure/Entra foundations; Windows/Intune device-management foundations; Windows Server/AD fundamentals; ITIL concepts, COBIT overview, and CISSP-domain coursework. Coursework and exam preparation are not listed as exam-based certifications.

SELECTED ENGINEERING

TAHAI documentation and web systems; Mainly Code local-first development tools and AI research; ProSe legal-operations and civic-information projects. Project context, status, and public evidence links: jtahai.tahai.net/projects.