

# MICHAEL DWAYNE VAN STADEN

## SENIOR IT PROJECTS & MICROSOFT 365 ENGINEER | L3 ESCALATIONS

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### PROFESSIONAL PROFILE

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Senior IT engineer with 12+ years of experience spanning US-focused managed services, Microsoft 365 and infrastructure projects, Tier 3 escalations, cybersecurity and telecommunications. Promoted from L2 to Senior Engineer at Scaled Inc while supporting an Oklahoma-based MSP. Experienced in technical discovery, solution implementation, user-facing rollouts, migrations and troubleshooting across Entra ID, Intune, SharePoint, Windows Server, networking and backup. Brings earlier service-desk management and independent MSP ownership experience, alongside practical PowerShell, Graph API and workflow automation skills.

### CORE EXPERTISE

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**Microsoft cloud & security** Microsoft 365 • Entra ID / Azure AD • Intune • Conditional Access • MFA • BYOD / MAM • BitLocker • Exchange Online • SharePoint • OneDrive • Teams

**Engineering & delivery** Project discovery and scoping • Solution design • Migrations • Security deployment • Pilot testing • Rollout planning • Technical documentation • Escalation resolution

**Infrastructure & connectivity** Windows Server • Active Directory • GPO • DNS/DHCP • Hyper-V • VMware • Azure • Firewalls / VPN • VLANs • Routing • NAS / DFS • Backup / DR

**Automation & MSP operations** PowerShell • Microsoft Graph • API integrations • Scheduled workflows • RMM • ConnectWise • Zabbix / PRTG • SLA reporting • Client communication

### PROFESSIONAL EXPERIENCE

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#### Senior Engineer (L3), previously L2 Engineer | Scaled Inc

Aug 2025 – Present; promoted Jan 2026 • Remote • Assigned to 3Nines Technologies, US-based MSP

- Implement Microsoft 365, Entra ID and Intune projects, including Conditional Access, MFA, endpoint compliance, BitLocker recovery-key escrow and managed/BYOD application protection.
- Own technical discovery and engineering tasks across cloud migrations, SharePoint / OneDrive permissions, endpoint rollouts, identity hardening and infrastructure modernization.
- Troubleshoot complex L2/L3 issues involving Windows Server, Active Directory, virtualization, firewall/VPN connectivity, backups, networking and Microsoft 365 services.
- Coordinate with US-based project managers and clients on implementation windows, pilot testing, technical validation, documentation and issue resolution.
- Develop PowerShell, Microsoft Graph and lightweight web-based automation for environment assessments, deployment consistency, reporting and recurring file-transfer workflows.
- Contribute to scoping discussions, discovery workbooks, solution recommendations, licensing reviews and client-ready technical documentation.

#### Founder / Independent IT Consultant | Quesabyte IT Solutions

Sep 2023 – Aug 2025 • Pretoria • Independent consultancy

- Established an IT services practice supporting SMEs with managed infrastructure, security, Microsoft 365, connectivity, backup and ongoing technical support.
- Designed and implemented FortiGate, Sophos and MikroTik firewall/VPN solutions; LAN/WLAN networking; 3CX telephony; Zabbix monitoring; and Acronis backup services.
- Handled customer discovery, quotations, implementation, service agreements, monitoring, support workflows and client communication.

## Senior Technical Support Engineer | Qwerti

Jun 2022 – Dec 2023 • Johannesburg • MSP / managed services

- Resolved higher-tier technical incidents across Microsoft 365, FortiGate security, VPNs, Windows Server, Hyper-V, network infrastructure and Veeam backup.
- Supported Exchange Online, Teams, SharePoint, OneDrive and on-premises infrastructure while providing technical guidance to client teams and support engineers.

## Professional Services / Implementations Engineer | Qwerti

Nov 2021 – Jun 2022 • Johannesburg • Client implementations

- Deployed Microsoft 365 tenants, user identities, licensing, endpoint protection and IMAP/POP-to-Exchange Online mailbox migrations.
- Implemented RMM platforms, FortiGate security, VMware Cloud / Azure servers, network equipment and Veeam Backup & Replication solutions.

## First-Line Technical Support Manager | Screamer Telecoms

May 2021 – Nov 2021 • Midrand • Telecommunications

- Managed frontline technical support operations, staff hiring and onboarding, coaching, escalation handling, service KPIs and workload reporting.

## Advanced Technical Support | Screamer Telecoms

Sep 2018 – May 2021 • Midrand • ISP support

- Investigated fibre, LTE, wireless/microwave connectivity and VoIP incidents; coordinated with field engineers and network teams and documented fixes.

## Technical Support Engineer – Advanced Desk (VTSC) | Vox Telecom

Nov 2013 – Jun 2016 • Centurion • ISP / telecommunications

- Provided advanced technical support across business and residential connectivity, customer networking, hosted email, DNS, POP3/IMAP and web-hosting services.

## SELECTED ENGINEERING ENGAGEMENTS

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- Microsoft 365 security rollout: Supported multi-domain user onboarding and validation of email protection, security-awareness integration and identity-threat controls for a large client population.
- BYOD / secure access: Implemented and tested Intune mobile application protection and Conditional Access, resolving employee-facing Outlook, contact synchronization and calendar issues.
- Hybrid and cloud file services: Assessed NAS / Windows file-server data, SharePoint permissions and migration dependencies; developed unattended SFTP-to-SharePoint transfer administration and monitoring.
- Endpoint and identity modernization: Prepared Entra / Intune pilots with device readiness checks, compliance settings, BitLocker policies and MFA configuration.

## EDUCATION & PROFESSIONAL DEVELOPMENT

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National Senior Certificate (Matric) | HTS Pretoria Tuine | 2010

Practical and course-based learning: Google Cybersecurity (Coursera); Microsoft Azure Security Technologies / AZ-500 coursework (Udemy); EC-Council Ethical Hacking Essentials; Fortinet threat landscape; Sophos firewall and endpoint training; TryHackMe labs.

## ADDITIONAL INFORMATION

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Based in South Africa; experienced working remotely with US MSP teams and client schedules. Fluent in English and Afrikaans. South African driver's licence.