

DAN BURROWS

Systems Engineering | Microsoft 365 and Azure | AI and Automation

San Antonio, TX | danburrows.com

Professional Summary

IT professional with extensive experience in systems engineering, cloud migration and Level 2/3 support. Migrated dozens of servers to Azure and deployed hundreds of workstations across numerous sites. Combines Microsoft infrastructure expertise with hands-on AI application development, helpdesk workflow design and PowerShell automation. Experienced in technical documentation, user training and translating complex issues into practical guidance.

Technical Competencies

Cloud and collaboration: Microsoft Azure; Microsoft 365; Exchange; SharePoint and OneDrive migration planning; Azure Virtual Desktop (AVD)

Infrastructure and identity: Windows Server; Active Directory; Microsoft Entra ID; Remote Desktop Services (RDS); Hyper-V; VMware; IIS; SQL Server

Automation and AI: PowerShell; Microsoft Graph; Power Automate; ChatGPT; OpenAI; Codex; Microsoft Copilot Studio; Cloudflare Workers AI; prompt and workflow design

Security and operations: Endpoint protection; SentinelOne; Darktrace; patch management; MFA and Conditional Access assessment; AI governance and responsible AI controls; NinjaOne; Atera

Professional Experience

Winning Technologies | O'Fallon, MO

Senior Technician | April 2019 - Present

- Migrated dozens of servers from the company datacenter to Microsoft Azure, reducing infrastructure and overhead costs.
- Provide Level 2/3 technical support through onsite, telephone and remote sessions; troubleshoot server, workstation and Microsoft application issues.
- Support Windows Server and Active Directory environments, including domain controller replacement and validation of DNS, replication and migration readiness.
- Troubleshoot Microsoft 365 authentication and licensing in RDS environments, including Shared Computer Activation and user sign-in issues.
- Reduce operational spending by identifying unused SaaS and hardware products, optimizing vendor contracts and applying Microsoft licensing incentives.
- Manage Windows server and workstation patches; support customer onboarding and offboarding and assist technicians with escalated issues.
- Write technical procedures and task documentation that standardize troubleshooting and service delivery.

Professional Experience Continued

ABBTECH, Inc. | Various projects and contracts

Lead Technician (Contractor) | January 2016 - March 2019

- Deployed hundreds of workstations across numerous Tenet Healthcare sites in Tucson, Arizona, without interrupting office productivity.
- Performed Windows desktop migrations and application installations for healthcare and Air Force environments; documented removed and deployed equipment.
- Resolved access and usability issues with clinical applications, including Intergrity, ImageView and Cerner, and supported deployment team members.

Synchronoss Technologies

Senior System Engineer | October 2007 - October 2015

- Diagnosed production problems and provided advanced troubleshooting, including scheduled after-hours and weekend Level 2 support.
- Administered Microsoft Exchange Server and Outlook user profiles; created production runbooks and installation instructions.

Selected AI and Automation Projects

AI Guidance

Cloudflare Workers AI | aiguide.danburrows.com

- Developed a guided generative AI web application with structured prompts, conversational follow-ups and file analysis for personal and business use.
- Added multi-file uploads, temporary file processing and deletion, and Cloudflare Turnstile abuse protection to support privacy-conscious use.

Level 1 Helpdesk Agent

Microsoft Copilot Studio | Power Automate

- Designed and configured AI-assisted support workflows with BM365 ticket creation and updates, structured escalation and human handoff.
- Refined escalation topics to remove redundant Outlook authorization while preserving ticket actions and a separate notification flow.

AI Readiness and Security Assessments

PowerShell | Microsoft Graph | Microsoft 365 | Active Directory

- Developed and refined cloud and domain assessment scripts covering identity, endpoint protection, sharing exposure and AI readiness, with findings and remediation guidance.
- Strengthened responsible AI adoption assessments by distinguishing missing evidence from verified controls and evaluating MFA and Conditional Access enforcement.

Certifications and Education

Microsoft Azure Fundamentals

Microsoft AI Business Professional | In progress

Microsoft AI Transformation Leader | In progress

Associate Degree in Computer Science | University of Phoenix