

PHILIP PAGLIUGHI

IT ENGINEER · MICROSOFT 365 · ENDPOINT MANAGEMENT · IDENTITY & SECURITY

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New York City / Long Island, NY

CONTACT

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LOCATION

NYC & Long Island, NY

KEY TECHNOLOGIES

CLOUD & IDENTITY

- Microsoft 365
- Entra ID / Azure AD
- Intune
- Conditional Access
- SharePoint & Exchange

SECURITY

- CrowdStrike EDR
- Endpoint Hardening
- DNS / SPF / DKIM / DMARC
- Incident Triage
- VPN / RDP

PLATFORMS

- Windows 11
- macOS
- Linux
- Server Environments

ADDITIONAL EXPERIENCE

Tesla Motor Co.

Delivery Operations · Smithtown, NY
· Oct 2024 – Feb 2025

Quad Studios

Technical Support Specialist ·
Manhattan, NY · 2020

Wi-Fi Vulnerability Research

Security Research · New York, NY ·
2020

Visit <https://pagliughi.computer> to see my portfolio and stay up to date.

SUMMARY

IT Engineer with hands-on MSP, internal IT, and consulting experience, supporting organizations from small businesses to 120+ user environments. Strong hands-on experience in Microsoft 365, Entra ID, Intune, endpoint management, Windows 11 migrations, SharePoint, and cross-platform support, with a track record of combining technical execution, project ownership, and clear client communication.

CORE SKILLS

Microsoft 365 Administration | Entra ID (Azure AD) | Intune | Conditional Access | SharePoint | Exchange Online
Windows 11 | macOS | Linux | Endpoint Management | CrowdStrike | Device Hardening
DNS | SPF | DKIM | DMARC | VPN | RDP | Backup & Recovery | Incident Triage & Remediation
Level 2 Support | Network Troubleshooting | Documentation & Runbooks | Client Communication | Scoping & Proposals

PROFESSIONAL EXPERIENCE

iTeam Technology Associates

Oct 2025 — Present · Manhattan, NY

IT Engineer

- Deliver Level 2 MSP support across environments ranging from small teams to 120+ users, covering Microsoft 365, identity, endpoint management, security tooling, and server infrastructure.
- Execute key parts of Windows 11 migrations and file server-to-SharePoint transitions, guiding users through change and maintaining day-to-day continuity.
- Execute endpoint-side CrowdStrike deployment tasks across client environments during security rollouts.
- Contribute to larger technical initiatives by independently executing assigned workstreams through completion.

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2025 — Present · NYC & Long Island

IT Consultant

- Deliver onsite and remote IT support and systems work across Windows, macOS, and Linux, including troubleshooting, endpoint hardening, device setup, and networking.
- Implement Microsoft 365 environments: MFA, Conditional Access, SharePoint workflows, device management, and DNS/email authentication.
- Lead discovery calls, define project scope, and deliver proposals aligned to client budgets, needs, and long-term maintainability.

Artists Rights

Mar 2025 — May 2025 · Manhattan, NY

IT Consultant

- Led IT in-house transition for a 4-user organization, centralizing identity, DNS, and security into Microsoft 365.
- Resolved a scan-to-email failure by configuring SMTP relay and a Xerox device onsite, restoring a critical office workflow.
- Documented the final solution for staff use and future troubleshooting, reducing reliance on repeated ad hoc support.

Spectrum Building Services Inc.

Jan 2021 — Oct 2024 · Manhattan, NY

IT Manager

- Owned day-to-day IT for a distributed workforce: user support, provisioning, networking, backups, security, and vendor coordination.
- Deployed VPN and RDP for secure remote access, supporting staff continuity across multiple locations.

EDUCATION

B.S. in Cybersecurity

Full Sail University — Winter Park, FL

A.S. in Information Technology

Full Sail University — Winter Park, FL