

Karolina O'Connor

Senior Infrastructure / Systems Engineer

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(Poland / Gdańsk)

PROFESSIONAL PROFILE

Senior Systems / Infrastructure Engineer with 7+ years of experience designing, building, and operating Microsoft-centric, macOS, and networked environments across MSP, commercial, education, nonprofit, and regulated healthcare settings. Proven ability to build environments from greenfield through production, lead infrastructure strategy for multi-tenant client portfolios, and deliver complex projects end-to-end. Cybersecurity-focused with a pragmatic, operations-driven approach to risk reduction, system stability, and long-term scalability.

CORE TECHNICAL SKILLS

Cloud & Identity

Microsoft 365 (Exchange Online, SharePoint, Teams) • Azure / Entra ID, Conditional Access, identity lifecycle

Endpoint & Device Management

Microsoft Intune (Windows & macOS) • Apple Business Manager (ABM) • Endpoint compliance, security baselines, patching, lifecycle management

Networking & Security

SonicWall firewalls, VPNs, Secure Edge, switching, wireless • Endpoint Detection & Response (EDR) • Secure configuration, compliance, threat monitoring

Operations & Tooling

Autotask PSA • Datto RMM • ITGlue, NetworkGlue • Kaseya stack: EDR, RocketCyber, INKY!, BullPhish, Secure Edge, VulScan, Sophos MDR

Additional Expertise

VoIP (8x8) • Structured cabling & physical installations • Vendor management, procurement & licensing • Capital planning & lifecycle budgeting • Windows Server, macOS, Hyper-V, VMware

PROFESSIONAL EXPERIENCE

Senior Infrastructure / Systems Engineer

March 2023 – Present

Smart Computing Solutions, Inc. (MSP)

- Design, build, and operate Microsoft 365 and Azure environments from greenfield through production, including new domain creation, identity architecture, security configuration, and endpoint management.
- Lead infrastructure responsibility for approximately 30 client organizations across commercial, education, and nonprofit sectors.
- Act as primary technical authority, responsible for architecture decisions, risk assessment, and long-term platform strategy.
- Administer Windows and macOS environments at scale, including macOS-only organizations using Apple Business Manager and Microsoft Intune.
- Implement and manage Intune enrollment, compliance policies, security baselines, and lifecycle management for distributed Windows and macOS endpoints.
- Support fully remote and geographically distributed users across multiple time zones, including U.S. mainland and Hawaii.
- Design, scope, quote, and deliver infrastructure projects including office relocations, structured cabling, network builds, wireless deployments, and server upgrades.
- Serve as project manager for infrastructure initiatives, defining scope of work, estimating costs, coordinating vendors, and managing engineering teams.
- Manage capital planning, asset inventories, hardware replacement schedules, and lifecycle budgeting.
- Develop and maintain SOPs, technical documentation, and operational standards using ITGlue and NetworkGlue.
- Administer SonicWall firewall environments, VPNs, switching, and secure remote access solutions.

- Implement backup, disaster recovery, monitoring, and alerting solutions to ensure availability and resilience.
- Act as escalation point for complex incidents, performing root cause analysis and long-term remediation.
- Manage licensing, renewals, contracts, and procurement workflows for 100+ client environments through Autotask.
- Audit and optimize Autotask configurations, accounting structures, and automation workflows to improve operational efficiency.
- Mentor junior engineers, delegate tasks, and provide technical oversight and quality control.

Systems Engineer

August 2018 – September 2020

Livanta, LLC

- Administered LAN/WAN infrastructure, Windows Server environments, Active Directory, and backup systems within a healthcare-focused, federally regulated organization.
- Ensured compliance with federal IT and security standards across all administered systems.
- Managed server upgrades, patching, and virtualization platforms (Hyper-V, VMware).
- Supported internal and remote users across hardware, software, and application platforms.
- Coordinated vendor relationships, procurement, and IT resource management.
- Contributed to disaster recovery planning and internal application support initiatives.

EDUCATION

Bachelor of Science – Cybersecurity

2020 – 2023

Full Sail University – Winter Park, FL

★ Cybersecurity Program Valedictorian • Master's Achievement Award

CERTIFICATIONS

Microsoft certifications retained for credibility; current expertise maintained through continuous hands-on practice.

Microsoft Certified Solutions Associate (MCSA): Windows Server • Microsoft Certified Professional (MCP) • Microsoft Certified IT Professional (MCITP): Enterprise Administrator • Microsoft Certified Technology Specialist (MCTS)

ADDITIONAL INFORMATION

EU Citizenship: Polish (in progress) • Polish language: fluent • English: native-level proficiency
 Experienced working autonomously in senior roles while collaborating with cross-functional teams and stakeholders. Comfortable in permanent roles; open to B2B contract engagements as a pathway to long-term collaboration.