MUSTAPHA GRIFFIN

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Cloud & Data Center Operations | Systems Support | Infrastructure Reliability | Process Optimization

Summary

AWS-certified IT operations professional with hands-on experience supporting hybrid cloud and data center environments. Skilled in infrastructure deployment, system troubleshooting, and access management across Windows, Linux, and SaaS platforms. Experienced in process documentation, configuration validation, and maintaining uptime across enterprise systems. Proficient in leveraging automation and AI tools for documentation, troubleshooting, and reporting. Currently pursuing a B.S. in Cloud Computing at Western Governors University to expand knowledge in cloud infrastructure, networking, and system reliability.

Core Skills

- Cloud & Data Center Infrastructure (AWS, AD, Exchange)
- IT Service Management (ITSM) | ITIL Framework
- Systems Analysis & Workflow Optimization
- Project Coordination & Cross-Team Collaboration
- Process Improvement & Change Management
- Documentation, SOPs & Knowledge Base Creation
- Data Integrity, Reporting & Quality Assurance
- Network & Connectivity Support (TCP/IP, DNS, DHCP, VPN, VLANs, Cisco Systems Products)
- Security & Compliance (IAM, RBAC, Okta, SAML/OAuth, Access Control, Data Protection)
- Endpoint Management & Device Compliance (Jamf, Intune)

Tools: Okta, Microsoft 365 Admin Center, Slack (Admin), Confluence, ServiceNow, Atlassian Jira, Splunk, Linux, PowerShell, Bash, Python, SQL, *(foundational proficiency)*

Certifications

- AWS Certified Solutions Architect
- AWS Certified Cloud Practitioner
- CompTIA Security+
- CompTIA Network+
- CompTIA A+
- Linux Essentials Certification | LPI
- ITIL 4 Foundation Certificate in IT Service Management

Experience

Amazon | Zappos | IT Support Associate II
August 2023 – Present

- Partnered with Systems, Security, and Network teams to analyze requirements, improve workflows, and maintain compliance across hybrid environments.
- Managed user lifecycle provisioning and deprovisioning through Active Directory and Okta, ensuring compliance with role-based access (RBAC) standards.
- Assisted in a multi-phase Exchange migration from on-prem to hybrid and eventually full Exchange Online, assisting with requirements gathering, testing, and stakeholder communication.
- Assisted in validating and testing new software and configuration changes across hybrid systems to ensure operational stability and compliance.
- Developed and maintained process documentation and testing checklists to support internal audits and release readiness.
- Leveraged generative AI tools to accelerate documentation, troubleshooting, and reporting.
- Supported network configuration and connectivity troubleshooting across VPN, DNS, and LAN environments to maintain secure hybrid operations.

- Supported large-scale hardware provisioning and asset tracking events, ensuring secure deployment, lifecycle documentation, and data protection compliance.
- Assisted with physical and virtual infrastructure setup and validation to support system availability and secure access.
- Supported Cisco video and network infrastructure configuration to enhance hybrid collaboration reliability.
- Assisted in Slack workspace administration, including user management, channel organization, and integration troubleshooting; supported Jamf device registration and profile validation for IOS devices.
- Supported data validation and reporting initiatives using foundational SQL and PowerShell automation.

Robert Half Technology | Help Desk Support
August 2022 – August 2023

- Provided technical and systems support for multiple enterprise clients, specializing in Active Directory, Office 365, and network troubleshooting.
- Collaborated with cross-functional teams to document processes, improve workflows, and test business applications for functionality and access compliance.
- Supported onboarding and provisioning, ensuring adherence to security standards and access policies.
- Developed documentation and user guides for common applications, improving client self-service and reducing escalations.

Projects
Selected hands-on initiatives demonstrating documentation, process optimization, and cloud deployment experience.

Exchange Migration Documentation & Process Improvement

- Assisted in creating SOPs, checklists, and validation documentation to support mailbox moves, data verification, and user onboarding.
- Standardized migration workflows, reducing follow-up issues and improving accuracy across 3,000+ mailboxes while enhancing data integrity.
- Participated in testing, reporting, and stakeholder updates to ensure transparency during each migration phase.

Knowledge Base & Training Resource Initiative

- Developed and maintained internal articles, onboarding guides, and procedural documentation across multiple systems (AWS WorkSpaces, AD, Exchange).
- Enhanced documentation accessibility and accuracy, improving onboarding time and self-service troubleshooting success.
- Partnered with management to integrate training workshops and presentation sessions into internal support resources.

AWS Cloud Resume Challenge

- Designed and deployed a serverless, cloud-hosted portfolio using AWS S3, CloudFront, and Lambda to demonstrate infrastructure automation and CI/CD pipeline fundamentals.

Education
B.S. Cloud Computing (In Progress) | Western Governors University
Expected Graduation: 2027