

JOSEPH FASANO

MSP IT Engineer

About

MSP IT Engineer with 4+ years of experience supporting multi-client environments across Microsoft cloud and identity, endpoint management and security, networking, virtualization, file services, field systems, and enterprise AI. Hands-on work includes systems administration, automation, RMM, documentation, physical infrastructure, security and phone systems, and end-user training. Brings clear communication, dependable follow-through, practical problem-solving, and a strong commitment to clients and teammates. Known for being kind, hardworking, genuine, and fun to work with.

Technical Skills

Cloud & Identity

Active Directory / Microsoft Entra ID /
Azure / Intune / Workspace ONE

Networking

Cisco / SonicWall / UniFi / Aruba /
Netgear / Starlink
NetSpot (Wi-Fi Heat Mapping) / Structured
Cabling & Rack Management

Endpoint Management & Security

Datto RMM / Ninja / ScreenConnect /
ManageEngine / Splashtop / ImmyBot /
Jamf / ThreatLocker / Datto EDR

Ticketing & Documentation

Halo / Zendesk / Manage / Jira / IT Glue /
Hudu

Field Systems

Security Systems: IDIS / Hikvision / Magic
Phone Systems: Fusion / Digium Switchvox /
Bria / Microsoft Teams Calling

Operating Systems & Automation

Windows / Windows Server / MacOS /
Linux / iOS / iPadOS / Android /
PowerShell

Virtualization & Cloud Compute

Hyper-V / Azure Virtual Desktop (AVD)

File Services

Windows File Server / SharePoint / Egnyte

Enterprise AI

Claude Enterprise / Claude Team
ChatGPT Work / Codex

Communication and Service

End User Training: Demos & Guides

Change Management / Maintenance Windows

VIP / Executive Support

Cross-Team Collaboration

Vendor and ISP Coordination

Mentorship and Guidance

Experience

Right Click Inc Irvine, CA

MSP IT Engineer

Jul 2026 - Present

Lead MSP IT Technician

Aug 2023 - Jul 2026

MSP IT Technician

Jul 2022 - Jul 2023

Selected Impact

- Supported several hundred users across 10+ managed clients spanning cloud and identity, networking, endpoint security, systems automation, virtualization, file services, and field systems.
- Led nationwide migrations of hundreds of users from Microsoft SharePoint to Egnyte, supported by documented guides and live demonstrations.
- Migrated client identity environments from on-premises Active Directory to Microsoft Entra ID (Azure AD).
- Consolidated 120+ security cameras across 10+ NVRs onto three IDIS NVRs.
- Used wireless coverage reports and heat mapping to guide network upgrades in low-coverage environments.
- Relocated 300+ workstations and rebuilt client networks across multiple office-move projects, coordinating cutovers so each client was operational by move day.

Education

California State Long Beach | Philosophy | 2022 | President's Honors List | Fall 2020 - Spring 2022