

William F. Morgan Jr.

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DIRECTOR OF IT INFRASTRUCTURE

Infrastructure Modernization | Enterprise Systems | Network Security | Virtualization | Disaster Recovery | Multi-Site IT Leadership

PROFESSIONAL SUMMARY

IT infrastructure leader with 10+ years of experience modernizing, securing, and supporting business-critical technology environments. Background includes multi-site IT leadership, MSP senior engineering, network infrastructure, server consolidation, virtualization, Microsoft 365, cloud identity, backup, disaster recovery, vendor management, service desk operations, and security-aligned infrastructure planning. Known for improving reliability, reducing cost, and translating complex technical needs into practical business outcomes.

CORE SKILLS

IT Infrastructure Strategy | Enterprise Infrastructure | Multi-Site Operations | MSP Senior Engineering | Network Architecture | Systems Administration | Windows Server | Active Directory | Microsoft 365 | Azure / Entra ID | IAM | DNS / DHCP | Firewall Administration | Routing / Switching | VLANs | VPN | VoIP / Webex / TPx | Virtualization | Hyper-V | HCI-Aligned Infrastructure | NAS / Storage | Backup | Disaster Recovery | Endpoint Security | MFA | NIST | HIPAA | FTC Safeguards | Vendor Management | Budgeting | Service Desk Escalation | Project Management | Workflow Automation | Google Workspace Migration

PROFESSIONAL EXPERIENCE

Director of Information Technology | Perry Auto Group - San Diego, CA | 2024-2026

- Led IT strategy and operations across 5 locations, supporting enterprise systems, network infrastructure, security, users, vendors, and core business applications.
- Rebuilt and standardized network infrastructure, improving performance, segmentation, reliability, visibility, and long-term maintainability.
- Reduced operational waste by more than 50% through workflow improvement, system cleanup, infrastructure standardization, and better support processes.
- Reduced ISP and telecom costs by approximately 30% through vendor review, contract restructuring, service optimization, and provider negotiation.
- Implemented cybersecurity controls aligned with NIST principles, including MFA, endpoint protection, IAM, access review, user training, and security process improvement.
- Established disaster recovery and backup strategies to reduce single points of failure and improve operational resilience.
- Managed Microsoft 365 administration, domain configuration, DKIM, user access, endpoint security, Windows Server 2022, Active Directory, DNS, DHCP, and business application support.
- Led telecom and VoIP modernization, including TPx and Cisco Webex softphone deployment and support.
- Oversaw vendors, budgeting inputs, infrastructure planning, ISP relationships, telecom providers, and technology lifecycle decisions.

Sr. Network Security Engineer / Senior MSP Engineer | Uptime Overtime LLC - San Diego, CA | 2018-2024

- Served as senior MSP escalation engineer supporting 15+ client domains across infrastructure, networking, servers, security, cloud services, backup, disaster recovery, and business-critical operations.
- Maintained highly available client environments with 500+ days uptime while balancing competing priorities across multiple clients, projects, outages, and service requests.
- Provided senior-level engineering across Windows Server, Active Directory, Microsoft 365, Exchange / Exchange Online, firewalls, VPNs, endpoints, backups, cloud services, and business applications.
- Acted as escalation point for complex infrastructure issues involving network outages, compromised environments, DNS / DHCP, identity access, email delivery, endpoint security, and server failures.
- Led security initiatives aligning organizations with HIPAA, NIST, and FTC requirements.
- Recovered compromised environments and implemented enterprise-wide security controls to reduce risk and improve resilience.
- Designed, implemented, and supported infrastructure projects including server upgrades, firewall changes, network improvements, Microsoft 365 migrations, backup improvements, and security enhancements.

- Supported service desk operations by resolving advanced tickets, mentoring junior technicians, improving documentation, and standardizing repeatable support processes.
- Worked directly with business owners, executives, vendors, and end users to define technical needs, communicate risk, plan changes, and deliver practical infrastructure solutions.

EDUCATION

Bachelor's Degree, Game and Simulation Programming | DeVry University

CERTIFICATIONS

CompTIA CASP+ (Active) | Proofpoint Certified AI Data Security Specialist (2025) | Proofpoint Certified AI Agent Security Specialist (2026)