Kyle Hardiman

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Professional Summary

Cloud & Infrastructure Engineer with 5+ years of experience designing and operating cloud platforms that support scalable, automated, and performance-critical workloads in Azure and hybrid environments. Focused on platform engineering, Infrastructure as Code, CI/CD pipelines, and observability for production systems, including Azure Virtual Desktop and GPU-accelerated HPC workloads. Skilled in building AI/ML-ready infrastructure by automating environment provisioning, image pipelines, security controls, and monitoring to support model training and inference at scale. Adept at partnering with engineering, data, and security teams to deliver reliable, compliant, and cost-efficient cloud platforms.

Core Technical Skills

Cloud & Virtualization: Azure (IaaS/PaaS/SaaS), Azure Virtual Desktop, HPC/GPU Nodes, Microsoft 365 Cloud PCs, VMware, Hyper-V
Infrastructure as Code / DevOps: Terraform (modules, state mgmt), Azure DevOps CI/CD, GitHub Actions, ARM, YAML, GitOps
Automation & Scripting: PowerShell, Bash, Python, Azure CLI
Identity & Access: Entra ID, Conditional Access, MFA, RBAC, Zero Trust, ADDS
Networking & Security: VPN, NSGs, Application Gateway, Private Endpoints, Palo Alto, Meraki, Ubiquiti, Zscaler
Monitoring & SecOps: Microsoft Sentinel, Defender for Cloud, CrowdStrike, SolarWinds, PRTG, Auvik
Backup & DR: Azure Backup, Azure Site Recovery, Veeam
Endpoint Management: Intune, SCCM, JAMF
AI / ML Platform Foundations: GPU compute orchestration, image pipelines, environment standardization, monitoring for training/inference workloads
Data & Pipeline Exposure: CI/CD for data and model artifacts, secure secrets handling, reproducible environments

Related Experience

Cloud Operations Engineer – ThyssenKrupp Materials NA, Southfield, MI
November 2025 – Present

- Designed, deployed, and operated enterprise Azure Virtual Desktop (AVD) environments, including host pools, application groups, session hosts, and FSLogix profile containers, supporting secure and performant virtual desktop access at scale.
- Managed gold image lifecycles and update pipelines across development, staging, and production deployment rings, ensuring consistent, tested, and compliant image releases.
- Implemented Infrastructure as Code (IaC) using Terraform and Ansible to standardize deployment and configuration of Azure infrastructure and AVD components.
- Administered core Azure infrastructure supporting AVD workloads, including Virtual Machines, Storage Accounts, Entra ID, and Network Security Groups (NSGs).

- Automated image creation, patching, provisioning, and lifecycle management using PowerShell, ARM templates, Intune, and Azure Image Builder, reducing manual effort and deployment risk.
- Monitored AVD performance, capacity, and cost using Azure Monitor and Log Analytics, proactively identifying and resolving issues impacting end-user experience.
- Collaborated with Networking, Security, Microsoft 365, and Service Desk teams to deliver secure, optimized, and compliant virtual desktop operations across the organization.
- Improved platform stability and performance through FSLogix tuning, policy optimization, and continuous refinement of image configurations and update cadence.
- Maintained technical documentation, supported production incident troubleshooting, and contributed to cloud modernization and operational excellence initiatives.

Systems Administrator – OHM Advisors, Livonia, MI
May 2025 – November 2025

- Engineered and managed Azure Virtual Desktop (AVD) environments including host pools, FSLogix containers, RemoteApps, monitoring, autoscaling, and Conditional Access.
- Designed, deployed, and supported specialized CADD and GIS AVD host pools and app pools, enabling performant access to AutoCAD, Civil 3D, ArcGIS, and other compute-intensive design workloads.
- Utilized GPU-accelerated and HPC-optimized VM families (NV-series, H-series) to deliver low-latency rendering, large-model handling, and parallel compute capabilities for engineering teams.
- Developed and implemented advanced autoscaling logic using Azure Monitor metrics, custom Kusto (KQL) queries, and queue-based triggers to scale HPC/GPU nodes according to CPU/GPU utilization, session concurrency, and project deadlines.
- Optimized HPC cost efficiency through predictive scaling, schedule-based power management, and ephemeral session host strategies—reducing compute waste while maintaining SLA-grade performance.
- Designed Azure IaaS architectures (VNets, NSGs, subnets, VMs) and deployed them using reusable Terraform modules for consistent environment provisioning.
- Built Azure Backup and Site Recovery patterns enabling automated DR workflows and workload protection.
- Automated M365 licensing, resource tagging, and reporting using PowerShell and Azure Functions.
- Developed Logic Apps for document approvals, SharePoint/Outlook automation, and cross-system workflows.
- Supported hybrid infrastructure across Azure, VMware, Hyper-V, and the Microsoft 365 ecosystem.

Cloud Security Engineer – Michigan Milk Producers Association, Novi, MI
January 2025 – May 2025

- Planned and implemented enterprise AVD deployments with secure role-based access, custom scaling, and optimized image management.
- Enforced Zero Trust using Conditional Access, MFA, and policy-driven controls, reducing cloud risk exposure by 60%.

- Built Terraform modules for VNets, NSGs, Key Vault, RBAC, and workloads, with Terraform Cloud handling remote state.
- Migrated on-prem workloads to Azure SQL, enabling elastic performance scaling and compliance alignment.
- Created Logic Apps and Power Automate workflows that automated cloud security monitoring and remediation.
- Developed Power BI dashboards for real-time cloud security posture, utilization, and compliance metrics.
- Integrated Microsoft Defender, Sentinel, and CrowdStrike with on-prem and cloud systems.

ODSP Engineer – Microsoft, Redmond, WA
April 2024 – January 2025

- Delivered premier escalation engineering support for SharePoint Online and OneDrive with 95% SLA resolution.
- Administered and optimized 500,000+ SharePoint sites, libraries, and permission models.
- Reduced OneDrive sync errors by 15% via GPO tuning and policy optimization.
- Integrated SharePoint/OneDrive with Teams, Outlook, and Power Automate to reduce workflow interruptions by 20%.
- Authored documentation and internal best practices that reduced onboarding/troubleshooting effort by 25%.
- Ensured full compliance with GDPR, CCPA, and internal governance controls.

Systems Engineer - Brightline Technologies, Brighton, MI
July 2022 – April 2024

- Led client modernization efforts by migrating workloads from the VMware-based data center into Azure Virtual Desktop (AVD) and Microsoft 365 Cloud PC ecosystems, enabling secure, scalable, and cost-efficient cloud-first operations.
- Designed AVD architectures including host pools, custom images, FSLogix profile containers, and network segmentation to accommodate varied customer workloads and compliance requirements.
- Implemented Intune compliance and configuration policies for 500+ endpoints, reducing vulnerabilities by 25% and standardizing device onboarding.
- Administered AAD/AD hybrid identity environments, reducing access-related issues by 15% across client tenants.
- Automated routine tasks with PowerShell, Bash, and Python, decreasing operational overhead by 40%.
- Optimized Azure consumption through reserved instances, sizing adjustments, and governance policies, generating $50K/year in savings for managed clients.
- Executed large-scale migrations to Azure and Microsoft 365 for 300+ users, achieving 98% adoption and improved remote access reliability.
- Maintained 100+ Hyper-V and VMware ESXi hosts, improving uptime and reducing downtime by 20% through proactive patching, monitoring, and capacity planning.

Senior Operations Agent - PDI Security and Network Solutions, Commerce, MI
Oct 2021 – July 2022

- Troubleshot and resolved 200+ technical issues monthly related to hardware, software, network, and security, achieving a 95% first-contact resolution rate and boosting client satisfaction.
- Created, tracked, and managed ServiceNow tickets to ensure timely and efficient issue resolution, maintaining 98% SLA compliance across all support requests.
- Configured and managed 500+ endpoints using Microsoft SCCM, Intune, and JAMF, reducing deployment times by 30% through standardized processes.
- Deployed and provisioned Windows and Linux desktop and server environments, ensuring zero downtime during implementation and reducing setup errors by 15%.
- Managed software updates and patch distribution across 500+ devices, achieving 100% compliance with security update schedules and reducing vulnerabilities by 20%.

Field Service Technician / I.T Support - Mobile Communications America, Troy, MI
Nov 2020 – Oct 2021

- Served as the primary SME for WatchGuard body-worn and in-car dash camera systems, handling full lifecycle deployment and support.
- Led the installation and integration of on-prem WatchGuard Evidence Server environments, including storage configuration, system hardening, and policy setup.
- Integrated Evidence Server with Azure Active Directory for user authentication, role-based access, and audit compliance, ensuring secure and streamlined identity management.
- Delivered hands-on training sessions for officers and administrative staff covering camera operation, evidence upload workflows, retention policies, and end-user troubleshooting.

Education

M.S. in Computer Science, AI, and ML – Western Governors University (2026 -2027)

B.S. in Cloud Computing - Western Governors University (2022–2025)

A.A.S. in Cyber Security - Oakland Community College (2020–2022)

Training

Per Scholas - End User Desktop Support (2020)

Certifications

Microsoft: DevOps Engineer Expert (AZ-400), Azure Administrator Associate (AZ-104), Azure Fundamentals (AZ-900)

Terraform: Terraform Associate 004 (In Progress)

CompTIA: Cloud+ CE, Project+, Security+ CE, Network+ CE, A+ CE

Other: OSHA Certified, Basic RF