

Richard Blea

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SUMMARY

IT professional with hands-on Tier 1/Tier 2 support experience -- administering Active Directory, Microsoft Intune MDM, and Entra ID in a simulated 20-person enterprise environment. Methodical troubleshooter with strong documentation habits and clear end-user communication. Completing B.A. in Computer Science with Cybersecurity Certificate at CU Denver (Summer 2026). CompTIA A+ in progress.

TECHNICAL SKILLS

IT Support & Service Desk: Tier 1/Tier 2, Help Desk, ITSM ticketing, end-user support, hardware/software troubleshooting, RDP, VPN, incident escalation, asset management

Identity & Access / Endpoint: Active Directory, Microsoft Entra ID / Azure AD, Microsoft 365, Group Policy (GPO), Intune MDM, device enrollment, compliance policies, Win32 app deployment, imaging

Platforms & OS: Microsoft 365 Admin Center, Teams, SharePoint, OneDrive, Hyper-V, Windows 10/11, Windows Server 2022, Linux

Networking & Scripting: TCP/IP, DNS, DHCP, SMB file shares, LAN/WAN, network troubleshooting | PowerShell, Python, Git, Microsoft Graph API

Security & Documentation: Wazuh, Splunk, GPO security baselines, MFA, audit logging | SOPs, KB articles, asset registers, technical writing

PROJECTS

Ridgeline Technology Services -- IT Home Lab github.com/Rblea97/ridgeline-it

- Built a 3-VM Hyper-V lab (Windows Server 2022, 2x Windows 11) simulating a 20-person enterprise -- AD domain with 3 OUs, 6 users, and 4 security groups; enrolled 2 workstations in Intune MDM with compliance policies, profiles, and Win32 app deployment.
- Resolved 8 end-to-end Tier 1 tickets (account lockouts, MDM enrollment failures, OneDrive sync errors, SMB permission conflicts) -- producing 5 KB articles and 3 SOPs to enable first-call resolution across all issue types.
- Automated user onboarding, bulk AD provisioning, password resets, and Intune compliance reporting via 4 PowerShell scripts, including Microsoft Graph API authentication via OAuth2 device code flow.
- Diagnosed and resolved an Azure AD sync failure caused by outbound network restrictions blocking Azure Service Bus -- switched to Azure AD Connect and restored sync for all 6 users within 30 minutes through systematic troubleshooting.

EDUCATION & CERTIFICATIONS

University of Colorado Denver

B.A. in Computer Science | Cybersecurity and Defense Certificate

CompTIA A+ -- In Progress (Target: Jun 2026)

Expected Summer 2026

EXPERIENCE

DoorDash -- Delivery Driver | Denver, CO Jun 2023 -- Present

- Maintained outstanding customer service across 100+ weekly routes -- resolving time-sensitive issues with customers and merchants while managing real-time route planning and full accountability with zero direct supervision.

UPS -- Package Handler | Denver, CO Dec 2022 -- May 2023

- Processed high volumes of packages accurately under strict time constraints, demonstrating attention to detail, process adherence, and consistent throughput.