

MICHAEL LAWRENCE

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SUMMARY

IT Support and Systems professional supporting a 100+ employee healthcare organization in a HIPAA-regulated environment. Specializes in Microsoft 365 administration, Entra ID and Active Directory identity management, and Windows Server infrastructure. Operates with an automation-first mindset consistently identifying manual processes and rebuilding them as structured, repeatable workflows using Power Automate, Power Apps, and AI-driven PowerShell use. Works directly with physicians and white glove executives to identify operational friction and implement practical, long-term technical solutions.

CORE COMPETENCIES

- Microsoft 365, Entra ID (Azure AD), Active Directory, Exchange Online
- Windows Server, Hyper-V, Azure Hybrid Infrastructure
- Dynamic syntax-based Group Access Control
- PowerShell/bat scripting for user provisioning
- Power Automate workflow automation
- Power Apps Development (canvas/model-driven apps, Entra-integrated)
- Microsoft Deployment Toolkit Imaging
- HIPAA Compliance, GPO, Duo MFA, Least Privileged Enforcement
- Basic network Troubleshooting (TCP/IP, DNS/DHCP, VPN)
- Athena EMR & MEL Scripting
- Zoom Phone, Microsoft Teams, WordPress Platform Management

EXPERIENCE

NEW JERSEY PEDIATRIC NEUROSCIENCE INSTITUTE (NJPNi)

Morristown, NJ | On-Site

Senior IT Support Specialist | October 2025 - Present

- Serve as the sole IT escalation point for internal physicians and white-glove executives across multiple office locations; troubleshoot complex hardware, software, network, EMR, and remote application issues.
- Enabled the small business to nearly double in scale, from 65 employees to 120 in two years, on a one-person IT team: PowerShell-automated onboarding, dynamic Entra group access, and MDT imaging absorbed the growth with no added IT headcount.
- Coordinate with external vendors inquiring for new systems.
- Administer Microsoft 365 tenant: user provisioning, licensing, mailbox and Outlook operations, security settings, and org-wide configuration.
- Manage identity infrastructure across Entra ID and on-prem Active Directory using dynamic membership rules that query user attributes (department, role, location).
- Maintain Windows Server infrastructure and Hyper-V virtual machines in a hybrid environment.
- Enforce HIPAA compliance through Group Policy Objects (GPOs).
- Administer SharePoint site and file-sharing ensuring departments have clean, navigable access to the resources they need.
- Administer Intune for endpoint management: device enrollment, compliance policies, software deployment, and security enforcement.
- Meet with department leaders to identify workflow gaps in administrative processes, scheduling, clinical work, and implement long-term efficiency-driven improvements.

IT Support Specialist | June 2024 - October 2025

- Delivered rapid Tier 1-2 support across all departments (front desk, clinical, billing, administration); resolved Windows, EMR, printer, and network issues remotely and on-site.
- Deployed and configured new workstations: installed applications, tested functionality, and customized each setup based on user role and preference.
- Owned the full employee onboarding experience from an IT perspective: workstation staging, account creation, access provisioning, orientation walkthroughs, and day-one readiness across all departments.
- Supported Zoom Phone and Microsoft Teams setup and troubleshooting including call queue routing and user guidance.
- Created internal IT documentation and step-by-step troubleshooting guides to establish repeatable resolution paths and reduce recurring support requests across the organization.

- Configure, deploy, and troubleshoot including drivers, queue management, and end-user reliability across locations for printers on the print server.

AUTOMATECOMPLY

Hoboken, NJ | automatecomply.com

Founder | June 2026 - Present

- Founded a fixed-fee automation consultancy that builds HR and compliance workflows (phishing-awareness training, performance reviews, time-off, and overtime/FLSA tracking) inside small businesses' existing Microsoft 365 tenants using Power Automate, Power Apps, and SharePoint.
- Built and operate the entire business infrastructure solo: Microsoft 365 tenant with Bookings scheduling, authenticated email (SPF, DKIM, DMARC), marketing site on Cloudflare Pages, and an n8n-based CRM with automated lead sourcing, enrichment, and outreach pipelines.
- Designed compliance-first client acquisition: CAN-SPAM-aligned outreach with automated suppression handling, reply classification, and opt-out processing, plus Google Ads and referral-partner channels.

PROJECTS & ACHIEVEMENTS

- Built a multi-role employee evaluation flow-driven solution and model-driven app in Microsoft Power Apps with dynamic form rendering, SharePoint list-backed Dataverse tables, conditional logic based on supervisor/evaluatee context, business rules assigned via security roles, anniversary-triggered Power Automate flows, and timestamped email delivery to administration with SentDate and FirstOpenedDate stamping.
- Automated Active Directory provisioning with PowerShell script and bat driven by AI: the script handles account creation group/manager assignment, reducing onboarding errors, and tying in with Entra-synced dynamic-rule driven 365 groups.
- Architected SharePoint external sharing and folder-level permission structures using dynamic Entra security groups synced from provisioned Active Directory user accounts. The users' enabled groups are attribute dependent (department, job title, office location, extensionAttribute, etc.).
- Used Chat-GPT to design and deploy in-house phishing simulations using Power Automate: randomly targeted users, tracked engagement behavior, logged results in SharePoint, and measured organizational security awareness.
- Built a Power Automate HR approval system for time-off and overtime requests with tracking, notifications, automatic SharePoint file saving, and executive auditability.
- Adopting device imaging system using Microsoft Deployment Toolkit automating OS installation, driver injection, application deployment, and system default configuration, eliminating manual laptop setup entirely.
- Developed and maintained MEL-scripted EMR forms in Athena Practice, reducing documentation errors and supporting billing consistency with patient demographic context-aware user instructions.
- Represented NJPNI at the 2025 athenahealth Thrive Conference; identified and recommended multiple platforms for adoption that were accepted and successfully integrated into the organization.

EDUCATION & CERTIFICATIONS

Rutgers University - B.A., Information Technology & Informatics | September 2021 - May 2024

New Brunswick, NJ

- CCNA Certification - In Progress