

JULIE ANN AGUIRRE

Microsoft 365 Administrator | Automation & Workflow Specialist

 Caloocan, Metro Manila, Philippines (Remote, US hours)

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SUMMARY

Microsoft 365 Administrator with 6+ years managing cloud environments for US-based companies, including 3+ years supporting M365 customers and administrators through Accenture and Upwork. Currently own IT operations and automation for an executive search firm - Entra ID, Intune, Exchange Online, SharePoint, and Google Workspace, alongside workflow builds in n8n, Make, and Power Automate. Top Rated on Upwork with 100% Job Success.

EXPERIENCE

IT Administrator | Keller Executive Search — US (Remote) Feb 2024 – Present

- Own IT systems and business automation end to end across Microsoft 365, Google Workspace, recruitment platforms, and AI-assisted workflows.
- Administer Entra ID, MFA, Intune devices, Exchange Online mail flow, Teams, and SharePoint; handle onboarding, offboarding, access, and daily technical support.
- Configure DNS records (SPF, DKIM, DMARC) protecting email deliverability and sender reputation across company domains.
- Build automations in n8n, Make, Power Automate, Zapier, and GoHighLevel; designed and maintain the ClickUp workspace running daily recruitment operations.
- Run lead generation and outreach: enriched lists in Clay and Apollo, multi-step campaigns in Reply, with ongoing domain health monitoring

Microsoft 365 Service Engineer | Upwork (Part-time) February 2023 to October 2026

Supported M365 customers and administrators worldwide across the full suite. Exchange Online: mail flow, delivery failures, message trace, mailbox permissions, migrations, and email authentication. Identity and access: sign-in, MFA, lockouts, licensing, and conditional access. Intune device enrollment, compliance, and app deployment; Teams, SharePoint, and OneDrive permission and sync issues. Explained solutions clearly to technical and non-technical users; documented and escalated complex cases with complete detail

Microsoft 365 Technical Support | Accenture September 2020 to February 2023

Taguig, Philippines

Freelance M365 Administrator & Automation Specialist | Upwork 2020 - Present

Top Rated, 100% Job Success, \$30K+ earned delivering M365 administration, automation, and cold email infrastructure for international clients

Earlier: Assistant Manager and Gaming Assistant, I-Cyberworld Biz. Inc. (PAGCOR), 2011-2017.

TECHNICAL SKILLS

Microsoft 365	Entra ID, Intune, Exchange Online, SharePoint, Teams, Defender, conditional access, licensing, PowerShell
Google Workspace	Users, groups, shared drives, Gmail routing, security policies
Automation	n8n, Make, Power Automate, Zapier, GoHighLevel
Ops & CRM	ClickUp, HubSpot, Zoho (People, Recruit, Bookings), Workable, Dynamics 365
Email & Outreach	SPF/DKIM/DMARC, deliverability, Instantly, Reply, Apollo, Clay
Development	PHP, Laravel, JavaScript, ReactJS, MySQL, MongoDB, Git

EDUCATION

Certification, Full Stack Web Development — Zuit Coding Bootcamp 2019 – 2020

BSc Accounting Technology — Montessori Professional College 2008 – 2012