

ANDREW MINGA

Brandon, MS 39047 • (601) 791-2926 • drew.minga@gmail.com • [linkedin.com/in/andrew-minga-ba933587](https://www.linkedin.com/in/andrew-minga-ba933587) • mingasolutions.com

PROFESSIONAL SUMMARY

IT leader and Azure Solutions Architect Expert with 14+ years of experience spanning healthcare IT, public safety networking, and enterprise cloud services. Proven record of building and leading high-performing engineering teams, designing cloud architectures, and driving automation that reduces manual overhead for MSP and enterprise clients. Committed to developing others and building cultures of continuous learning and operational excellence.

WORK HISTORY

Manager, Customer Experience Engineering | [C Spire](#) — Ridgeland, MS | Apr 2025 – Present

- Lead engineering team delivering M365, Azure AVD, Entra ID, and Intune solutions for enterprise and MSP clients.
- Drive cybersecurity awareness programs and compliance initiatives across the client base.
- Architect automation and tooling that reduces manual IT overhead for clients.
- Mentor and develop team members, cultivating a culture of accountability and continuous improvement.
- Partner with sales and CX teams to align technical delivery with client outcomes.

Applications Support Engineer III | [C Spire](#) — Ridgeland, MS | Mar 2025 – Apr 2025

Applications Support Engineer II | [C Spire](#) — Ridgeland, MS | Nov 2023 – Mar 2025

- Improved customer satisfaction by promptly addressing support tickets and providing accurate solutions.
- Collaborated with cross-functional teams to resolve complex problems and ensure seamless system operations.
- Contributed to team growth through group collaboration and onboarding of new hires.

Network Operations Manager | [MS Emergency Management Agency](#) — Pearl, MS | Nov 2021 – Nov 2023

- Drafted network configuration backup process policies to support disaster recovery.
- Standardized technical operations with new SOPs, increasing workflow efficiency.
- Developed incident response plans to minimize downtime during emergencies.
- Maintained detailed network documentation, facilitating knowledge transfer.
- Reduced outages by proactively identifying and resolving technical issues.

Client Support Engineer | [Netlink Voice](#) — Flowood, MS | Dec 2019 – Oct 2021

- Resolved support tickets promptly, driving measurable improvements in customer satisfaction.
- Collected customer feedback to enhance service and product offerings.
- Diagnosed and resolved VoIP and multimedia system issues across distributed platforms.
- Managed high ticket volumes, averaging 36 case closures per day.

Director of Technical Operations | [Cognos Consultants LLC](#) — Natchez, MS | Jan 2014 – Nov 2019

- Managed IT for seven long-term care facilities, two assisted living facilities, and three office suites.
- Managed and coordinated full takeover and rebuild of acute hospital IT infrastructure.
- Led full conversion of EHR systems to a new fully electronic platform across multiple sites.

- Implemented, created, and tested disaster recovery and business continuity plans.

CERTIFICATIONS

Microsoft

- AZ-305 Microsoft Certified: Azure Solutions Architect Expert (Oct 2025)
- AZ-104 Microsoft Certified: Azure Administrator Associate (Jul 2025)
- AZ-140 Microsoft Certified: Azure Virtual Desktop Specialty (Jul 2025)
- AZ-900 Microsoft Certified: Azure Fundamentals (May 2024)

FEMA / Emergency Management

- MGT456 — Integration of Cybersecurity Personnel into the Emergency Operations Center
- CAS 22-07 Cyber Analyst Seminar

EDUCATION

Associate of Applied Science: Computer Networking and Telecommunications

MS Delta Community College — Moorhead, MS | May 2012

SKILLS

Microsoft Azure • Azure Virtual Desktop (AVD) • Microsoft 365 • Microsoft Entra ID • Microsoft Intune • Conditional Access • PowerShell • Rewst Workflow Automation • Claude Code (AI Tooling) • Systems Administration • Network Administration • Incident Management • Cybersecurity Best Practices • Disaster Recovery • VoIP Solutions • MSP Management • Team Leadership • Customer Experience Engineering