KLEED HUSSAIN

SENIOR IT SOLUTIONS & INFRASTRUCTURE MANAGER

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PROFESSIONAL SUMMARY

IT solutions and infrastructure manager with 10+ years of experience in hybrid Microsoft environments. Known for reducing IT costs, improving security posture, and keeping systems highly available while rolling out modern tools like Microsoft 365, Azure, and AI/Copilot. Recently led work that cut IT TCO by ~20% on a 600K+ budget, improved security maturity toward NIST CSF, and supported near-continuous uptime for core business systems in a public-facing museum environment.

KEY HIGHLIGHTS

- Cut IT total cost of ownership by ~20% while managing a 600K+ annual budget through consolidation, vendor negotiation, and smarter cloud/on-prem balance.
- Improved security maturity toward an internal NIST CSF based score of ~4.2 by tightening identity, access, and governance and planning BCDR.
- Supported ~99.99% uptime across key business systems while modernizing infrastructure and preparing the environment for Copilot and other AI workloads.

PROFESSIONAL EXPERIENCE

Senior IT Solutions Manager   **May 2023 – Nov 2025**

Taft Museum of Art · Cincinnati, OH

- Owned the IT and infrastructure roadmap for a hybrid Microsoft environment supporting staff, galleries and public spaces, aligning projects with leadership priorities and budget.
- Led consolidation and renegotiation of key vendors and services, contributing to an approximate 20% reduction in IT total cost of ownership while maintaining service levels.
- Planned and delivered Microsoft 365 and Azure improvements, including SharePoint and OneDrive restructuring and identity hardening, to support analytics, Power BI, Copilot and future AI workloads.
- Improved security posture toward an internal NIST CSF based score of ~4.2 by tightening identity and access, strengthening configurations and advancing business continuity and disaster recovery documentation.
- Designed and piloted an internal retrieval augmented generation (RAG) solution on SharePoint and OneDrive content, defining prompts, retrieval strategy and guardrails to reduce hallucinations and support safe LLM use cases.
- Standardized procurement, inventory and lifecycle tracking for IT assets, improving visibility into cost, refresh cycles and support status across the estate.

IT Support and Technology Manager   **Jun 2022 – May 2023**

Taft Museum of Art · Cincinnati, OH

- Centralized institutional knowledge into a governed knowledge base to support search and future LLM use cases.
- Introduced structured intake and prioritization for IT requests, reducing ad hoc interruptions and helping leadership see tradeoffs between projects, incidents and maintenance work.
- Oversaw installation and configuration of routers, switches, and cabling to keep network performance stable across galleries, offices, and public spaces.
- Designed Microsoft 365 data architecture baselines (taxonomy, retention, access) to support analytics and AI workloads.

PROFESSIONAL EXPERIENCE (CONT.)

Technology Support Specialist   **Apr 2020 – May 2022**
Data Intensity · Covington, KY

- Diagnosed and resolved software, hardware and network issues for internal users while consistently meeting ticket SLAs.
- Turned recurring problems into knowledge base articles and SOPs to cut repeat incidents and improve first-time resolution.
- Built and prepared standard devices and accounts for new employees, including OS/security builds and basic training on core tools.

TECHNICAL SKILLS

Cloud and Infrastructure: Azure (compute, storage, basic networking), Microsoft 365, SharePoint, OneDrive, Windows Server, Active Directory, Group Policy, backup and recovery in hybrid environments.

Security and Resilience: Identity and access management, conditional access, MFA, security baselines, vulnerability remediation, NIST CSF informed assessments, business continuity and disaster recovery planning.

Data and AI: Azure AI Services and Azure OpenAI, Power BI, data pipelines aligned with DP-203 scenarios, prompt design, RAG patterns, evaluation of LLM output quality and safety.

Operations and Delivery: IT budgeting and cost optimization, vendor management, ticketing and helpdesk workflows (for example ServiceNow, Jira or similar), SOP and knowledge base creation, endpoint management, user training and change adoption.

EDUCATION

Master of Science – Technology Evaluation and Data Analytics   **Dec 2022**
Arizona State University

Bachelor of Science – Information Technology   **May 2016**
Limkokwing University of Creative Technology

CERTIFICATIONS

- Microsoft Applied Skills: Build and Use AI Solutions with Azure OpenAI
- Microsoft Certified: Azure AI Fundamentals (AI-900)
- Microsoft Certified: Azure AI Engineer Associate (AI-102)
- Microsoft Certified: Power BI Data Analyst (PL-300)
- Microsoft Certified: Azure Data Engineer (DP-203)