

ANDREW MINGA

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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 shipping AI-powered automation that removes manual overhead for MSP and enterprise clients. Builds in public: a free suite of browser-based IT tools and an open-source prompt library at andrewminga.com.

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 AI 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.
- 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.
- 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.

SELECTED PROJECTS

IT Ops Tools Suite — andrewminga.com/tools

- Built 12 free browser-based tools for IT professionals: email security checker (SPF/DKIM/DMARC with 33-selector discovery), DMARC report analyzer, DNS and reverse DNS lookups, WHOIS/RDAP, header analyzer, speed test, and more. All client-side; nothing logged.

Open-Source Prompt Library — github.com/amingacspire/prompt-library

- MIT-licensed collection of production-tested LLM prompts and agentic patterns for IT operations.

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) • MCP Integration Development • Systems Administration • Network Administration • Incident Management • Cybersecurity Best Practices • Disaster Recovery • MSP Management • Team Leadership • Customer Experience Engineering