

JAY ROHRS

OPERATIONS & SYSTEMS SPECIALIST | MICROSOFT 365 | TECHNICAL SUPPORT & BUSINESS SYSTEMS
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PROFESSIONAL SUMMARY

Technology and operations professional whose recent work spans Microsoft 365 administration, identity and access, email security, business systems, device deployment, cross-platform support, and practical documentation. Earlier experience connects customer technology, data and workflow operations, live technical systems, document imaging, and project-based support. Known for diagnosing complex issues, guiding nontechnical users, and building reliable handoffs across teams and vendors.

KEY STRENGTHS



Systems Investigation
& Problem Solving



Process & Operational
Improvement



Technical Communication
& User Support



Business Technology
Operations & Security

CORE SKILLS

MICROSOFT CLOUD & IDENTITY	Microsoft 365 Microsoft Entra ID Exchange Online Teams SharePoint MFA Permissions
BUSINESS SYSTEMS & SECURITY	Restaurant365 Barracuda Email Protection Email Troubleshooting Access Admin Automation Checks
USER & DEVICE SUPPORT	Windows macOS Android iOS Onboarding & Offboarding Hardware Deployment Remote Support
OPERATIONS & DOCUMENTATION	Technical Documentation User Training Vendor Coordination Excel Workflow/Process Support

PROFESSIONAL EXPERIENCE

Operations & Systems Specialist

On Call Restaurant Accounting (OCRA), Denver, CO | Dec 2018 – Aug 2025

- Supported 42 internal users at an accounting firm serving 300+ restaurants, including multi-location groups; supported the firm's main contractor separately through one primary contact.
- Administered Microsoft 365 accounts, licensing, Entra ID, Exchange Online, SharePoint, permissions, and identity and access across the employee lifecycle.
- Created Teams workspaces, populated standardized files, maintained the Front Office team, published announcements, and provided technical support.
- Investigated Exchange Online mail-flow, phishing, and spam issues using message tracing, mailbox controls, and Barracuda policies; administered broad MFA with individual exceptions and cross-platform enrollment and access support.
- Coordinated onboarding and offboarding across accounts, licenses, permissions, access removal, and Windows devices; selected, configured, and deployed computers, monitors, printers, and peripherals.
- Ran Restaurant365 bots and automation checks across approximately 75 groups and escalated required review or correction to a remote contract programmer; coordinated cloud-phone planning, testing, routing, user training, and troubleshooting with management and the vendor.
- Documented core systems, trained users, and prepared a successor for the company transition.

ADDITIONAL TECHNICAL & OPERATIONS EXPERIENCE

Volunteer AV & Livestream Support

First Unitarian Society of Denver | Mar 2025 – Present

- Support livestream and hybrid services using Wirecast, ProPresenter, Zoom, PTZ cameras, and integrated AV systems; troubleshoot issues and document workflows.

Technology Retail Support

Auraria Higher Education Center (payroll) / Tivoli Station Bookstore, Denver, CO | Jan–Aug 2016 (approx.)

- Supported technology sales and orders, Apple guidance, troubleshooting, and purchase support for students and other customers.
- Helped veterans navigate VA technology-benefit purchases and provided practical product and technical assistance.

HR Data & Operations Support

OfficeTeam / Robert Half contract at Dairy Farmers of America, Henderson, CO | Feb 2014 – at least Aug 2015

- Used Excel to analyze workforce and demographic data and support EEO research and tracking; created training materials, templates, maps, and driver packets.
- Coordinated relocation logistics, equipment, furniture, and secure-shredding disposition during the extended assignment.

Independent Technical Support & Web Systems

Selected project-based work | Earlier career

- Built, upgraded, and repaired PCs; supported Windows and macOS users; and configured home and small-business routers, Wi-Fi, static IPs, and port forwarding.
- Supported domains, web and email hosting, FTP/SFTP, user guidance, and reusable technical documentation; these historical projects do not represent continuous employment.

Live Streaming Operations

The FeedRoom, New York / New Jersey | 2008–2009

- Monitored and routed simultaneous live ESPN360 events, observed encoding and transmission issues, supported replay and archive edits plus overnight and international operations, and escalated failures.

Genius Admin

Apple Fifth Avenue Flagship Store, New York, NY | Oct 2007 – Oct 2008

- Advanced from Specialist to Genius Admin, supporting repair pickups and walkthroughs, repair confirmation, scheduling, and service paperwork.
- Handled inventory, warranty admin, parts orders, repair-quality review, and inter-store handoffs using Apple systems.

Imaging Operations Management

Mountain States Imaging, Englewood, CO | Approximately four years, ending around 1999 or 2000

- Managed operations across three offices, opened a Lincoln office, and supervised at least 15 staff while overseeing Kodak duplex scanning, microfiche digitization, OCR, Bates numbering, PDF production, quality control, and batch conversion.

EDUCATION

Bachelor of Science in Technical Communications

Minor in Anthropology

Metropolitan State University of Denver | Awarded December 2019

ADDITIONAL TOOLS

Barracuda Email Protection | Exchange Admin Center | Microsoft 365 Admin Center | Microsoft Entra ID | Excel | Outlook | Restaurant365 | SharePoint | Teams Admin Center | Windows | macOS | Wirecast | ProPresenter | Zoom