

CARLOS ARITA

Senior Systems & Infrastructure Engineer

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SUMMARY

Senior infrastructure engineer with 15+ years across identity, endpoint, server, network, and cloud platforms in a global enterprise. Hands-on lead for a divestiture that separated 400 users into a new Microsoft 365 tenant, the retirement of a 200-server on-premises estate, and an Intune and Autopilot rollout that cut device onboarding from 6 hours to 1. Strong in Entra ID, Conditional Access, Microsoft 365, backup and disaster recovery, and translating security findings into practical fixes.

Largest environment managed (TIGI Linea / Unilever): 1,500+ identities | 800 endpoints | 200 servers | 8 sites in 4 countries (US, UK, Germany, Italy)

TECHNICAL SKILLS

Identity: Active Directory, Group Policy, Entra ID (Azure AD), Entra Connect, Conditional Access, MFA, SSO and enterprise applications, certificate lifecycle

Endpoint: Intune, Windows Autopilot, SCCM/MECM, Windows Deployment Services imaging, patch management, macOS support

Microsoft 365: Exchange Online and on-prem Exchange, SharePoint, OneDrive, Teams, Teams Rooms, tenant migrations, licensing

Servers & Virtualization: Windows Server, Hyper-V, VMware, Citrix XenServer, Linux, DNS/DHCP, file and print

Cloud: Azure (Files, Blob, VPN), Azure Stack HCI, Amazon SES, Cloudflare WAF

Networking: Cisco ASA, Cisco routing and switching, HPE FlexNetwork 7500-series chassis switching, Aruba switching, Motorola and UniFi wireless, VLANs, site-to-site and client VPN

Security: Microsoft Defender, KnowBe4, SPF and DKIM, Exchange connectors and anti-spam policy, privileged access reviews

Backup & DR: Veeam, Acronis, NetBackup, Backup Exec, live DR execution

Automation & ITSM: PowerShell (AI-assisted scripting), Zendesk

PROFESSIONAL EXPERIENCE

Elida Beauty (now Evermark)

Feb 2011 - Present

TIGI Linea, a Unilever company (2011) | Elida Beauty unit formed within Unilever (2021) | Carved out of Unilever by Yellow Wood Partners (2024) | Merged with Suave Brands to form Evermark (2026)

Senior Infrastructure Engineer, Elida Beauty and Evermark (Apr 2021 - Present)

Infrastructure Manager, Network Administrator, Help Desk, Unilever / TIGI Haircare (Feb 2011 - Apr 2021)

Divestiture, Merger & Cloud Transition

- Technical lead for the 8-person infrastructure team within a 30+ person IT department, bringing the strategy, technical design, and deliverables for migration, security, and modernization projects while partnering with the managers running them.
- Hands-on lead for the 2024 separation from Unilever: built a new Microsoft 365 tenant, split Active Directory, and migrated email, enterprise applications, SharePoint, and OneDrive for 400 users, alongside a full hardware rollout.
- Led the decommissioning of the entire on-premises server estate (200 servers across 8 sites in 4 countries), working with each department to move its workloads to supported cloud services.
- Solution architect for the on-premises consolidation program: architecture design, backup strategy, change requests, and vendor coordination with CDW and Dell; authored the Windows Server 2022 and Azure Stack HCI migration plan.
- Executed the tenant-to-tenant identity and data migration from Elida Beauty into the Suave Brands tenant during the first three months of the 2026 merger forming Evermark.
- Implementing security best practices while consolidating from MSP-provided tools onto Microsoft capabilities the company already licenses, eliminating redundant tool spend.
- Manage SSO enterprise applications and Azure infrastructure day to day.

Identity & Security

- Implemented organization-wide MFA using modern methods only, enforced with Conditional Access policies.
- Managed identity for 100+ SSO-integrated enterprise applications, including certificate lifecycle, service accounts, client secret reporting, and privileged access reviews.
- Actioned Microsoft Defender findings with the security team, advising which remediations were achievable.
- Configured SPF and DKIM for an Amazon SES integration with NICE CXone, tuned Exchange connectors and anti-spam policy, and implemented the KnowBe4 smarthost for phishing simulations.
- Hardened the corporate website with Cloudflare WAF and admin MFA; designed secure SFTP file transfers using Azure Blob and Azure Files.

Endpoint, Network & Collaboration

- Rolled out Microsoft Intune and Windows Autopilot at Elida Beauty for 400+ users, then deployed them at Evermark to replace manual device builds, using dynamic groups to cut onboarding from 6 hours to 1 hour per device.
- Replaced edge and switching equipment across global sites with new Cisco ASA firewalls, routers, and HPE 7500-series chassis switches; deployed Microsoft VPN during the server shutdown project.
- Deployed 8 Microsoft Teams Certified conference rooms at US headquarters.
- Authored the server Group Policy hardening standard and maintained the enterprise server inventory.

Foundation Years at TIGI Linea / Unilever

- Technical lead for the 8-person IT team, owning infrastructure strategy and delivery across all sites.
- Upgraded primary and secondary domain controllers and Exchange 2010 for 700+ users; supported BlackBerry, Barracuda, Citrix XenServer, and Oracle VM environments.
- Managed SCCM and Windows imaging with gold images; designed Group Policy for Windows 7 and 8.
- Owned backup and data integrity with NetBackup and Backup Exec across US, UK, Germany, and Italy sites; executed live recoveries of Active Directory, file servers, and Exchange.
- Contained a ransomware infection that spread from one user to every file share she could reach: identified the encryption pattern, restored only the affected files from NetBackup overnight with zero data loss and no outage for most users, then deployed a Group Policy blocking executables from running in user profile directories.
- Built Cisco site-to-site VPN tunnels and tested failover for every site with local on-site staff.

EARLIER EXPERIENCE

Aggressive Insurance | Support Engineer

Jun 2009 – Feb 2011

- Managed Exchange and Active Directory; implemented a PBXtra VoIP phone system and supported all in-house and remote users.
- Redesigned the backup strategy for core systems and led the rollout of paperless operations.

Microsoft (Contract) | Support Engineer, Vista Concierge

Nov 2008 – Jun 2009

- Founding member of Microsoft Answers community support and the Vista Concierge premium chat support program.

EDUCATION

MediaTech Institute, Dallas | Audio Engineering

2007

Billy Ryan High School, Denton, TX | High School Diploma

2006