

ZOE MONTAGUE

Independent IT Consultant & Contractor | Cloud Architecture Expert | MSP Specialist

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Executive Summary

Experienced IT consultant and cloud architect specializing in MSP operations transformation through strategic technology solutions. Founded Silverfern Technology Consultants as an independent consulting and contracting firm serving MSPs and MSSPs across North America with cloud governance, infrastructure optimization, and SaaS development. Proven track record as Lead Cloud Engineer and ITOps team member at CyTek, where I built their Azure practice from scratch and led critical infrastructure initiatives. Currently expanding into SaaS with FernWorks, delivering Azure governance solutions that streamline MSP operations and boost recurring revenue.

Core Competencies:

- Cloud Architecture & Migration (Azure Expert)
- MSP Business Strategy & Operations
- IT Leadership Coaching & Consulting
- SaaS Product Development
- M&A IT Integration
- Infrastructure Optimization

Professional Experience

Silverfern Technology Consultants LLC

Remote

Freelance IT Consultant & Contractor

February 2025 – Present

- Operating independent consulting and contracting firm specializing in IT services for MSPs and MSSPs
- Providing freelance cloud architecture, Azure migrations, and infrastructure optimization on contract basis
- Developing FernWorks division for SaaS governance solutions, including Governance Guardian platform
- Delivering strategic IT consulting and contracting services at \$60-100/hour USD
- Building partnerships within MSP community through active participation in RejectionCon, MSPGeekCon, IT Nation Connect
- Offering specialized services including leadership coaching, M&A integration, and server room optimization

Copeland Technology Solutions

Buffalo, NY

Systems Administrator

September 2024 – February 2025

- Collaborated with Account Managers on pre-sales technical assessments and solution design
- Partnered with Project Managers to deliver Microsoft Azure implementations and migrations
- Conducted technical consulting and cybersecurity system rollouts for enterprise clients
- Managed Office 365 and Microsoft Entra ID environments across multiple client tenants
- Performed onsite infrastructure assessments and developed hardware refresh recommendations
- Supported sales team with technical expertise during client meetings and proposal development

CyTek Corporation

Buffalo, NY

Lead Cloud Engineer & ITOps Team Member

July 2022 – September 2024

- **Built and scaled Microsoft Azure managed services line from zero to profitable business unit**
- Served as key member of Internal IT Operations team, leading critical infrastructure initiatives
- Led company-wide SSO and MFA implementation across all internal and client-facing systems
- Architected and deployed PSA, RMM, and IT documentation platforms (Hudu) for operational excellence
- Collaborated with Account Managers on pre-sales engineering and post-sales technical delivery
- Managed end-to-end client cloud migrations
- Developed technical documentation standards including SOPs, KB articles, and workflow diagrams

System Administrator

February 2022 – May 2023

- Delivered MSP-style managed services including project implementations and tier 3 escalation support

- Managed client projects from kickoff through completion
- Handled complex tier 2 and 3 escalations that requiring advanced troubleshooting
- Administered multi-tenant Microsoft 365 environments across a diverse client base
- Deployed and maintained Windows Server environments with Active Directory, Group Policy, and other Windows Server modules
- Implemented security solutions including EDR, SSO, and MFA for enhanced client protection
- Optimized client licensing strategies resulting in 20-30% cost savings

Rackspace Technology

Information Technology Support Technician (Managed Hosting)

Kansas City, MO

January 2020 – April 2021

- Maintained Windows/Linux servers and networking infrastructure across 5 data centers
- Provided managed hosting support for enterprise clients
- Performed enterprise hardware maintenance for Dell and HP systems
- Led incident response for critical outages and client-impacting emergencies

Aptora (Software Development Company)

System Administrator

Lenexa, KS

August 2019 – January 2020

- Managed Azure Virtual Desktop environments for SaaS product delivery
- Maintained internal infrastructure supporting software development operations
- Redesigned company websites reducing load times by 30-40%
- Created 50+ knowledge base articles for product documentation
- Established SOPs for database maintenance and optimization

Technical Expertise

- **Backup/Disaster Recovery:** Acronis, Axcient X360, Axcient Cloud, Azure, Datto BCDR, Datto Saas, StorageCraft/Arcserve, Veeam
- **Business Tools:** ASC, QuickBooks, Tabs3, Worldox
- **Cloud Platforms:** Microsoft Azure, Microsoft 365, Azure Virtual Desktop, Google Workspace
- **Development:** Azure DevOps, PowerShell, Git
- **Infrastructure Networking:** Active Directory, Cisco Meraki, DHCP, DNS, Hyper-V, Sonicwall, Ubiquiti / UniFi, VMware, Watchguard Firewalls
- **MSP Operations:** Autotask, ConnectWise Manage, DattoRMM, Hudu, IT Glue, NinjaRMM, Pax8
- **Monitoring:** Nagios, PRTG, Zabbix
- **Security:** ConnectSecure/CyberCNS, Microsoft Entra ID, Duo Security, Huntress, SentinelOne EDR, SSO/MFA, Zero Trust Architecture

Business Highlights

- **Woman-owned & LGBTQ-owned business** promoting diversity in tech
- Registered LLC in New York (US) and Corporation in Ontario (Canada)
- Developing the Fernworks division of Silvenrfern Technology Consultants for MSP related development
- Building strategic partnerships across the North American MSP ecosystem

Languages

- English (Native) | German (Limited Working Proficiency)