David Brody

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**OBJECTIVE**

Looking for long term employment that will utilize my strong leadership, systems, Office 365 and application troubleshooting and escalation support skills and experience. Willing and very good at adapting to new and current technologies on the fly. I am a unique and perfect candidate for many projects and thrive on being thrown into the mix with little supervision.

**WORK EXPERIENCE**

Microsoft Office 365 Premier Support

ExperisMS / Microsoft Dec 2018 – Aug 2019

Served as a point of authority as a Premier Support Engineer for the entire Office 365 suite of applications and cloud services, engaged the customer alongside Technical Account Managers and Microsoft Engineering staff and product groups.  
• Managed a network of Escalation Resources, Databases, and Historic Support Requests.  
• Tracked, documented, and gathered FAQ/knowledge base content from existing ticketing systems, incident management portals, and other Microsoft sources.   
• Completed product and technical fluency within Administration, Hybrid Environments (Skype, Teams, SharePoint, Exchange), Azure Portal, Azure AD Connect, PowerShell, Domains/DNS, Security and Compliance, SMTP mail-flow and SharePoint based applications.  
• Created business cases for new tool functionality, content to be organized and presented by the Premier Customer Success Manager. • Responded to and worked on requests for service and incidents utilizing the company ticketing system. Documented all work performed within the requests.  
• Installation, configuration, and support of Microsoft Office 365 on various customer platforms.  
• Provided phone, email and remote troubleshooting support.  
• Responsible for efficiently managing the relationship with customers while accurately documenting ticket activity, details, and outcomes.  
• Communicated with corporate customers via telephone, written correspondence, and electronic services for technically complex problems.  
• Ensured accurate and timely resolution for assigned issues.  
• Provided front-line administrator and end user support for multiple customers.  
• Recognized trends and reoccurring problems.  
• Administration of applications within the Office 365 suite.  
• Collaborate with other engineers to find solutions. (Including Support Engineers at different levels and technology areas).  
• Reported software bugs and customer suggestions to dev, change and product management groups.

Microsoft Office 365 Concierge Support

ExperisMS / Microsoft May 2017 - Dec 2018

Provided white glove technical support, onboarding and migrations for the full Office 365 suite of applications and services for small business tenants.

Managed Services / Solutions Engineer Sept 2016 – Jan 2017

True North ITG Inc

Full IT Support of Various Medical clinics and businesses throughout western Washington and Arizona.

Originally brought on as a FT salaried employee to help with the managed services help desk and also build out their NOC services and assist with other onboarding and administrative projects.

Because of budgeting I was re-scoped as a W9 contractor to assist with Office 365 client exchange migration projects. Projects are now completed.

Microsoft Office 365 Concierge Next Team - Escalation Support

Systegrations/Microsoft Oct 2015 – May 2016

Lead small and medium business customers through the Onboarding technical process for Microsoft Office 365

Provide ongoing support to small and medium business Microsoft Office 365 customers. Was instantly recognized for my experience working internally at Microsoft (prior O365 experience) and exposure to those resources and support processes. Provided shadowing and training to new ambassadors. Helped form and train engineers for the Next Team Escalation group. Worked with Microsoft PM’s and Avanade to solidify an escalation path/workflow to internal Microsoft SME’s and product groups. Trained Next Team Engineers on the use of their tools (Product Studio, ICM, etc.). Created, maintained and updated team SharePoint Site, lists, Wiki and workflows. Responsible for mentoring Ambassadors on proper due diligence and ticket handling for escalations. Used my Office 365 knowledge to great extent to triage and resolve tickets to reduce SLA and MS escalations. Part of the Rave testing and Change Management group.

Lync SOC Engineer

[Mindtree](https://www.linkedin.com/company/4300?trk=prof-exp-company-name)/Microsoft July 2014 – January 2015

Monitor, act and respond to incoming Lync server pool and infrastructure SCOM alerts. Investigate server infrastructure symptoms ranging from Drive Array degradation, IIS Application Pool failures, DFS, PSTN Gateways, synthetics and various performance monitors and events, failed windows and application health services. Use HP Integrated lights out utilities and performance monitors to further evaluate servers. 3nd tier troubleshooting of customer bugs from High end Dedicated Customers and Multi-Tenant Lync Online subscribers. Heavy PowerShell usage.

AIM / Microsoft

OEM IT Ops OA 3.0 - Level 3 Escalation Engineer and Service Lead. June 2012 – July 2014

Level 3 MSIT Escalation support within the Microsoft’s ECIT Org. Came in at the launch of the new OA 3.0 OEM digital licensing service that launched with Windows 8 operating systems. Handled final Escalations from lower tier support groups and worked problems to resolution. Worked with other departments like Dev-Ops and Service Transition and engineering when needed. Direct contact with Major and Minor OEM business leads and stake holders using email, IM and phone. Conducted Bi-weekly triage calls with support team to go over weekly tickets and issues and give further instructions (Incident Management). Handle and coordinate MI’s and Priority 1 cases to resolution. Eventually promoted to a Management/Service Owner position that handled above tasks and owned all daily support operations of the Partner Qualification Environment. Also tasked with being the lead and escalation point for the ‘POD” Print on Demand team and environment. Helped support and drive Quarterly QR deployments from UAT to Production Environment. Migrated the organizations SharePoint Knowledge site to O365 Cloud and then owned its operations and maintenance. Worked in a SOAP/REST data environment compromised of SQL, BizTalk (ICOE), Web and API servers. Also helped with Monitoring services such as BAM, SCOM and Keynote. Acted as SME for certificate issues and renewals for systems and service accounts. T-SQL, IIS, XML, Windows Server Services plus others were main focus when troubleshooting. SQL querying to track down data flow and injection issues were used on a daily basis. Consistently challenged to pick up and learn new technologies and adapt to ever changing environments and applications. Want to drive toward a project management or lead type position. Interested in service transition, Dev Ops and build/deploy departments. Excellent Microsoft references and kudos

Covestic / Microsoft

BPOS-D / ITAR Tier II Exchange Escalation Support March 2012 – June 2012

Take Tier 2 escalations and exchange admin requests from Tier 1 and work issues until resolution.

Heavy Exchange 2010 EMS / PowerShell use such as mailbox restores, export requests, data purges and permissions, diagnostic’s, investigative procedures and troubleshooting. Virus and FPE incident investigations. Blackberry and BES issues, Escalated Outlook free/busy, application, etc; and more.

Handle high severity cases with Operations and development teams to diagnose and resolve high level severity A incidents. Use of CAP and Product Studio ticketing systems.

VMC / Microsoft Aug 2010 – Feb 2012

BPOS and Office 365 Tier III Support Engineer

Computer/IT Services

Customer IT Support for Microsoft's Cloud Exchange Services, BPOS-S and Office 365

Provide technical support and troubleshooting for Businesses taking part in Microsoft's BPOS-S and Office 365 products and transitions from bpos to Office365

Deliver high-quality technical support and manage escalations through case ownership. Other responsibilities include providing technical guidance to less-experienced T1 and T2 team members and vendor support partner; and knowledge transfer throughout the Support organization where appropriate.

T3 Support Engineers are the escalation interface for the first two tiers of technical support.

Delivering timely and high quality incident resolution focusing on root cause analysis, prevention, and knowledge transfer. Effectively manage Service Requests to ensure timely and high quality communication with customers and resolution of all issues

Assist in identifying and defining key support processes and troubleshooting steps for the Microsoft Online Services.

Assist in defining support boundaries between the various Engineer levels (Tier 1 - 3).

Participate in defining and establishing cross-group processes and procedures.  
Investigate, diagnose, and reproduce complex client/server problems.

Document technical break fix solutions using the existing content management and creation processes.

Gather and do preliminary analyses of network protocol traces.

Gather and analyze client platform, client application, and data center logs.

Manage customer expectations and thoroughly document cases.

Collaborate on cross-team and cross product technical issues by working with resources from other Microsoft groups as needed to resolve customer issues.

*Escalation and Engineer Consults for the current Bpos-s to Office 365 transitions*. Worked with Right Now, CAP and MSsolve ticketing systems.

Job Skills Used: Exchange 2007, Exchange 2010, Outlook, Sharepoint 2007, Sharepoint 2010, ADFS, Active Directory, Powershell, Lync, Active Sync

Global Resources Group Ltd. May 2007 - Jun 2010

IT Contractor

* Short term IT projects involving new PC Desktop and thin client setups and software migrations.

Puget Sound Energy / Contract Mar 2007 - Jun 2007

IT Help Desk Analyst

* Diagnose, troubleshoot and resolved issues with Windows OS, MS Office, Outlook and Exchange, network access and file servers, network-local-and mainframe printers, internal web applications, password resets for domain, SAP and CLX, profile issues and lan access, Blackberry, broadband and Wi-fi connectivity.SMS, Active Directory and other tools.

Cingular Wireless Apr 2006 - Aug 2006

IT Analyst 1 / ITTS Service Desk

* Provide support for domain(s) wide Microsoft Exchange Email Migration to 2003.
* Handled technical call types specific to proprietary billing systems, people soft systems, Exchange Mail, Oracle, Wireless Connectivity, Browser based applications, Windows OS and Applications, PC hardware, functionality, Remote access, VPN, Enterprise Blackberry and Goodlink data devices.

VOIP Tester / Contract Oct 2005 - Nov 2005

Telecommunications Services / Blu-Water

Technical Support Rep

* Work with Vonage and Level 3 in a telephone conference environment to diagnose, test and troubleshoot VOIP / E911 issues with state and city PSAP's.
* Use Remedy and comprehensive spreadsheets to diagnose ESRN, ESQK, SLDB and routing issues.
* Communicate with the NOC and other parties to further troubleshoot any issues.

WDS GLOBAL / Comsys Jun 2005 - Oct 2005

Telecommunications Services Engineer

* 3rd Tier Technical Support/Customer Service Rep for Verizon Data Services.
* Phone support of Palm, Windows, Smart Phones and Wireless air cards.
* Troubleshot and resolved wireless connectivity, email (POP, SMTP, OWA and exchange), Bluetooth and active sync issues for personal and corporate contracts.

**EDUCATION**

Certifications:

* Keane, Inc. (ATEC) April 1998
  + MCP
  + Windows 95/98 Support

Diplomas:

* Woodinville High School June 1988
* US ARMY AIT – 52C Feb 1989

Also taking many Microsoft E-Learning Courses and others at Plural sight in various Technologies to further my knowledge and experiences.