Vernon Way

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**Objective**

Provide employer with excellent project coordination, quality customer service, computer/server support, systems administration and troubleshooting while exceeding expectations.

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| Targeting Senior Level, Systems Admin. & 100% REMOTE IT Positions. |

* ITT Technical Institute graduate offering a strong academic background in IT combined with excellent experience as a Desktop/IT Technician.
* Consistently recognized for technical troubleshooting skills used to rapidly and cost-effectively resolve challenging technical issues; implementing, configuring, and maintaining vendor applications.
* Quickly learn and master new technology; equally successful in both team and self-directed settings; and knowledgeable in a range of computer systems, languages, tools, audio/visual and **testing** **methodologies**.
* Team Player, Strong Leader and an Effective communicator; senior level remote services support.
* Excellent soft skills (i.e., Asset Management, collaboration, influence, documentation, etc.).

Education

ITT Technical Institute – Tallahassee, FL Graduated 06/12

A.S. in Information Technology/Computer Networking Systems

Concurrent Employment with College Studies:

* **Email Migration Technician** (November 2011-August 2012): Migrating current messaging and collaboration solution to **Microsoft Office 365** and **Microsoft Lync** 2010; as well as helping identify and design complete solutions for business needs.
* **Desk side Technician/Helpdesk** (February 2011 to August 2012): provide networking/desktop support, perform mainframe, and account maintenance tasks. Earned commendations for teamwork, flexibility and work excellence in providing IT support to students and faculty.

**Business**

**WTV Tech Consulting –** Minneapolis, MN (**Owner/Operator\*** July 2018)

* **Skype for Business** 2015/2016 & **Skype for Business** Mobile Support (WINDOWS/MAC)
* **Skype for Business** Online PSTN services; Cloud PBX, PSTN Calling Services integrated with Cloud PBX with PSTN Calling.
* 2/3 Senior Level, Network Systems Administration.
* Windows OS Upgrade to Windows 10 Migration.
* Enterprise deployment of Office 365 ProPlus including compatibility readiness and coexistence.
* Maintain global **Microsoft** **Office** **2016** infrastructure providing third Level Client Support.
* Provide enterprise level support for **Office 365** Small Business/Enterprise environments.
* Microsoft SharePoint Migration 2013 to 2016; integration of O365 for SharePoint 2016 Platform.
* Execute, manage and lead **Office 365** customers through the **Office** **2016** interface process, via email, **remote** support, chat or phone.
* Microsoft **Mobile Device Management** (**MDM**); MS **InTune**.
* **Microsoft Identity Manager (MIM)** 2016; identity and group provisioning based on business policy and workflow-driven provisioning.
* **PowerShell scripting; Entry Level.**
* **License Hosting** Manager enforcing & managing licensing in multi-user environment.
* MigrationWiz Administrator.
* **WebEx Administrator**, 2/3 level in networked applications, workstation hardware and software, specifically WebEx and Go to Meeting troubleshooting.
* **Remote** Support software and image deployment using MigrationWiz software.
* Azure DevOps.
* Microsoft EMS suite including Azure ADAIPAD RMS; design and configuration of security policy enrollment and configuration of corporate owned and personal mobile devices.
* **Microsoft Telephony**; replacing existing on-premises PBX system with a set of features delivered from Microsoft 365 or Office 365.
* IaaS with Azure; managing the infrastructure, installing, configuring software operating systems, middleware, and applications.
* EMS support for services including mobile access to email and corporate business applications.
* Office 365 suite of applications.
* Managing mobile devices and PCs your workforce uses to access company data.
* **Citrix XenApp** Administration.
* **Remote Desktop Support**.
* SCCM / AD Administration.

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| Operating Systems: | Windows 98/XP/Vista/7/8.1/ 10 & Mac OS X+/El Capitan, Chromebook. |
| Servers: | Windows Small Business Server, Windows Exchange Server 2008/2010/2013 |
| Software: | ***WINDOWS***: Azure DevOps, OneDrive for Business Next Generation Sync Client, Yammer, **MS Teams**, **Skype for Business** 2015/2016 & **Skype for Business** Mobile, Microsoft Identity Manager (MIM) 2016 ,**Microsoft Office** **365** Support and Recovery Assistant (SaRA), Microsoft Dynamics CRM, **Genesys** Customer Platform, Rave Ticketing System, Parature Ticketing System, LogMeIn (LMI), Microsoft OneNote, OFFCAT, CMAT (Microsoft Billing Software), Service Now, **RightFax** (FTP), Ayana One-X Agent, Survey Monkey, SAP Afaria, PC Mover Enterprise, **MS** Easy Transfer, Microsoft Project, Visio, **Office** **Suite** 2010/2013/2016, **MS** **ProPlus** 2016, **Office 365** Small Business/Enterprise environments, MAC **Office** 2011/2015, **SharePoint**, Windows Exchange Server 2008/2010/2013, Active Directory, Lightweight Directory Access Protocol (LDAP), System Center Configuration Manager (**SCCM**), **Microsoft Lync** 2010-2015, Microsoft OLAP, MigrationWiz, VMware/VSphere Virtual Environment App., Nagios, Oracle, Business Objects (BOXI), **Citrix XenApp Administration, Citrix/XenApp Virtual Application Management, Citrix Presentation Server/XenApp**, BMC Remedy, Altiris Carbon Copy, Lotus Notes, Norton Ghost and Anti-virus, **Applocker,** McAfee Anti-Virus, McAfee Policy Orchestrator 5.0, McAfee Agent 4.8, Spybot, Carbon Copy, Symantec Endpoint Protection & **Encryption**, Credant **Encryption**, **HD ENCRYPTION**, Credant Recovery Utility, Verdiem Surveyor Client, Adobe Reader, Adobe Photoshop, Adobe Flash Player, MyPC Remote Connection, LogMeIn Remote Assistance, WebEx Meeting, Dameware Remote Support Tool, Bomgar Enterprise Remote Support, TeamViewer, Volicon Observer Media Player, Optibase IPTV Monitor/Player, OuickTime, Ultamatix, Clarizen.  ***MAC SUPPORT***: Disk Warrior, QlikView Business Discovery Platform, Carbon Copy Cloner, Data Rescue 3, Tech Tool Pro 4, Disk Inventory X, OnyX, Yasu, Casper Imaging, Casper Remote Console, Cisco VPN, DRA and Juniper, ITSM/ITIL, **AirWatch** (Enterprise Mobility Management)  ***MOBILE***: Apple iOS (iPad/iPhone), Android OS (Jelly Bean, Lollipop) Mobile/Tablets, Windows Surface/Windows Phone 8/10 |
| Hardware: | Lenovo ThinkPads, Compaq DeskPro, HP Desktops and Laptops, Dell Desktops and Laptops, IBM ThinkPad, 3Com Ethernet NIC, Madge Token Ring, 10/100 Base-T Cat5 cabling, Hubs, Tape Backup, HP Laser, Desk and InkJet printers, Epson printers, Xerox printers, Lexmark printers, IDE and SCSI Drives, and HP Gen 2, 3 and 4 servers, MAC Book Pro and Laptops, POS Systems, RF (Radio Frequency) devices, Avaya IP/VPN Phones. |
| Mobile Devices: | Apple iPad/iPhone, Android Phones/Tablets, Windows Phone 8 & 10/Windows Surface Pros 3/4, BlackBerry devices (E-Mail Configurations), RF Scanners, Portable POS devices. |
| Networks: | Local Area Network (LAN), Wide Area Network (WAN), VPN & Wi-Fi. |
| Skills: | Networking, System Administration, Fast Track Programming, Troubleshooting, Remote Desktop Support, Phone/Call-Center Support (Tier 1-3), Software Documentation, Meeting Management, Network Administration, Desktop Application Packaging, Software Installation, Group Policy, Disaster Recovery, Incident Response Plan, Symantec Endpoint Protection & **Encryption**, **HD Encryption**, Security Awareness Training, Security Charters, PCI/IPPA compliance, Handling PII data, DNS, Help Desk Support, Computer Hardware, Tape Rotation, Technical Support, Messaging and Collaboration, Email Support, Email Migration, Project Coordination, Network Printers and Server Administration, Mobile Device and Policy Management, Blackberry Administration, Enterprise Mobility Management, **AirWatch** **mobile device management**, DNIS, Audio/Visual Technician, cable infrastructure, racking server, routers, and switches and other basic configurations. Familiar Languages: Visual Basic, PowerShell v2.0vdv, Control-M. |

Technology Summary

IT Experience

Hewlett Packard-2020 Companies – Las Vegas, NV

**HP Product Specialist** (February 2021– May 2021)

* Best Buy ESR; #358 Henderson site (PT).
* Responsible for driving sales, advocacy and brand awareness of HP Printer Products.
* Engage customers with demonstrations of the product features.
* Communicating the customer benefits delivered.
* Advise customers by providing information on products and services.
* Accurately document and report sales.
* Responsible for accurately tracking and communicating all activity to Retail Operations.
* Maintained working knowledge of all HP Printer products.
* Printer management, HP Printer support for HP DeskJet/OfficeJet/LaserJet, Tango & Sprocket.
* Training RSAs on latest HP PC & Printer products.

Catalyst Solutions-GEHA – Las Vegas, NV **(REMOTE)**

**Microsoft Office 365 SME / Skype for Business Lead** (December 2020-February 2021)

* **GEHA Win 1909 Rollout Project Lead**
* Service Desk administrator
* Network Consultant Engineer.
* Troubleshooting hardware issues (i.e. Dell laptops, etc.)
* Software Center SME (i.e. SCCM, etc.)
* ServiceNow ticketing system.
* Cisco WebEx Administrator.
* **Citrix Access Suite Products like XenApp 6.5.**; configuring & administration.
* Remote Desktop Troubleshooting.
* **Skype for Business** Administrator.
* **Microsoft Identity Manager (MIM)** 2016; identity and group provisioning based on business policy and workflow-driven provisioning.
* **PowerShell scripting; Entry Level.**
* Document written communications and company blogs; sending emails to users and leadership.
* Troubleshooting software installation issues.
* Proven ability to participate with other functional teams in systems integration and design including writing operational specifications, test plans and requirements management with attention to detail.
* Review, test and applying Exchange Server application updates, patches and configuration changes on servers and related systems as needed.
* Coordinated testing, upgrades and configuration of system files and services.
* Ability to produce system documentation, including writing requirements, operational specifications, system architecture, test plans and as-built documentation.
* Participated in technical projects through design, build, and test and deploy phases.
* Demonstrated ability to document project tasks, design, test, and implementation. Request input and review from management and technical team members.

Assurant-Infosys – Woodbury, MN **(REMOTE)**

**Azure DevOps Engineer / SCCM Admin** (November 2019-May 2020)

* **Skype for Business Admin**
* **Skype for Business** 2015/2016 & **Skype for Business** Mobile Support (WINDOWS/MAC)
* **Skype for Business** Online PSTN services; Cloud PBX, PSTN Calling Services integrated with Cloud PBX with PSTN Calling.
* **Application Packaging/Patching Lead**
* Primary point of contact (SPOC) for packages and application interfaces related to Key processing applications.
* Responsible for installing, maintaining, upgrading, troubleshooting and repairing computer systems, network systems, hardware, and computer peripherals in all user environments.
* Remote desktop admin support
* Packaging and Patching, with Virtualization technologies.
* Managing Packaging Infrastructure on Application Compatibility Analysis.
* SCCM Migrations to ADO.
* **Applocker** Administrator, configuring AppLocker policies on any edition of Windows 10 supported by **Mobile Device Management** (**MDM**).
* Yammer.
* **Microsoft Teams**.
* **License Hosting** Manager enforcing & managing licensing in multi-user environment, keeping track of all the licenses and handled requests from network users who want to run applications.
* Azure DevOps Level 1.
* Microsoft **InTune** Administrator.
* **Microsoft Identity Manager (MIM)** 2016; identity and group provisioning based on business policy and workflow-driven provisioning.
* **PowerShell scripting; Entry Level.**
* Application packaging using Install Shield 2016, Admin studio, App-V 5.1
* MSI, MST packaging, APP-V sequencing and deployment.
* User migrations, Desktop Migrations, File Migrations, Scripting.
* Deployment tools like BBCA, SCCM 2007 and **LANDesk (ivanti).**
* **WebEx Administrator**, 2/3 level in networked applications, workstation hardware and software, specifically WebEx and Go to Meeting troubleshooting.
* **Citrix/Terminal Services** support for hardware devices and software.
* Aligning the IT services with the needs of the Business.

Acosta/Mosaic-Hewlett Packard – Saint Louis Park, MN

**HP Product Specialist** (September2019-June 2020)

* Responsible for driving sales, advocacy and brand awareness of HP Printer Products.
* Engage customers with demonstrations of the product features.
* Communicating the customer benefits delivered.
* Quality control and data entry.
* Maintained working knowledge of all HP Printer products.
* Printer management, HP Printer support for HP DeskJet/OfficeJet/LaserJet, Tango & Sprocket.

TCS-Cargill – Bloomington, MN (**REMOTE)**

**MS Office 365 SME/Skype Lead**, (April 2017-July 2018)

* **Microsoft Office** **2016** Upgrade Project.
* **Office 365** **ProPlus** **2016** Migration Project.
* **Skype for Business** 2015/2016 & **Skype for Business** Mobile Support (WINDOWS/MAC)
* **Skype for Business** Online PSTN services; Cloud PBX, PSTN Calling Services integrated with Cloud PBX with PSTN Calling.
* Fast Track Programming.
* Maintain global **Office** **2016** infrastructure providing third Level Client Support.
* Provide enterprise level support for **Office 365** Small Business/Enterprise environments.
* Execute, manage and lead **Office 365** customers through the **Office** **2016** interface process, via email, remote support, chat or phone.
* **Microsoft Exchange Administrator**; **Exchange Online**, System Administration (Windows).
* **Remote** Desktop Support software.
* **Applocker** Administrator, configuring AppLocker policies on any edition of Windows 10 supported by **Mobile Device Management** (**MDM**).
* Yammer.
* **Microsoft Teams**.
* **WebEx Administrator**, 2/3 level in networked applications, workstation hardware and software, specifically WebEx and Go to Meeting troubleshooting.
* Implementing enterprise messaging administrative concepts (installation, disaster recovery process, database utilities, public folder replication, FSMO role holders, and OWA and Front End/Back End knowledge).
* **Microsoft Exchange Server** 2007/2010/2013+, **Exchange Online**, Windows client, Windows Server, Active Directory, and Mobile device technologies.
* **SailPoint** Identity Governance & Cloud Management Administrator.
* Microsoft **InTune** Administrator
* Microsoft **SharePoint** Administrator
* Entry Level PowerShell scripting.

Express Scripts – Bloomington, MN

**MAC Production Support Analyst/MS Office SME**, (May 2016-September 2016)

* **Microsoft Exchange Administrator**; **Exchange Online**, System Administration (Windows).
* Desktop Imaging (Windows, iOS & Chromebook); Building systems using a standard image and troubleshoot issues related to the builds and software installs.
* **SCCM** Administrator; development and maintain infrastructure, design implementation of current system, including planning, creation, deployment and monitoring **SCCM** packages.
* **Applocker** Administrator, configuring AppLocker policies on any edition of Windows 10 supported by **Mobile Device Management** (**MDM**).
* Responsible for initial builds, deployments, and moves. Asset Management processes and procedures.
* Data Migrations included ALL **Microsoft Office** **Suite** products from 2003/2007 onto 2010/2013 (Outlook, Excel, Access, Word and PowerPoint), as well as company-developed software; via PC Mover Enterprise or **MS** Easy Transfer.
* Microsoft **InTune** Administrator
* Remote Desktop Support software and image deployment.
* Implementing, configuring, and maintaining vendor applications.
* McAfee Endpoint **Encryption** solution configurations.
* McAfee Policy Orchestrator 5.0, McAfee Agent 4.8.
* **HD Encryption**.
* Entry Level PowerShell scripting.
* Active Directory (i.e. LDAP integration) and other Helpdesk Management Tools.
* Hardware/server troubleshooting.
* Audio/Visual Technician; completed set-up, maintenance and repair of audiovisual equipment.
* Avaya IP/VPN Phones.
* **Mobile Device Management (MDM)** on iPhone, Android.

Microsoft – Edina, MN **(REMOTE)**

**Skype/Microsoft Office 365 SMB Onboarding Engineer**, (September 2015-March 2016)

* Provide enterprise level support for **Office 365** Small Business/Enterprise environments.
* Execute, manage and lead a set of **Office 365** customers (Small Business 10-300 licenses) through the Onboarding process, via chat or phone.
* Drive interaction with small customers (300 licenses and below) to maintain customer satisfaction during the **FastTrack** deployment phase.
* Delivering customers to the Onboarding Experience for **Office 365** with configuration of onboarding tools and processes technology.
* **Applocker** Administrator, configuring AppLocker policies on any edition of Windows 10 supported by **Mobile Device Management** (**MDM**).
* Microsoft **InTune** Administrator
* Interacting with internal partners, Enterprise services and support teams, the field sales organizations and **Office 365** business groups.
* Internal Sales for SMB partners on a corporate scale.
* Implementing enterprise messaging administrative concepts (installation, disaster recovery process, database utilities, public folder replication, FSMO role holders, and OWA and Front End/Back End knowledge).

Medica – Minnetonka, MN

**Senior Support Analyst/MS Office SME**, (February 2015-May 2015)

* Participate with projects teams and assist with the development of project plans and documentation.
* Asset Management processes and procedures.
* Provides all direct customer support to end-users with my extensive knowledge of information technology desktop support (i.e. hardware and software), help desk process and methodologies as well as knowledge of best practices and procedures.
* Assist with coordinating daily work tasks for IT departments.
* Utilize helpdesk tools and have the ability to manage helpdesk requests via Dameware Remote Desktop Support Tool.
* Active Directory (i.e. LDAP integration) and other Helpdesk Management Tools (i.e. **SCCM**, Service Now, WebEx Meeting).
* Apple iOS (iPad/iPhone) Support Specialist.
* System Administration (Windows).
* Implementing, configuring, and maintaining vendor applications.
* VSphere (VMWare) Virtual Environment Management.
* **Citrix Access Suite Products like XenApp 6.5.**; configuring & administration.
* **Citrix/XenApp Virtual Application Management.**
* **Migrate applications and users from XenApp v4.5 to XenApp v6.5 farm.**
* **Mitigate application issues resulting from XenApp v5 to XenApp v6.5 and Windows 2003 to Windows 2008R2 migration.**
* RAC-F, COSMOS, UNIX Admin Support.
* FTP Administration with **RightFax** network fax server software.
* Avaya IP/VPN Phones (Ayana One-X Agent).
* Utilize my extensive background in troubleshooting procedures and the ability to develop troubleshooting practices.
* Entry Level PowerShell scripting.
* Microsoft Products (Office Professional Suite 2010, Windows 7, **Microsoft Lync** 2010).
* **Microsoft Lync** 2013 and **Skype for Business** 2015/2016, WebEx Meeting.
* Hardware configurations (HP Laptops and Desktops, Mobile Phones, and Peripherals).
* Demonstrated experience and knowledge in supporting & troubleshooting in a multi-application environment.
* Antivirus and Malware product (BitLocker).
* Document technical issues for end users, internal staff; troubleshooting steps, results and problem resolutions.
* Understanding of Local Area Network (LAN) terminology and basic troubleshooting.
* **WebEx Administrator**, 2/3 level in networked applications, workstation hardware and software, specifically WebEx and Go to Meeting troubleshooting. Survey Monkey; end-user support ratings tool.

3M – St. Paul, MN

**IT Analyst III (MAM GPL)**, (September 2014-January 2015)

* ***Mobile Device Management (MDM) Project*.**
* **Mobile Application Management Global Product Lead (MAM GPL).**
* Responsible for Project coordination, support and development of Mobile Applications Management (MAM) system (SAP Afaria) **MDM** environment and related projects. Assume responsibility for support and development of our Mobile Applications Management (MAM) system (SAP Afaria) environment and related projects. Some support activities and projects may include other Mobility technologies.
* Some support activities and projects including other Mobility technologies.
* Desktop applications engineering with skills to create MSI packages for deployment to Windows 7 desktops using **SCCM**.
* System Administration (Windows).
* Microsoft **InTune** Administrator
* **Mobile Device Management (MDM)** on iPhone/iPad, Android, Windows Surface.
* **AirWatch** Administration.
* Entry Level PowerShell scripting.
* ITIL; application configuration support. (Windows)
* **WebEx Administrator**, 2/3 level in networked applications, workstation hardware and software, specifically WebEx and Go to Meeting troubleshooting.
* Implementing, configuring, and maintaining vendor applications.
* Project planning and tracking; initiate efforts for analyzing mobility projects including implementation of changes to help determine deployment processes.
* Organizing project tasks for deployment of defined/developed mobility technologies and processes.
* Helping develop and design their MAM solution using SAP Afaria.
* Proven ability to participate with other functional teams in systems integration and design including writing operational specifications, test plans and requirements management with attention to detail.
* Review, test and applying Exchange Server application updates, patches and configuration changes on servers and related systems as needed.
* Coordinated testing, upgrades and configuration of system files and services.
* Ability to produce system documentation, including writing requirements, operational specifications, system architecture, test plans and as-built documentation.
* Participated in technical projects through design, build, and test and deploy phases.
* Demonstrated ability to document project tasks, design, test, and implementation. Request input and review from management and technical team members.
* **Testing** and Evaluation; establish efforts to test mobility technology solutions before deployment, including knowledge transfer to prepare for deployment as well as pilot **testing** to validate deployment process.
* Interaction with the IT infrastructure support groups when necessary to build process and develop the MAM and **MDM** environment.
* System Administration (Windows).
* **Microsoft Lync** 2013 and **Skype for Business**.
* Provide reviews, updates, and create necessary documentation to support processes used by the global mobility services team. As necessary, also reviews, updates, and create ITSM Documents for service desk staff.

ProSys Information Systems - Atlanta, GA

**Tech Support II**, (August 2014)

* ***Microsoft Retail Project*.**
* Deployment installation technician assisting with the opening of over 100 retail stores throughout the United States. All equipment built and configured at ProSys site in Norcross, GA and then shipped nationwide.
* Responsible for the installation of new POS systems, RF (radio Frequency) devices, VOIP phones, Avaya IP/VPN Phones, printers, desktops, and servers in each new store. Once on-site; installed and troubleshoot all equipment.
* Proven ability to participate with other functional teams in systems integration and design including writing operational specifications, test plans and requirements management with attention to detail.
* Asset Management processes and procedures.
* Implementing, configuring, and maintaining vendor applications.
* Assist with Cisco server configuration; installation of wireless access points & light troubleshooting with Cisco routers/switches.
* Business Objects (BOXI) analysis, configuration and administration of backup client; and access to files on the server.
* Entry Level PowerShell scripting.
* Hardware/server troubleshooting.
* **Mobile Device Management (MDM)** on Apple iOS (iPad/iPhone); iOS Support Specialist.
* Interface with high-level executives across all three organizations.

Turner Broadcasting - Atlanta, GA

**Production Support Analyst (MAC-Move & Change)**, (May 2013 to May 2014)

* ***Windows XP to Win7 PC Project (2000+ End-users)*.**
* IMAC Group (Hardware Configuration/Data Migration).
* Removing all Turner provided computers running Windows XP operating systems from the environment, performing Data Migrations (PC Mover Enterprise or **MS** Easy Transfer) on XP machines and replacing them with UPDATED WINDOWS 7 MACHINES due to Microsoft ending support for Windows XP on Q1-2014, as they would be exposed to IT security vulnerabilities.
* **Citrix Access Suite Products like XenApp 6.5.**; configuring & administration.
* Asset Management processes and procedures.
* Data Migrations included ALL **Microsoft Office** **Suite** products from 2003/2007 onto 2010/2013 (Outlook, Excel, Access, Word and PowerPoint), as well as company-developed software; via PC Mover Enterprise or **MS** Easy Transfer.
* **Microsoft Exchange Administrator**; **Exchange Online**.
* System Administration (Windows).
* Review, test and applying Exchange Server application updates, patches and configuration changes on servers and related systems as needed.
* Coordinated testing, upgrades and configuration of system files and services.
* Proven ability to participate with other functional teams in systems integration and design including writing operational specifications, test plans and requirements management with attention to detail.
* Desktop Imaging (Windows, iOS & Chromebook); building systems using a standard image and troubleshoot issues related to the builds and software installs.
* **SCCM** Admin; development and maintain infrastructure, design implementation of current system, including planning, creation, deployment and monitoring **SCCM** packages.
* Remote Desktop Support software and image deployment using Altiris Agent.
* Implementing, configuring, and maintaining vendor applications.
* Active Directory (i.e. LDAP integration) and other Helpdesk Management Tools.
* VSphere (VMWare) Virtual Environment Management.
* ITIL; application configuration support. Windows & MAC.
* **AirWatch**, iOS Administrator.
* Resolved business issues and complaints in accordance with appropriate professional standards.
* Upheld organizational objectives in architecture main.
* Responsible for the timely and professional support of news and/or entertainment production environment under a centralized call center model, with remote access and visibility to company hardware/networks/software.
* Performed troubleshooting of Windows 7/XP/2000 related to spyware/malware/virus file and registry entries; hardware installations and break-fix hardware support.
* Windows 7 Troubleshooting.
* Demonstrating basic familiarity with the network and support infrastructure of the computing environment.
* Performing remote support and/or on-site problem analysis and resolution.
* Microsoft Outlook 2010/2013: .pst troubleshoot / fix corrupt profiles, migrate profiles, back-up .pst and .ost files.
* **Microsoft Lync** and **Skype for Business**.
* Apple iOS (iPad/iPhone) Support Specialist.
* Business Objects (BOXI) analysis, configuration and administration of backup client; and access to files on the server.
* Implementation of data recovery/transfers and operation systems upgrade (Win XP, Vista and Win 7).
* Data Security implementations such as Security Consciousness training, Incident Response planning, developing Security charters and handling PII Data.
* **Genesys** Customer Platform tool; monitoring and tuning omnichannel customer service with user-generated Performance Surveys/Ratings integration.
* Familiarization with an array of cloud computing concepts including virtualization, web services API's and distributed data storage (database, block, object).
* Object-oriented project implementation.
* Participation in assessing, improving, and documenting workflow processes with specific discipline of focus for the Hands-on Production Support, Call Center/Helpdesk, Deskside Support, and IMAC (Hardware repair, install, move, add, or change).
* Phone/Call-Center Support (Tier 2-3).
* **WebEx Administrator**, 2/3 level in networked applications, workstation hardware and software, specifically WebEx and Go to Meeting trou3bleshooting.
* Supported Turners Blackberry email clients including, but not limited to, local client installation and upgrade. In addition, OS reloads when necessary.
* Avaya IP/VPN Phones.
* **Mobile Device Management (MDM)** on iPhone, Blackberry, Android & Windows Phone 8.
* Enterprise Mobility Management with **AirWatch**; migrations from BlackBerry to iPhone.
* Proficient with MAC OSX technologies implemented within TBS including, but not limited to, Adobe Premier Suite, Avid Pro Tools and Casper Management suite.
* Familiar with Symantec Endpoint Protection and **Encryption**, Credant **Encryption**/Decryption, Credant Recovery Utility and Verdiem Surveyor Client.
* Operating in a highly independent fashion and with minimal supervision.
* Providing desk side support for all issues to over 1000 users.
* Audio/Visual Technician; completed set-up, maintenance and repair of audio visual equipment.
* Producing practical solutions and implementing them immediately in order to keep clients working.

**Exchange Migration Analyst**, (February 2013 to May 2013)

* ***Microsoft 365 Email Migration Project (2000+ End-users*).**
* Responsible for monitoring the Turner Broadcasting System network and server infrastructure, as well as multiple business services for Turner Technology Services and with little supervision.
* The migration of users from Windows Exchange 2003 to **Microsoft Office 365**, including **Microsoft Lync** 2010.
* Data Migrations included ALL **Microsoft Office** **Suite** products from 2003/2007 onto 2010/2013 (Outlook, Excel, Access, Word and PowerPoint).
* **MS** **Office 365** Onboarding Support Analyst (L2).
* **Microsoft Exchange Administrator**; **Exchange Online**.
* System Administration (Windows).
* **Microsoft Lync** and **Skype for Business**.
* Windows 7 Troubleshooting.
* Implementing, configuring, and maintaining vendor applications.
* **SCCM** Admin; development and maintain infrastructure, design implementation of current system, including planning, creation, deployment and monitoring **SCCM** packages.
* Familiarization with an array of cloud computing concepts including virtualization, web services API's and distributed data storage (database, block, object).
* Object-oriented project implementation.
* Business Objects (BOXI) analysis, configuration and administration of backup client; and access to files on the server.
* Proficient with MAC OSX technologies implemented within TBS including, but not limited to, Adobe Premier Suite, Avid Pro Tools and Casper Management suite.
* This organization is a 24x7 support team with duties that including troubleshooting local and global data networks.
* Working closely with application support personnel, system engineers and outside vendors to bring resolution to business critical problems in support of the various Turner environments.
* Data Security implementations such as Security Consciousness training, Incident Response planning, developing Security charters and handling PII Data.
* Genesys Customer Platform tool; monitoring and tuning omnichannel customer service with user-generated Performance Surveys/Ratings integration.
* Responding to, resolving and/or routing internal customer incident and service requests.
* Providing point of escalation and fault tracking abilities for anything beyond first tier support and participation in assessing, improving, documenting and reporting on all activities within the SOC systems.
* Phone/Call-Center Support (Tier 1-3).
* Supported Turners Blackberry email clients including, but not limited to, local client installation and upgrade. Also, iOS reloads when necessary.
* Avaya IP/VPN Phones.
* **WebEx Administrator**, Level 1 in networked applications, workstation hardware and software, specifically WebEx and Go to Meeting troubleshooting.
* **Mobile Device Management** on iPhone, Blackberry, Android & Windows Phone 8.
* Enterprise Mobility Management with **AirWatch**; migrations from BlackBerry to iPhone.

Northwest Regional Data Center (NWRDC) – Tallahassee, FL

**IT Operation Support Technician**, (November 2012 to February 2013)

* Responsible for the operation of the computing complex at the NWRDC, which is in operation 24x7, 365 days a year; including all holidays.
* Perform the appropriate logging and customer coordination of production data files between NWRDC customer community and various outside enterprises.
* Performed various functions required to support the Automated Tape and Storage Management System.
* Coordinating with vendors and data center personnel with resolving hardware and software problems.
* Monitor building security and environmental system to include notification of appropriate personnel in the event of an equipment failure or breach of security.
* Introduction to Business Objects (BOXI).
* Knowledge of IBM Mainframe, all MVS Commands and complex peripheral equipment.
* Tape Rotation.
* Ability to communicate with customers and vendors.
* Monitor console and work with MVS System Group to help solve problems.
* Routed calls to designated extensions using DNIS.

Imager Software Consultants, Inc. (ISC) – Tallahassee, FL

**MS Office 365 Onboarding Support Analyst (L1)**,(November 2011 to August 2012)

* ***Microsoft Office 365/State of Florida Mailbox Migration Project.***
* Email Migration Technician.
* **Microsoft Exchange Administrator**; **Exchange Online**.
* Apple iOS (iPad/iPhone) Support Specialist.
* System Administration (Windows).
* Initial project scope was 130,000+ mailboxes across 34 State/Local Government agencies; approximately 5000 mailboxes were migrated before the project was defunded by state legislation.
* Object-oriented project implementation.
* Experience with an array of cloud computing concepts including virtualization, web services API's and distributed data storage (database, block, and object).
* QlikView Business Discovery Platform for business accessing, analyzing and capturing data from primary machines and mobile devices.
* MigrationWiz Administrator.
* Remote Support software and image deployment using MigrationWiz software.
* Assisted with implementing new technology such as **Microsoft Office 365** and Lync 2010.
* Windows 7 Troubleshooting.
* Maintaining and supporting networks.
* Installing new hardware.
* Cable infrastructure, racking server & routers.
* Help desk support.
* Phone/Call-Center Support (Tier 1-3).
* Knowledgeable in multiple areas of IT infrastructure.
* Cloud-based migration software and some Entry Level PowerShell scripting.

Ec3rdpower.com – Tallahassee, FL

**MS Office 365 Onboarding Support Analyst** **(L1)**, (February 2011 to August 2012)

* ***Microsoft Office 365 Migration Project (40+ End-users).***
* **Microsoft Exchange Administrator**; Networking and Security of operating systems.
* **MS** **Office 365** Administrator, System Center Configuration Manager (**SCCM**), **Microsoft Lync** 2010, Windows Exchange Server 2008, Active Directory (i.e. LDAP integration), DNS, DHCP, group policy experience and protocols.
* **MS** **SharePoint** Administrator: maintaining and installing the **SharePoint** environment for use in the development cycle & **testing various staging suites**; assisted with installing and configuring the product after public release.
* Configuration of **Microsoft Office** **Suite** 2010; as well as data center, cables, and networking operations. Windows 7 Troubleshooting.
* System Administration (Windows).
* Familiarization with an array of cloud computing concepts including virtualization, web services API's and distributed data storage (database, block, object).
* Remote Support software and image deployment using MigrationWiz software.
* Object-oriented project implementation.
* Handling technical troubleshooting within a network environment, including system crashes, slow-downs and data recoveries.
* Engaged and tracked Priority 1 issues, with responsibility for the timely documentation, escalation (if appropriate), resolution and closure of trouble tickets.
* Audio/Visual Technician; completed set-up, maintenance and repair of audio visual equipment.
* Cable Infrastructure; racking servers, routers and switches.
* Asset Management processes and procedures.
* Help maintain the flow of information throughout organization; connecting users in different locations.
* Selecting, configuring and troubleshooting systems that use various media and devices that interconnect different systems and platforms into one common data-sharing infrastructure.
* Implementing, configuring, and maintaining vendor applications.
* Upgrade computer systems and develop wide area and local area network capabilities.
* Handled 30+ technical/mission-critical calls and consistently met high service standards.
* **Mobile Device Management** on iPhone, Blackberry, Android, iPad, Windows Surface; Mail Configuration, **testing** and repair.
* Apple iOS (iPad/iPhone) Support Specialist.
* Avaya IP/VPN Phones/Call-Center Support (Tier 1-3).

Independent Consultant – Miami, FL & Tallahassee, FL

**Computer Repair**, (2006-2011)

* On-site basic home and small office PC & Printer repairs.
* Preventive maintenance and rebuilding CPUs; including OS installs, reimages, replacing hardware such as power supplies, memory, RAM and motherboards.
* Cable Infrastructure; including racking server, routers and switches and general computer network configurations.
* Remote Desktop Support.
* **Mobile Device Management** on Blackberry, iPad/iPhone & Android devices; **application** **testing** and hardware repair.
* Apple iOS (iPad/iPhone) Support Specialist.

I.S.T. Management Services/VITAS – Miami, FL

**Service Specialist Supervisor,** (May 2005-May 2006)

* Operated mailing, copy and fax equipment.
* Audio/Visual Technician; completed set-up, maintenance and repair of audio visual equipment.
* Typed correspondence, filing, copying, data entry, word processing, sending and receiving faxes, RF (radio Frequency) devices/scanner, sorting mail and other administrative tasks.
* Maintained the highest levels of customer care while demonstrating a friendly and cooperative attitude.
* Pick-up/Delivery of mail, parcels, copy jobs and faxes to end-users.
* Operating & maintenance of mailing, copy and fax equipment.
* Supervision of Shipping & Receiving.
* Supply Order management.
* Managed large bundles of mail, overnight packages and shipments of documents.
* Handled time-sensitive material like confidential and/or urgent packages.
* Participated in cross training for Manager Trainee position.
* Maintained all logs and reporting documentations.