Alexander Brown

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Career Summary

SR SUPPORT ESCALATION ENGINEER

MICROSOFT CORPORATION – IRVING, TX (APR 2016 - CURRENT)

- Investigated and resolved high-impact business cases, demonstrating a commitment to client satisfaction.
- Collaborated with cross-functional teams, including developers and product managers, to analyze and resolve complex technical issues, enhancing product quality.
- Conducted in-depth root cause analysis and developed proactive solutions to prevent recurring issues.
- Offered specialized technical support with a focus on Exchange Online and Azure AD Authentication.
- Identified and addressed service regressions for Office 365, ensuring continuous service improvement.
- Conducted internal training sessions for support scenarios and actively contributed to updating troubleshooting
- documentation.
- Leveraged internal resources and collaborated with experienced colleagues to deliver optimal solutions to clients.
- Consistently met time-sensitive deadlines while establishing and surpassing personal goals and expectations.
- Created and maintained comprehensive documentation of troubleshooting processes, known issues, and solutions for both
- internal and external use.
- Participated in on-call rotations to provide 24/7 support for critical issues.
- Fostered a positive work environment by encouraging overall positive morale and a healthy work ethic.

SYSTEMS ENGINEER

HIGHTOUCH TECHNOLOGIES – DALLAS, TX (JAN 2012 - 2016)

- Apply our company's rules and best practice for colocation of clients at our two Data Centers. Take ownership of tickets in our client database while updating clients of relevant information regarding their case.
- Manage Multiple Layer Protocol Switching (MPLS) creating a single network between separate geographical locations. Using Sonicwall Firewalls I managed connections to secure sites using SSL-VPN.
- Manage Active Directory for every client, the organizational unit and groups were organize to optimize efficiency in permissions and invoke group polices. Performed Domain controller upgrades and migrations
- Implemented solutions using Windows Servers 2003 through 2011 Small Business. These servers matched the requirements demanded by the client also allowing for future growth of the business. Some of these solutions were virtualized using VMware, XenServer and Hyper-V.
- Checked backup reports for clients hosted with our backup service. When the reports showed errors or failures it was my responsibility to troubleshoot and resolve issues. Also perform recoveries for clients that requested data to be retrieved the backup services.
- Project Leader for time sensitive deployments.

SUB-CONTRACTOR

IT TECHS OF TEXAS LLC – Murphy, TX (DEC 2010 – 2012)

- Responsible for responding to customer support requests through the ticketing system by taking ownership of the ticket, working the problem, and documenting the resolution and time required.
- Configure, deploy, and manage workstation and laptop hardware and software configurations to include but not limited to, Windows XP/Vista/7.
- Configure, deploy and manage server hardware and software configurations to include but not limited to, Microsoft Server & Small Business Server, Exchange, Terminal Services, SQL, Active Directory, RAID.
- Provide technical expertise for resolution of technical problems to include software, hardware, network, systems, and application support.

LEAD SUPPORT TECHNICIAN

Prairie View A&M University A.C.C.E.S.S. Program (2006 – 2010)

- Responsible for delegating assignments to a team of up to 5 support technicians, following up in a ticketing system for completed tasks and surveying productivity.
- Working alongside technicians to complete weekend projects upgrading and retro fitting up to 30 stations at a time to Campus current compliancy.
- Responsible of one of the campuses Microsoft Partner Licenses used to order thousands of dollars of equipment. Also responsible for purchasing and auditing equipment ranging from desktops to servers.

Mentioned Contributions:

- Resolve issues with a resolution at the highest rate of all local coworkers.

- Exceeded issue-resolution targets and achieved exemplary customer satisfaction scores, consistently scoring between 95%-100% on all calls (outperforming average of 80%).
- Handled technical mission-critical calls and consistently met high service standards.

Experience Summary

Certifications: Microsoft Certified Solutions Associate (MCSA) Windows 8

Microsoft Certified Solutions Associate (MCSA) Windows Server 2012 R2

Currently preparing to master requirements to be a Microsoft Certified Solutions Expert (MCSE) Windows Server 2012 R2

Systems: Deployment of Windows Operating Windows XP through Windows 8 as well as Windows Servers 2003 through 2012 including Standard and Small Business. Active Directory and Group Policy

Databases: Microsoft SQL 2003 through 2008 R2

Software: MS Office Package, Dell SonicWALL Security Appliance, ADTRAN Switches and Routers, VMWare ESXI 5.5, Citrix XenServer 6.2, Citrix XenApp 6.5, Hyper-V 2008 R2, Vembu Store Grid, Dell EqualLogic SAN, Cisco ASA 5500, Acronis True Imaging, Servoyant (Managed Services Solution) ConnectWise (Ticketing System) Exchange 2007, Exchange 2010, Microsoft Small Business 2008, Microsoft Small Business 2011, Norton Ghost 11, Office 365, SonicWALL Email Security, AirWatch

Education

Prairie View A&M University – Prairie View, TX Degree awarded 12/10
Richland College – Richardson, TX Present expected TBD
Currently preparing to master requirements to be a Cisco Certified Network Associate

For more information please visit my LinkedIn page

www.linkedin.com/pub/alex-brown/57/186/8b7/en