

JOSH D.



OBJECTIVE

Dedicated IT professional with a strong computer science background and proven expertise in Microsoft 365, Azure, Cybersecurity, and security compliance. Seeking a challenging role within Microsoft 365 and/or Hybrid environments to leverage my skills in Exchange Online, Security & Compliance, SharePoint Online, Teams, Azure Active Directory, and Local Active Directory to drive organizational success through problem-solving and exceptional communication.



EDUCATION

MSc | Central South University, Changsha, China
2019-2022



EXPERIENCE

Microsoft 365 Premier Support Sr. Technical Engineer | Wicresoft/Microsoft, Shanghai, China [2022-Present]

- Provided expert-level support to Microsoft 365 Premier Customers, achieving top customer satisfaction ratings.
- Assisted premier customers with their migration to M365, including deployment and configuration.
- Resolved complex technical issues related to Exchange Online, Security & Compliance, SharePoint, Teams, AD, and Azure Active Directory, ensuring minimal downtime for clients.
- Collaborated closely with customers to understand unique requirements and provided tailored solutions to optimize their Microsoft 365 environments.
- Maintained Microsoft compliance and security standards, ensuring data integrity and regulatory adherence.
- Experienced in various collaboration platforms, including Microsoft Teams, Tencent, Ding Talk, Slack, and GitHub.



SKILLS

- Microsoft 365: Exchange Online, Security & Compliance, SharePoint, OneDrive, Microsoft Teams, Intune, Outlook.
- System Administration, On-Prem Exchange and Hybrid Cloud.
- Azure Active Directory and Local Active Directory
- Scripting Languages: JavaScript, PowerShell, Python, and C++
- Other Skills: Networking, Web Development, Microsoft Graph



CERTIFICATIONS

- ✧ Microsoft: MS-900, SC-900, AZ-900, MS Copilot
- ✧ System administration and IT Infrastructure Services
- ✧ Google IT Support Professional
- ✧ Cyber Security and Cloud Computing
- ✧ Scripting Language: Python 3 Programming Specialization, C++, JavaScript

<References are available upon request/>