**Dinesh Office365**

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**SUMMARY**

* Over 71/2 **years** of experience in design, implementation and configuration of **Office 365, MSExchange Server, Skype for Business, System Center, VMware ESX/ESXi, Hyper- V**, **Windows Server, Active Directory** and **Networking**.
* Working experience with various servers and have vast knowledge in **Windows, MAC, Linux** and **UNIX Operating Systems.**
* Working knowledge of Microsoft **Exchange Server 2007/2010/2013 Hybrid, Outlook, Outlook Web Access (OWA) / WebMail, Activesync, email queue** and Exchange Push Mail for mobile devices.
* Experience with administrative role in creating, monitoring and managing user accounts and monitoring Service health in Office 365.
* Strong Administrative skill set for Active Directory within Windows Servers creating and maintaining user **accounts**, **managing group policies, DNS**, etc.
* Perform system, unit, acceptance, and functional/performance **testing of applications** using manual testing methods. Validate, verify, communicate and resolve software issues through careful, thoroughly **documented testing to maximize return on investment** (ROI) for IT initiatives.
* Created detailed User Guides, Quick Start Guides, and test plans.
* Responsible for a **Windows 10 migration**, including upgrading desktops from Windows 7&8 to Windows 10.
* Experience supporting iOS and Android devices using a **Mobile Device Management** system such as **AirWatch, Good, Microsoft Intune.**
* Office 365 Exchange Online Deployments and Migration.
* Assisting with managing deployment of products to end users by following **established group/department deployment schedule.**
* Outstanding personal skills in dealing with both **end users** and **IT support staff.**
* Knowledge of **Active Directory Group policy**, **OU structure**, and domain and forest trust.
* Successfully created team sites on **SharePoint Online** and **SharePoint migration** to Office 365.
* Experience providing cloud solutions through Office 365.
* Experience in networking and connection solutions **VPNs, LAN, WAN, DNS, and TCP/IP.**
* Skilled at the installation and configuration of hardware and software components of networking environments.
* Good experience in networking technologies and have working knowledge on **Open Systems Interconnection (OSI)** networking models.
* Expertise in creating Exception Group policies for Windows Server in AD.
* Worked on **Tier 2** support for O365 Hybrid environment, including support for Single Sign on using **Siteminder, Azure AD Connect tool, SharePoint, Skype** for Business, on-premises Exchange and Networking issues with DNS, DHCP, IIS etc.
* Expert in Microsoft Exchange technologies **Exchange 2003, 2007, 2010, 2013**, as well as **Office 365** and **Microsoft Lync 2010 and 2013.**
* Successfully decommissioned legacy **Exchange 2007 servers** after completion of migration by first powering off the servers for testing.
* Proficient in PowerShell scripting and process automation. Implemented the following roles in a Microsoft Exchange environment: Edge Transport, Mailbox, CAS Array, Hub Transport and Unified Messaging.
* Research, Design, Install, Configure, Test, all Microsoft server-based solutions to proactively support business requirements.
* Experience in handling the streaming of applications on the Citrix infrastructure.
* Versed in leading full scale migration to newer versions of Microsoft messaging technologies.
* Proficient in **message tracking** and **troubleshooting** to resolve mail delivery issues.
* Engaged and hoisted the Domain functional level from **windows server 2012 R2**.
* Experience working with and configuring **ISA servers**.
* Have knowledge on **Microsoft Identity Manager (MIM)** and **Forefront Identity Manager (FIM)**.
* Excellent understanding of Created Product Backlog, Sprint Backlog and managed User stories.
* Served as a first point of support contact for the team.
* 24X7 Admin support.

**TECHNICAL SKILLS**

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| **Office 365** | Exchange, Outlook, Lync/Skype for Business, SharePoint, Yammer, Azure AD, On Drive andActive Directory. |
| **Operating Systems** | Windows XP, Windows 7, Windows 8, Windows 10, Microsoft Server 2008, Microsoft Server 2012 r2, Unix and Linux. |
| **Virtualization tools** | VMWare, Hyper-V |
| **Networking** | service control layer (TCP/IP), application layer (DNS/WINS, SMTP), and Management layer (DHCP) and LAN/WAN/WLAN concepts |
| **Cloud** | AWS, Microsoft Azure, Office 365 |
| **Admin Management** | Group policies, Active Directory (AD), Active Directory Federation Services (ADFS), Microsoft Exchange servers and Microsoft Windows servers. |

**PROFESSIONAL EXPERIENCE:**

**Senior Office 365 Administrator/MS Exchange Server Admin**

**FM Global, Johnston, RI June 2017- Present**

Implementing and managing the on-premises and Office 365 exchange environment. Managed the Active directory with Synchronization to Office 365 cloud environment. Backup the Entire Exchange Network and Active directory. Troubleshooting the Outlook, OWA, Outlook Anywhere Issues. Migrating the Physical Environment to Virtual to Cloud Environment. Maintaining the Windows Servers.

**Responsibilities:**

* Hands on experience with Office Pro Plus 365 portal, created/deleted users, whitelisted email addresses, delegated permissions, configured email client with office 365 email address, configured mobile phones with email clients, shared calendars and troubleshoot issues related to sharing, experience with Office 365 Pro Plus troubleshooting issues.
* Experience with Exchange online and Skype for Business Online.
* Managed and configured Microsoft’s Office 365 Azure active directory so that it was properly synchronized with the on premise Active Directory environment.
* Experience with Microsoft Exchange server 2007/2012/2013.
* Experience in the administration of Windows 2008/2012 server.
* Excellent knowledge of Administrator Exchange environment.
* Worked with IT support and end users to resolve support incidents related to Office 2013/2016, Office 365, and mobile device management.
* Served as a first point of support contact for the team. Delivered assistance to the level 1 and level 2 help desk technical specialists when trouble tickets are escalated to Tier 3 and Tier 4 which included hardware software break fix, in depth research to resolve issues, upgrading servers.
* Documented and supported knowledge base articles when needed.
* Assisting and managing deployment of products to end users by following established group/department deployment schedule.
* Managing office 365 administrative tasks.
* Responsible for a Windows 10 migration, including upgrading desktops from Windows 7&8 to Windows 10. Experience with Group Policy configurations and settings. Migrated about 500 operating systems to Windows 10 in 3 months period.
* Performance monitoring on the overall utilization of the cluster. Experience in implementation of Office Enterprise 365 E1, E3, E4 and E5.
* Administered user and group accounts. This includes user password resets, user creation and deactivation, user and group recovery from accidental deletion, user group creation, and membership management.
* Administered the Domain Name Server (DNS). The DNS is tied to the directory, and the operation of the directory service is based on a properly functioning dynamic DNS infrastructure.
* Hands on experience PowerShell scripting to migrate existing data for new 3rd party tool.
* Configure and troubleshoot AD smart card authentication.
* Respond to AD DS data calls from auditors.
* Implemented various Backup & Restore mechanisms using PowerShell and STSADM command utility.
* Pinpoint and diagnose directory problems using in-depth troubleshooting diagnostics available to domain administrators.
* Troubleshoot server issues, participate in server builds & raid array configuration..
* Creating snapshots, P2V Migration, Configuring Data stores in case of space constraints.
* Creating and deploying of Operating System template images using VMware Infrastructure client.
* Creating of standard Virtual Machines and templates for VMware ESX, VMs, and Cloning.
* Hands on experience installing, configuring, troubleshooting ESXi
* Managing day to day operations related to ESXi/Virtual center.
* Knowledge in designing and implementing of Active Directory and Network Fundamentals Protocols such as TCP/IP, DNS and Group Policy.
* Manage and troubleshoot Lightweight Directory Access Protocol authentication for applications.
* Respond to AD DS data calls from auditors.
* Install and configure users with VPN access & remote access Experience with System Center Configuration Manager (SCCM). Patching updates/ Application Inventory/ deploying software etc.
* Oversaw Tag/ Designed phase liaison between IT & business customer.
* Used Exchange Server Profile Analyzer to understand the current environment.
* Supported in-house application management in Citrix environment through Citrix Streaming.
* Developed, implemented and maintained Citrix secure Gateways and servers, Configuration of Citrix Migration work.
* Create and Maintain documentation for AD, Exchange, AirWatch and Other IT procedures.
* Configure and secure all personal and corporate mobile devices for enterprise mail using AirWatch Mobile Device Management system.
* Revamping AirWatch console by removing devices that have been inactive for 30+ days, maximizing access to resources and accelerating work efficiency.
* Ability to move mailboxes between Air Watch on cloud to AirWatch on premise.

**Environment:** Office 365, Windows 2008/2012 server, Microsoft Exchange server 2007/2010/2013 Hybrid, Azure Active Directory, Active Directory, Lync 2010/2013, Skype for Business, Remote Connectivity Analyzer, DNS, outlook, AirWatch, P2V migration, IMAP, VMware, Powershell scripts.

**Senior Office 365 Administrator/MS Exchange Server Admin**

**S&P Global, NYC, NY Feb 2015 – May 2017**

Migrated the on premises servers from Servers 2.0 to ADFS 3.0, migrated exchange 2010 to 2013 and setting up Skype for business for clients. In addition, managed licenses to both synchronized users and cloud users.

**Responsibilities:**

* Worked closely with the Office 365 migration team during large client migrations to assist and provide support
* Planned, designed and implemented Exchange 2013.
* Responsible for the successful migration of the Microsoft Exchange 2010 environment to an Exchange 2013 scenario, provided support and administration and complete documentation.
* Decommissioned the Exchange 2007 servers after the Migration was completed.
* Perform MS Exchange system administration activities involving install, update, configure and maintain servers
* Installed and the managed the active directory, Created the GPO's based on the requirements and placed them as an OU.
* Installed, configured, updated, and patched exchange and lync servers within the environment.
* Administration, Troubleshooting and Monitoring of Microsoft Exchange 2003, 2007 and 2010 mail servers, Lync, Blackberry and Enterprise Vault servers and Office 365 and Office Communication Server servers. The setup consists of about 50, 000 mailboxes across the globe.
* Assisted in Configuring server roles, recipients, groups and mailboxes.
* Establishing the high availability using techniques such as storage groups, single copy cluster, network load balancing.
* Providing technical support for the Messaging level- 2 and 3 calls which get escalated from Level 1 as well as from different business partners and teams.
* Responsible for administering and supporting 350 Citrix server environment on Windows Server 2003/2008.
* Performed Citrix Farm and server health checks on regular basis.
* Understanding the microsoft MFA.
* Knowledge of understanding of networking - IP, DNS, SMTP.
* Build, maintain, and support including OWA, ActiveSync, Autodiscover.
* Experience in Antivirus Deep Security, file and print, Shavlik, VMware, GPO, DELL/Client/IBM/Cisco x86 hardware
* Executing Server health checks for proactive observing and support of informing framework and observing.
* Proven experience installing and administering Exchange Server 2003/2007/2010.
* Assisted with the testing implementation of Skype for Business 2015 for IM, Voice, Video, and collaboration services.
* Establish high availability using techniques.
* Performing Migrations from On-premise to the Cloud based Office 365 Environment and troubleshooting errors and problems encountered during migrations.
* Providing Technical Support for Post Migration Issues faced by users in the Hybrid Environment.
* Provided best practice guidance on setting up and maintaining a solid patching solution using SCCM.
* Setting up SMTP Archiving and Daily Health Checks for all Exchange servers.
* Deployed AppFabric Service to monitor health state performance and troubleshoot of running WCF and WF services.
* Coordinating with different partner teams (Network, Active directory, Windows and other application support teams) whenever need arises for the resolution of infrastructure problems.
* Handling escalations and performing root cause analysis for problem resolution.
* Coordination & Chaired production night activities.
* Coordination with onsite team (15 members) in production support environment.
* Coordinating and Troubleshooting with different stakeholders.
* Generate periodic reports on Mail flow.

**Environment:** Office 365, IMAP, P2V Migration, VMware, Windows server 2008R2/2012R2, Microsoft Exchange server 2007/2010/2013, Hybrid, Active Directory, DNS, Outlook Anywhere, Lync 2010/2013 and Skype for Business, Web Application Proxy, Powershell scripts.

**Office 365/Exchange Administrator**

**Game Stop, Dallas, TX Jan 2014 – Jan 2015**

Installed Office Suite in client machines using IT driven deployment model and migrated users from on premises to Office 365 environment. Moreover, migrated Exchange 2013 to Office 365.

**Responsibilities:**

* Experience in supporting end-users on O365 capabilities and collaboration tools (Outlook, OneDrive, OWA).
* Setup and maintained Microsoft Office 365 (SharePoint Online, Exchange Online).
* Create user accounts, assign group rights, create distribution lists, maintain windows folder security, create group policies etc.
* Setup and maintained Microsoft Office 365 (SharePoint Online, Exchange Online).
* Administration, Maintenance and Management of Mailboxes and Troubleshooting Exchange Components (Exchange Database, Outlook Web Access, Offline Address List, Mail Flow, Public Folders, Free/Busy Information.
* Utilized ActiveSync for configuration of mobile messaging services.
* Provided Tier 3 and 4 E-Mail technical support, analysis, development, implementation, administration, and maintenance to local and global systems at the Enterprise level.
* Furnished large-scale Active Directory, Exchange 2007/2010, Lync 2010 configuration, migration involving Blackberry Enterprise Server accounts with general administration and oversight.
* Worked on and managed Operating System upgrades within the environment from Windows Server 2008 to Windows Server 2012.
* Provided Active Directory Management and Support.
* Built procedures to deploy applications and configure Citrix connections.
* Managed and monitored all email platforms and interconnections.
* Installed, configured, updated, and patched exchange and lync servers within the environment.
* Assisted in Configuring server roles, recipients, groups and mailboxes.
* Establish high availability using techniques such as continuous replication, recovery storage groups, network load balancing, single copy clustering, and similar techniques.
* Monitored, managed and troubleshoot using tools such as Perfmon protocol logs, event viewer, MMC, exchange management shell, PowerShell, message tracking tool.
* Provided support and administration of the Active Directory (AD) in a Windows 2008/2012 Server distributed environment.
* Good understanding about backup applications like Tivoli and Net backup and the various methods about backing and restoring Exchange Database and configurations.
* Manage clustered servers, user accounts, storage groups, and set up policies.

**Environment:** Windows Server 2008 R2 /2012 R2, Microsoft exchange server 2007/2010, Hybrid, DNS, OU, Office 365, Powershell script, Azure Active Directory, Active Directory, ADFS, Skype for Business, ActiveSync, Security and distribution groups.

**Office 365/Exchange Administrator**

**Franklin Templeton – Dublin, CA                          Dec 2012 – Dec 2013**

Worked on both the Azure offerings IaaS, PaaS. Integrated with the Azure Backup. Working on the Lync communication issues for IM, Voice. Skype for Business from migrating Lync and Maintaining the Active Directory Infrastructure user created in Exchange, Providing the Security and Networking policies for the Users.

**Responsibilities:**

* Architected and deployed the technology infrastructure within the environment, including Microsoft Exchange Servers, and Windows Servers Performed mid-migration and post-migration support to the enterprise.
* Used Exchange Server Profile Analyzer to understand the current environment.
* Conducted gap analysis and generated business proposals.
* Analyzed and resolved technical issues relating to system architecture.
* Utilized Exchange Calculator Sheet for Mailbox Sizing.
* Cleaned up Active Directory user objects with inconsistencies that prevented them from synchronizing through DirSync to Office 365.
* Managed the deployment and migration of Lync 2010 to Lync 2013.
* Managed and configured Microsoft’s Office 365 Azure directory and it was properly synchronized with the on premise Active Directory environment.
* Used built in Exchange migration tools to move data from on premise into Office 365 environment.
* Migrated user mailboxes from Exchange 2010 to Office 365
* Closed incident requests/tasks related to migration support.
* Provided analytic and problem-solving skills, combined with the ability to assess complex problems and propose practical solutions.
* Provided leadership and experience to assist technical team with application development and deployment projects.
* Wrote clear, concise technical documentation to communicate with both the management team as well as the technical project team.
* Create and Maintain documentation for Air Watch, Exchange, AD and for IT procedures.

**Environment:** Exchange server 2010, Office 365, Windows Server 2008 R2 /2012 R2, Azure Directory, Active Directory, Lync 2010/2013, Skype for Business, AirWatch.

**Windows Server Administrator**

**Vyom Labs, India Oct 2011 – Nov 2012**

Consulted with client companies to provide Web-based and network solutions along with strategic planning and project leadership over systems migration, configuration, administration, upgrades and troubleshooting initiatives.

**Responsibilities:**

* Handled administration support for operating system upgrade and for system patch management and Maintenance.
* Administered and maintained the VMware perception innovations for vSphere 4.0 framework.
* Implemented and monitored Hyper-V for windows server 2008.
* Managed inventory with SMS 2003/ SCCM 2007/ SCCM 2012.
* Managed software distribution with SMS 2003/ SCCM 2007/ SCCM 2012.
* Managed Patching for Workstations with SMS 2003/ SCCM 2007/ SCCM 2012.
* Managed Servers patching with SMS 2003/ SCCM 2007/ SCCM 2012.
* ESX and other technologies for various internal and external clients.
* Planned, implemented, administered and troubleshot DNS, WINS and TCP/IP.
* Assisted in Installation, Configuration and administration of servers based on Microsoft Windows Servers.
* Administered and monitored the DHCP server and configured the IP addresses for the systems.
* Monitored the server and analyzed the root cause for the issues and further resolving it by providing the Documentation.
* Provided administration to storage area network (SAN) and designed VMware to ensure deployment.
* Provided the documentation of the crash dump to a file and developed automatic routine for handling.
* Troubleshoot, end-user network, Internet, WLAN and resolved local area network access problems.
* Provided local and remote support to LAN/WAN users to resolve the issues aroused.
* Provided Risk Assessment and remediation guidance for SCCM infrastructures.

**Environment:** Windows 7, Windows XP, APP-V, SCCM 2003/2007, MDT, USMT, Windows server 2003, Windows Server 2008 R2, DHCP, Hyper-V.

**Windows System administrator**

**eIQnetworks, India May 2010 – Sep 2011**

Performing Day to Day troubleshooting task of computers, Maintaining the Active Directory User and Computers, Resolving the DNS issues, configuring the DHCP services, monitoring the Leased lines, Remote Administration for the Application issues. Solving the Routing issues. Providing Assistance in Internal sites. Taking the Backup and Restoring the Routing information by Telnet.

**Responsibilities:**

* Responsible for day-to-day activities including building servers (Windows 2003,2008), publishing applications, supporting Active Directory (2003/2008), and coordinating with project managers to assure all client requirements are being taken care of.
* Installing configuring knowledge of ADS, DNS & DHCP.
* Installation and configuration of VMware ESXi 5.5 and VCenter.
* Installation, Configuration and Maintaining of McAfee Endpoint Protection Orchestrator 4.6.7, McAfee Email Gateway 7.6
* Maintaining and monitoring of Symantec Backup and HP storageworks MSL2024 Tape Library and scheduling backups both onsite and offsite.
* Creating users, groups and assigning permissions as per requirements.
* Sharing folders and giving permissions for users.
* Security Hardening of the Servers and Client Operating System (Windows XP\7).
* Remote installation of software's & patches.
* Configuration, troubleshooting and installation outlook.
* Managing Disk Usage and Disk Administration.
* Responsible for monitoring the status of the servers.
* Responsible for Maintaining and monitoring Datacenter.
* Handling incidents, troubleshoot, resolve or escalate to higher levels when required.
* Creating user and group accounts, Resetting user passwords.
* Working with windows PowerShell scripting in Active Directory Domain Services and Exchange Server 2010.
* Troubleshooting various problems related to Operating Systems, Applications and Hardware.

**Environment:** Windows 2008, 2008/R2, ADS, DNS, DHCP, Organizational Units, LAN, WAN, VPN, Microsoft Outlook, Disk utility, Windows XP\7.