**Vijay Prabhat**

**Vijay.63Prab@gmx.com**

**Senior Exchange/Office 365 Engineer**

**SUMMARY**

* Experienced over 8 years in implementing, designing and support of technologies in information technology field.
* Experience in different Microsoft products including **Exchange 2013, 2010, 2007, 2003 and Office 365, Lync, Skype for business and MS office suites.**
* Designed, configured, implemented and maintained an enterprise messaging environment including office 365, Exchange 2013/2010/2007.
* Deployed and implemented the different roles in the Microsoft exchange environment: **Edge transport, Mailbox, CAS array, Hub transport and unified messaging.**
* Experience in administrating the **Microsoft Lync 2010** in a production environment.
* Responsible for all components of **Office 365** including **one drive, Skype for business, yammer and SharePoint.**
* Supporting the end user production environment with implementing and maintaining **Active directory environment.**
* Designing and implementing **AD cross forest migration or new forest** implementation across all windows server platforms.
* Experienced in configuring and deploying the **Mailbox servers.**
* Implementing and Managing **Client Access Servers.**
* Expertise in providing solutions for **High Availability in Exchange.**
* Planning, configuring and managing **Messaging security, Administrative security and auditing.**
* Experience in Monitoring, troubleshooting the server using tools such as **event viewer, MMC, Exchange Management shell, power shell.**
* Defining security boundaries with **GPO structure implementation.**
* Planning, provisioning and deploying **Office 365.**
* Experience Office 365 migrations and hybrid solutions.
* Expertise in migration of **Microsoft messaging technologies of newer versions.**
* Migration from ON-premises to online Office 365**.**
* Knowledge in **Synchronizing Directory** from On-premises to Office 365 using different Identities as per business needs**.**
* Experience in Security and Compliance **by Managing Data loss prevention and Data governance.**
* **Proficient in message tracking and troubleshooting to resolve mail delivery issues.**
* Support assistance in public folder **creation, replication, rights assignments, free busy related issues, offline address book, and Calendaring services.**
* Team player in implementing and deploying MS infrastructure and MS Office 365.
* Experience in Administering Exchange Online using **ECP or EAC (Exchange Admin center).**
* Worked with business units to incorporate Office 365 and cloud-based solutions into business operations.
* Have provided support for server **2008/R2 2012/R2 on the components, exchange 2007/2010/2013, AD, Networking issues with DNS, DHCP, IIS etc.**

**TECHNICAL SKILLS**

|  |  |
| --- | --- |
| **Cloud Technologies** | Office 365/ADFS/Dir. Synchronization/Microsoft Azure. |
| **Server** | Windows server 2003, 2008/R2, 2012/R2. |
| **Messaging System** | Lync 2010/2013, Exchange 2003, 2007, 2010, 2013 and Ofice365. |
| **Configuration/protocol** | DNS, DHCP, RAS, VPN, TCP/IP, SMTP, IMAP, POP3. |
| **Migration Exchange** | 2007 to 2010, 2010 to 2013, 2013 to Office 365. |
| **Scripting Languages** | PowerShell |

**EDUCATION:-**

* Bachelor of Technology

**PROFESSIONAL EXPERIENCE**

**Senior Exchange/Office 365 Engineer**

**NYK Line, Secaucus, NJ Mar 2017 – Present**

**Responsibilities:**

* Working and Deployed with upgraded **Microsoft Exchange 2013 to Office 365 Environment.**
* Planned a Retention solution for Exchange server 2007/2013 and Backup for Enterprise Network and Active directory.
* Performed a multiple administrative task in ECP and administering the **Users, SFB, Password, Exchange and Security Management.**
* Implemented single-sign **ON** Authentication method with **Office 365 and configured DirSync and ADFS for Active Directory Synchronization.**
* Migration from 2007 to 2013 as well 2013 to Office 365.
* Troubleshooting Experience with **Outlook, Exchange server, ActiveSync and OWA.**
* Migrating from Physical Server to Virtual Server**.**
* Creating and deploying of operating system template images using **VMware** infrastructure clients.
* Migrated (P2V, V2V) servers by using **VMware converter** and updating **VMware tools** on guest.
* Extensive experience in configuring and managing. Troubleshooting physical, Virtual infrastructure in cloud and **ON** premises on **Windows Server, Active directory, Networking Storage, VMware, Hyper-V.**
* Troubleshooting Skype for Business issues**.**
* Manage and Administer **Microsoft Exchange/Skype for Business server and Active Directory Infrastructure.**
* Management of the Microsoft Clusters.
* Vast experience in troubleshooting and resolving both client and server side issues.
* Implementation of Tenant Office 365 with Azure AD connect and ADFS for single Sign ON.
* **Upgrade form ADFS 2.0 to ADFS 3.0.**
* Responsible in maintaining the settings of connectivity with **Outlook and User Mailboxes.**
* Met with requirements for the External connectivity Exchange i.e. **OWA, ActiveSync and Outlook Anywhere.**
* Performed trouble shooting issues of Office 365 including mail routing issues.
* Prepared on premises AD infrastructure for migration effort by using IDFIX tool for directory clean up.
* Responsible for documentation of the **Microsoft O365/Exchange and Messaging-computing environment.**
* Providing High Availability Solutions **(DAG)** for **User Mailbox Databases.**
* Experience with windows clustering services and deploying **CCR, SCR, LCR**
* Create user accounts, assign group rights, create distribution lists, maintain windows folder security, create group policy etc.
* 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.
* Knowledge in Office Enterprise 365 **E1, E3, E4 and E5.**
* Creating and deploying of Operating System template images using VMware infrastructure client.
* Cloning, deploying VMs to template, Templates to VMs, VMotion, Storage VMotion etc. Configured the NTPserver in ESX server for the time synchronization between ESX and VMs.

**Environment:** Office 365, IMAP, Windows server 2008/2012 servers, Microsoft Exchange Server 2007/2010/2013, Active Directory, DNS, Outlook Anywhere and Skype for Business, VMware.

**Senior Office 365/Exchange Administrator**

**Philips HealthCare, Baltimore, MD Jan 2015 – Feb 2017**

**Responsibilities:**

* Decommissioned Exchange 2013 server from the network domain after Office 365 migration completed using Microsoft best practices.
* Provided a business solutions for the small and enterprise level companies using Lync Online and combination of **Cloud-based Office 365 and On-premises Exchange servers.**
* Configuring a managing **DNS, DHCP, web servers and other Active Directory Services.**
* 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).
* Performing Exchange Server **Archiving -archive items** from **Microsoft Exchange User Mailboxes, Public folders.**
* **Experience in deploying virtual servers using VMwareESX/ESXi platforms.**
* Cleaned up Active Directory User Objects with inconsistencies that prevented them from synchronizing through DirSync to Office365.
* As a member of the team, participated installing Exchange 2010 servers, created & configured DAG, installed Mailbox, HUB and CAS servers.
* Installed and managed Active Directory, Created the GPO’s based on the requirements and placed them as an OU.
* Provide support and maintenance of **Microsoft Office Outlook Web Access and Microsoft Office Outlook, E-mail, Calendaring & Scheduling.**
* Black listed threats for incoming email by installing, configuring, and using Firewall Software.
* Designed the **Mail flow** for the Current Exchange Environment.
* Generate periodic reports on **Mail Flow**.
* Manage recipient objects, including migrating recipients from previous versions of Exchange server to Exchange server 2010/2013.
* Good understanding about backup applications like **Net backup and Tivoli** and the various methods of the backing and restoring Exchange Database and configurations.
* Designed and planned for the Archiving, legal hold, Journaling, **Retention** policies after Mailboxes moved to O365 online.
* Room mailboxes are for fixed locations such as meeting rooms or conference facilities from Resource Scheduler.
* Experience building workflow application Lotus Notes Client and the browser to aid organizations.
* Used built in Exchange Migration tools to move data from the ON premises to the Office 365 environment.
* Managed the deployment and migration of **Lync 2010 to Lync 2013.**
* Administered daily tasks both for the ON premises and the Cloud environment using PowerShell.

**Environment:** Office 365, Exchange Server 2007/2010/2013, Active directory, Outlook Anywhere, Lync 2010/2013, VMware, NetBackup and Tivoli

**Office 365/ Exchange Consultant**

**CompuCom Systems Inc, Dallas, TX Jul 2013 – Dec 2014**

**Responsibilities:**

* Monitors critical applications during US business hours as defined within the prevailing Service Level Agreement by performing health monitoring and maintenance activities to ensure service availability, integrity, and quality are upheld.
* Integration with Azure backup.
* Pre-migration test for user from Exchange 2013 to Office 365.
* Design and implement **Azure AD, Azure AD Connector, AD FS, OCS to Lync 2010 and Exchange**

**Migrations, Migration of Exchange servers, Migration to Office 365.**

* Involving in configuring and managing virtual and physical infrastructure in cloud and ON premises on windows server, Active directory, Microsoft Azure. Ability to implement and deploy Azure offerings including both **the IaaS and PaaS offering.**
* Responsible in successful migration of the Microsoft Exchange 2010 environment to an Exchange 2013 scenario, provided support and administration and complete documentation.
* Installed and the managed the active directory, Created the GPO’s based on the requirements and placed them as OU.
* PowerShell Scripts to automate migration steps.
* Maintained organization of new and removed **Active Directory users created by Exchange.**
* Support in responsible for the Active Directory (AD), GPO, Domain Users, Users and groups and given appropriate permissions, shares and privilege to access to LAN and Domain Environment.
* Setting up **Outlook Anywhere** for the environment and perform databases maintenance using **eseutil tools**.
* Operation management for **Lync/skype for Business, Using windows server: 2012, cloud server.**
* Establishing **user accounts and group policies with troubleshooting existing GPOs.**
* Create **DAG** configuration for High Availability of mailbox databases in a cross-site configuration.
* Tested Load Balanced configuration for High Availability of mailbox databases in a cross-site configurations.
* Verified user functionality and access to services via Outlook, OWA, and Outlook Anywhere and assisted in resolving issues.
* Participate in the verification of DNS and Exchange 2010 systems and made changes to infrastructure to better suite migration effort.

**Environment:** Office 365, Exchange 2007/2010/2013, Skype for business, Lync 2010/2013, DAG, Outlook Anywhere, AD, GPOs, Azure AD Connect.

**Office 365/Exchange Admin**

**Equifax, Atlanta, GA Dec 2011 – Jun 2013**

**Responsibilities:**

* Used Exchange server profile Analyzer to understand the current environment.
* Deployment and migration of **Lync 2010 to 2013.**
* Deploying and managing enterprise voice for **Lync 2010/ Lync 2013/ Skype for business.**
* Migrated user mailboxes from **Exchange 2010 to Office 365.**
* Architected and deployed the technology infrastructure within the environment, including Microsoft Exchange Server and Windows Servers Performed mid-migration and post-migration support to the enterprise**.**
* Utilized Exchange calculator sheet for mailbox sizing.
* Manage storage groups, clustered servers and setup policies.
* Setting up **SMTP** archiving and Daily health checks for all Exchange servers.
* Room mailboxes are for fixed locations such as meeting rooms or conference facilities from Resource Scheduler.
* Design **AD infrastructure** which were **scalable, redundant and completely free of single point of failure.**
* Planned and implemented transition from **Exchange 2013 to Exchange Online of few hundred users.**
* Configuration, Service administration, account maintenance of **Office 365/Exchange /Forefront identity management/ Skype for Business Post Migration.**
* Identity manager **(FIM)** for medium and large business**.**
* Perform **Scripting Administration** tasks and reporting using PowerShell**.**
* Expertise in gathering, analyzing and documenting business requirements and developing business requirement documents and Functional Designs with in-depth knowledge of Software Development Life Cycle **(SDLC).**
* Install and configure users with VPN access & remote access experience with System Center Configuration Manager (SCCM). Patching updates/ Application Inventory/ deploying software etc.

**Environment:** Exchange 2007/2010/2013, Lync 2010/2013, Windows server 2008/2008r2/2012, Office 365, SCCM, SDLC, Mail Routing.

**Windows Server Admin** /**Technical Consultant**

**Acute Learn, India Jul 2010 – Nov 2011**

**Responsibilities:**

* Configuration and maintaining of **CISCO ROUTERS, EVDO Routers and Switches.**
* Installing configuring knowledge of **ADS, DNS & DHCP.**
* Maintaining the **leased lines** and Problems getting Resolved By service providers.
* Providing Assistance in network related issues **(LAN/WAN).**
* Backing up the router configuration, **Cisco IOS, resetting Password.**
* User accounts maintenance, managing resources with Security strategies using **Active Directory Groups**, **Managing Group Policies using OU’s**, **Authentication mechanism.**
* PC Assembling and Troubleshooting.
* Installing and Configuring all the Local and Network Printers.
* Up gradation of Processors, Motherboards, RAM as per the system requirements.
* Installing of NIC, Printers.
* Installing, configuring, maintaining and troubleshooting wired networks.
* Configuring and Maintaining **DHCP Service**.
* Experience in implementing and **maintaining Intranet-websites.** Support experience in **Windows administration and Hardware Troubleshooting.**
* Configuring different e-mail clients like **MS-Outlook.**
* Providing **Remote administration** using various tools.
* Document Downtime and Uptime of Network and Generating Report of Network Environment daily.
* And accomplishing the changes in work environment, Make Sure done well in time.
* Managed servers patching with SMS **2003/SCCM 2007.**

**Environment:** Windows Server 2008/2008 R2, LAN, WAN, Hardware, SCCM 2007, Outlook.

**Windows Server Admin**

**Indian Oil Corporation Limited, India Aug 2008 – Jun 2010**

**Responsibilities:**

* Protecting from Spam Attack by implementing the anti-spam on the HUB-servers.
* Resetting the Calendar permissions after the migration as per the user issue.
* Utilizing the Log files, Lync snooper, Wireshark and PowerShell for trouble shooting Lync related issues**.**
* Migrated Lync pilot environments to production. **Migrate Exchange 2007 messaging infrastructures to Exchange 2010 to provide site DR which included stretched DAGs.**
* Allowing the self-service for resetting passwords and unlocks by introducing **Password Management Tool.**
* Managing **AD and Network** to ensure the overall stability and performance**.**
* Configured and deployed **Lync mobility to IPhone/IPad and Droids.**
* Managed Servers patching with **SMS2003/SCM2007.**
* Created and deployed customized web reports.
* Developed the process to patch and support clients using software updates management in **SCCM.**
* Designed and implemented network design using TCP/IP.
* Perform Backup and restore data for end users and document process for overall efficiency.
* User account management and administration, troubleshooting **Users login & home directory related issues, reset password and unlock user accounts.**
* In depth knowledge and technical proficiency in **TCP/IP protocol stack and other network protocols such as: DNS, DHCP, Direct Access, VPN, IPV4/IPV6.**
* Installing Windows 2008 R2 also deploying server VM from Templates.
* Installing configuring knowledge of **ADS, DNS & DHCP.**
* Remote installation of **software’s & Patches**.
* Deploying Operating Systems through **Windows Deployment Service**.
* Taking server backup and **desktop imaging using Ghost backup utility**.
* Responsible for monitoring the status of the users.
* Handling incidents, troubleshoot, resolve or escalate to higher levels when required.
* Creating user and group accounts, resetting user passwords.
* Creating users, groups, and assigning permissions as per requirements.
* Assisted in restoring databases from different types of backups Online, Offline and volume shadow copy.
* Managing Disk Usage and Disk Administration.
* Provided Risk Assessment and remediation guidance for **SCCM infrastructures**.
* Created as and when required the quires based collections.

**Environment:** Windows 2008 r2, ADS, DNS, DHCP, Microsoft Outlook, Disk Utility, Deployment Server, SCCM.