

Systems Administrator Systems Administrator System Administrator Rockville, MD Authorized to work in the US for any employer Work Experience Systems Administrator XcelHR - Rockville, MD May 2017 to Present Subject-matter expert of Microsoft Exchange and Office 365 environment Manages Email Archiving, DLP, Email Encryption, and Email Security Responsible for migrating on-premise exchange server and VOIP system to cloud solution (Office 365) Manages internal and public DNS record of the company Responsible for maintaining the health and configuration of the company's firewalls (Fortigate) Manages the company's security trainings that help increase users awareness when it comes to data security Creates standard operating procedure documents that help the team manages daily requests and issues and improves IT processes Maintains company policies for outside users access Serves as the primary tester for Microsoft CRM 365 case management Customer Service Representative TruGreen - Gaithersburg, MD April 2017 to May 2017 - Assisted client's requests and inquiries in a timely manner Level 2 Messaging Consultant Hewlett Packard Enterprise August 2015 to August 2016 Messaging and Collaboration Team (Procter and Gamble Account) Troubleshoot end user tickets primarily for Exchange, Outlook and Skype for Business issues Conducted systems maintenance for client's applications Installed security patches and rollup updates for Exchange servers Created change requests for server updates and implemented normal change requests Managed mailbox accounts and monitored server alerts Shift Lead - Global Help Desk Accenture plc January 2012 to July 2015 Avanade Global Helpdesk Service Support Analyst Accenture plc January 2012 to September 2013 Served as a point of contact for support and online portal services Resolved user's issues on the client's systems and applications

TECHNOLOGY PROFICIENCIES Process Flows & Call-Tracking Tools: ITIL incident management service processes; Hewlett Packard Service Manager, MS System Center Service Manager. MS System Center Operations Manager Software: MS Office (Word, Excel, Outlook, PowerPoint, Access); Office 365, OneDrive, Skype for Business Browsers: Google Chrome; Internet Explorer; Mozilla Firefox Networking: LAN & VPN/Remote Connectivity, Direct Access Platforms: Windows OS, Microsoft Exchange Server 2010, Microsoft Lync Server 2010, Windows Server 2008 R2 Tools: Active Directory, Exchange Management

Console, Exchange PowerShell, Lync Control Panel Education Bachelor of Science in Information and Communications Technology San Beda College - Manila 2007 to 2011 Skills Exchange Server (2 years), Active Directory (3 years), Office Applications (4 years), VPN (3 years), System Administrator, System Admin Certifications/Licenses ITIL v3 Driver's License Additional Information Desktop support expert with over four years of experience working in an Information Technology industry Extensive knowledge and understanding of IT infrastructure and possess advanced technical skills Success in working on a 24x7 Global Help Desk Support Effective communication with both technical and non-technical users. Providing best practices on dealing with users Key Skills Technical Troubleshooting Offshore Team Collaboration Requests Handling Problem Diagnosis Phone & Online Support Server Support System Maintenance User Training/Support Customer Service Escalations Handling High Priority Incident Handling

Name: Scott Wilcox

Email: framsey@example.com

Phone: 329-300-7661x035