

Lead Exchange Engineer/Architect   Lead Exchange Engineer/Architect   Lead Exchange Engineer/Architect Atlanta, GA   Certified Information Technology expert with over 10+ years in the industry.   Skilled in Exchange systems administration, engineering, architecture and support. Familiar with deploying pools for high availability of Lync and Skype-for Business services. Experience configuring mediation server with Lync for enterprise voice functionality (VOIP).   Adept with virtual server creation, configuration and administration (Microsoft Hyper-V, VMWare. Specialist in Microsoft Exchange and Lync platforms, including Skype-for-Business.   Vast experience with the deployment, configuration, and administration of Exchange 2003, 2007, 2010, 2013 messaging platforms, as well as Exchange 2016 on premise and online/Office 365 with Outlook (OWA) and Skype-for-Business hosted.   Experience with the deployment, configuration and administration Lync 2010 and 2013 messaging platforms, and Skype-for-Business 2015. Skilled at providing high availability of databases through the use of CCR/SCR clustering as well as database availability groups (DAG)   Database mirroring with Lync SQL back-end servers, and Skype-for-Business servers.   Skilled with load balancing traffic through Windows as well as hardware solutions.   Experience configuring SCOM to monitor Microsoft Exchange and Lync applications.   Administration of Active Directory and DNS services on Windows Server 2003, 2008, and 2012.   Experience managing virtual machines using VMWare and VMWare ESXi.   Proven experience leading teams to successfully complete projects on schedule   Troubleshooting of user and server issues with NetMon, WireShark, Lync Logging and Snooper tools.   Knowledgeable of load balancing technologies and their application.   Experience configuring ADFS Server and DirSync/Azure AD Connect services for Office 365.   Active Directory to administer such as account creations, password resets, security group managing and delegating permissions.   Adept at project leadership for projects and/or upgrades incorporating Best Practices   Makes well-founded recommendations and suggestions based on best practices.   Experience with backups, archives, restores utilizing Veritas Backup Exec 10.0.   Proven experience with PowerShell scripting for process automation.   Experience providing custom mail routing schema, Open LDAP-based address book support, anti-virus protection, backup policy and disaster recovery plans Authorized to

work in the US for any employer Work Experience Lead Exchange Engineer/Architect PSR Associates, Inc - Atlanta, GA November 2018 to Present Responsibilities: Microsoft Exchange 2010, 2013 systems administration supporting 12,000+ user mailboxes Exchange 2013 server installation and configuration Exchange 2010 server decommissioning Service manager 9 (SM9) (help desk ticketing system) Microsoft Outlook 2013, Outlook 2016 configuration, administration and support Documenting existing Microsoft Exchange messaging systems and environment Planning and architecture of proposed Microsoft Exchange messaging systems and environment. Use of Active Directory to manage users, mailboxes and permissions. Active Directory support through site build outs, group policy implementation and design support. User administration via Active Directory Users and Computers, ADSIEdit. Managed Active Directory backups and restores. Sites and services configuration and troubleshooting issues with service availability, or connectivity. Configured domains and federations, managed Active Directory environment and troubleshot messaging related Active Directory issues Managed Exchange servers, firewalls, and VPN. Planning of Exchange migrations from Exchange 2010 on premises to Exchange 2013 on premises Automation of processes using PowerShell scripting to automate administrative task and migration batches. Managed Exchange servers using Exchange Management Console, and Exchange Management Shell. Implemented and tested MS Exchange 2013 Server along with Archiving systems, Verified network and server configurations, tested virtual implementation, and readied servers for application deployment. Implemented the following roles in a Microsoft Exchange environment: Edge Transport, Mailbox, CAS Array, Hub Transport and Unified Messenger. Responsible for deployment, configuration and administration of Windows sever 2003, 2008, and Windows server 2012 including backups, updates, patching and firewalls. Windows 2008 Server and working with Active Directory, Group Policy, DNS, DHCP Set up and maintained Windows system update server. Managed Microsoft Windows Cluster Servers Managed Servers using Scripting, PowerShell, & Active Directory tools. Utilized PowerShell and Active Directory in managing Windows servers (Windows 2003, 2008, 2012) Managed the installation, upgrades and decommissioning of servers (Windows server 2012, 2008) Configured and deployed Windows

2008 and 2012 servers in both production and testing environments on VMware virtualization platform. Handling the complete installation, configuration & maintenance of Microsoft Windows Servers; designing the Backup Strategy for sites and ensuring scheduled/unscheduled Backups as per backup plan and restoration; managing Server, Domain, AD, User Rights, etc. Exchange Engineer/ Administrator NCR Corporation - Atlanta, GA July 2016 to October 2018 Responsibilities:

Managed Microsoft Exchange 2010/2013 systems while supporting 75000 user mailboxes Successfully transitioned email servers and user accounts from Exchange 2010 to Exchange 2013. Provided support for Lync 2013 while managing 70000 Lync users Migrated Lync Server 2013 to Skype for Business 2015 Managed the Skype for Business 2015 systems environment post migration Administered Microsoft System Center 2007, 2012 ( Systems Center Operations Manager a.k.a. SCOM) to monitor the health and performance of the servers within the environment. Utilized Squared Up (Plug-in for SCOM) to flexibly access SCOM data through the use of the web. Provided user support for all technical issues through the use of the Remedy help desk ticketing system Adept at using the Extron Touchpanels to schedule conference meetings Implemented High Availability within the environment through the use of Server Iron and NetScaler load balancer Configured Trend Micro Smart Protection Server security infrastructure to protect environment from security risks and web threats Supported and troubleshoot user client emails in Microsoft Outlook 2010 and 2013 Configured IBM ClearQuest Client to act as a CRM tool to track complex manufacturing processes Utilized Microsoft DPM 2010, 2012 to create both full backups as well as incremental backups of data Microsoft Exchange 2007, 2010 systems management supporting 100,000+ user mailboxes Exchange 2010 server installations, configuration and systems administration ITSM (help desk ticketing system) management Server Iron and NetScaler load balancer utilization Managed Microsoft Outlook 2007 configuration and administration Analysis and documentation of existing Exchange environments Created Visio diagrams for the planning and architecture of the Exchange environments Architected a coexistence of Exchange 2013/Exchange 2016 on premises Planned Exchange migrations from Exchange 2010 on premises to Exchange 2013/Exchange 2016 on premises coexistence Managed the migration

implementation from Exchange 2010 on premises to Exchange 2013/2016 coexistence.

Configured the Federation for the Exchange 2013/2016 on premise coexistence   Exchange 2010 server decommissioning after successful migration to Exchange 2013/2016 on premises coexistence Lead Messaging Engineer Principle Solutions Gro - Atlanta, GA February 2014 to June 2016 Responsibilites:   Led the migration of Lync Server 2010 to Lync Server 2013 for 5000 active users   Planned the migration with the use of the Lync Planning tool   Created POC in a sandbox environment to implement coexistence with Lync 2010 as well as other applications in production   Configured virtual server environment using VMWare ESXi   Deployed Lync 2013 pilot pool in production and tested functionality   Moved production users to the new Lync 2013 pool and verified functionality   Deployed Lync 2013 Edge Server Pool in DMZ to allow for external connectivity and mobile device authentication   Deployed Director and Monitoring as well as A/V and Mediation Server roles   Integrated SIP communication with Cisco phones (CUCM)   Clustered back-end Lync database via SQL mirroring   Load Balanced using an F5 load balancer for Front-end pool and Edge Server pool   Configured SCOM server to monitor Lync and set triggers and alerts   Troubleshoot user and server issues with the use of NetMon, WireShark, Lync Logging and Snooper tools   Planned for the migration of Exchange 2010 to Exchange 2013 for all corporate users   Utilized the Microsoft Best Practice Analyzer and Exchange Calculator sheet to aid in the planning effort   Tested integration of technologies in the sandbox before production deployment   Hardened existing Exchange 2010 environment with security patches and updates prior to the transition effort   Deployed Exchange 2013 in production and verified coexistence   Moved all user mailboxes to Exchange 2013 databases   Configured DAG (Database Availability Group) for high availability of databases   Deployed addition Client Access Servers for high availability of services   Configured SCOM to monitor Exchange services   Decommissioned legacy servers in both Exchange and Lync environments   Troubleshoot issues with Exchange server utilization, message routing, and client connectivity   Troubleshoot issues with Lync server utilization, conferencing, dropped calls, and user connectivity, both internally and externally   Handled administrative tasks with Active Directory such as account creations, password resets, security group managing and delegating permissions

Deployed Lync Server 2010 for 150 internal employees to provide I/M and A/V functionality

Configured Lync Server 2010 Standard Edition Server to provide internal communication among employees. Coordinate with IT teams to deploy Lync 2010 client to all workstations Held training class on Lync 2010 functionality for user base as well as IT technical team Addressed most common issues with Lync clients with support to mitigate issue escalation Utilized Lync Snooper and Logging tools to troubleshoot issues with calls and connectivity Troubleshot issues with Active Directory replication, user attributes, and permissions Managed server systems updates, backups, AD with LDAP Distribution Lists, Group Policy Objects and Local Security Settings for 20,000 AD Users, groups, OUs and computer objects in a regulatory space

Exchange Consultant Equifax - Alpharetta, GA November 2012 to January 2014 Responsibilities: Supported users within an Exchange 2003 environment in an effort to migrate to Exchange 2007 Implemented CCR/SCR for High Availability of databases in the Exchange environment Performed quality assurance for Symantec Backup Exec 12 Created enterprise testing environments emulating real business situations Provided daily administration of Windows Server 2003 and 2008 Provided daily administration of Exchange Servers 2003 and 2007 Software management - proposed and implemented system enhancements; plan, test, implement operating system upgrades; install OS, maintenance releases, critical fixes and service packs; assist with application upgrades and installations Backups, archives, restores utilizing Veritas Backup Exec 10.0 Documentation - hardware/software configurations, downtime/availability, problem/resolution, procedures, resource usage Participated as project leader and technical team member for projects and/or upgrades incorporating Best Practices; provided recommendations and suggestions as required for the successful implementation of new systems Monitored Exchange server system for performance, overall administration and security Maintained the VPN Connections to the firm's offices in London and Warsaw Developed, designed, tested, and implemented plans and procedures for business continuity including Active Directory replication, SQL 2005 Servers, Exchange 2007, virus protection

Network Administration (including user account adds, moves, changes and deletes, rights, GPO's, security, and email setup, backup) Supported Exchange 2007 infrastructure in a fast growing

environment    Configured distributed sites for the Messaging infrastructure    Implemented a viable backend active/passive cluster, secure access for external clients (using ISA Server in a DMZ)

Built multiple active/passive clusters for high availability and disaster recovery    Designed a custom mail routing scheme, Open LDAP based address book support, anti-virus protection, backup policy and disaster recovery plans    Managed the full technical environment including systems administration responsibilities across a wide array of technical services    Designed, built, and configured load balanced frontend Exchange servers using NLB    Configured Outlook clients for MAPI, RPC over HTTPS, IMAP, and POP modes, OWA, Entourage (Mac Exchange client) and Blackberry PDA handhelds    Designed, implemented, and configured RPC over HTTPS support based on front-end/back-end Exchange infrastructure, for external clients Exchange Administrator

Greenberg Traurig, LL - Atlanta, GA June 2011 to October 2012 Responsibilities:    Administration of Microsoft Exchange Server 2003 and Active Directory installation and configuration of, Windows XP, Windows 2000 Server and Windows 2003 Server    Provided support for Pointsec, troubleshoot issues related with LAN, VPN, Outlook, Windows mobile device, and encryption software    During Exchange outages caused by hardware (disk) failures, performed full Exchange disaster recovery using dial-tone database method and RSG (Recovery Storage Group) feature    Hands-on experience and training with Microsoft Exchange 2007    Worked on Microsoft Windows Server 2003 operating systems    Performed related messaging security technologies    Examined TCP/IP network diagnosis and troubleshooting    Experience employing the ITIL methodologies    Network with Windows 2000 of the entire company, a network of over 200 computers    Performed hands-on administration, monitoring, and troubleshooting of Local Area network (LAN), resulting in optimum performance and minimum downtime    Created proactive procedures for problem preventions and resolutions    Performed desktop migration from Windows 98/NT4 to Windows 2000    Provided technical support for corporate client/server systems    Designed and Implemented complete networks including installation, upgrades monitoring and troubleshooting File server and FTP server

Configured Windows 2000/2003 Server to support Routing and Remote Access    Virtual Private Network    Maintaining and creating Mailboxes on Exchange 2003, Network login's on Active

Directory 2000. Taking backups on Tape drive's on a daily basis using Brightstove ARCserve Backup Software   Documentation of daily & weekly reports and provide to management   Created new user accounts, distribution lists, shared mailboxes, and delegated access via security groups.

Triage and diagnose user issues and work to resolve them to meet SLAs   Provide assistance to help desk personnel to resolve common issues for Exchange   Assist with applying updates to Exchange servers as needed   Document all issues and resolutions and create manuals for help desk and other admins

Systems Administrator   Atlanta, GA   January 2009 to May 2011

Responsibilities:   Designed and delivered operator and service training programs for customers

Responsible for troubleshooting and repair of industrial PC system controllers running Windows XP

Resolved system resource conflicts, SCSI configuration problems, motherboard and disk drive failures, network connectivity and account permissions problems, and numerous other computer related issues   Implemented, updated, added additional servers, and supported VMware   Built, updated and maintained Virtual Machines   Led initiative to transition on premise Exchange 2007 environment to Office 365   Created test lab to provide POC of Exchange 2007 to Office 365 migration   Configured ADFS and ADFS Proxy Servers for single sign-on   Worked with O365 setup and running Dirsync to migrate the AD accounts to online   Setup ADFS and firewall rules and ports to be allowed for O365 to be functional   Troubleshot all issues with the initial setup of O365

Assigned licenses from the Online Admin portal to end users   Migrated on premise Windows 2003 servers to Windows Server 2008   Help users with VOIP set up in conjunction with their Microsoft Lync accounts and setup for their SSO (Single Sign-On)   Created resiliency by deploying additional Front End servers within a pool   Utilized Powershell for administration and process automation

Maintained Cisco ASA firewall, and Firebox/Pfsense firewall   Configured VLAN's, both Virtual and Physical   Managed and maintained Novell and Windows 2000/03 server environment   Built, imaged, and performed regular maintenance on XP/windows PC's   System administrator under Windows NT 4.0, Windows 2000 and 2003 Server   Provided support for workstations and Macintosh computers   Microsoft Office product and Webmail assistance provided to users on and off site   Responsible for building and updating Halls first website via HTML

Education Bachelor's

Name: James Miller

Email: williambrown@example.com

Phone: 551.824.0750