

Lead Exchange Engineer/Architect   Lead Exchange Engineer/Architect   Lead Exchange Engineer/Architect Atlanta, GA   Authorized to work in the US for any employer   Work Experience

Lead Exchange Engineer/Architect Greenberg Traurig, LL - Atlanta, GA September 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.   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.   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.   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 Xpect SVC, LLC - Atlanta, GA October 2015 to August 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 aka 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 PSR Associates, Inc - Atlanta, GA January 2014 to September 2015 Responsibilities: 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 additional 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

Messaging Consultant and Systems Administrator Pyramid Consulting, Inc - Alpharetta, GA June 2012 to December 2013

Responsibilities:

- 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
- 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
- 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
- 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)   SecureWorks Atlanta, GA Exchange Administrator September 2010 to May 2012 Responsibilities:   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   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   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  
 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 March 2009 to August 2010 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      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      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      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 Bachelor's Additional Information HIGHLIGHTS OF QUALIFICATIONS:    Certified Information Technology expert with over 10+ years in the industry.    Skilled in Exchange systems administration, engineering, architecture and support. 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.    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.    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

TECHNICAL KNOWLEDGE AND SKILLS: Operating Systems: MS-DOS, Microsoft Windows 95, 98, XP, Vista, Windows 7, 8, NT, Windows Server 2000, 2003, 2008, 2012, UNIX, Linux Redhat and Mandrake. Software: Active Directory, Lync 2010, 2013, Microsoft Exchange 2003, 2007, 2010, 2013, Microsoft Office, SQL 2005, 2008. MOSAIQ, Symantec Ghost, Norton 360, McAfee Standard and Enterprise, HTML, Javascript, REMEDY, Adobe Acrobat Standard and Professional, SCCM, Citrix, and VMWare, PowerShell, SCOM, Veritas Backup. Hardware: Workstation and server component swapping, ghosting, imaging, laptop configuration, encryption, firewalls, BIOS. SAN and WAN experience. HP printers, scanners, cable modems, Linksys routers, KVM switches, hubs, tape drives, ELO touch screens, Network Interface Controller cards. HP DL360/380 servers, Big IP F5 load balancer.

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