WV

Wardell Void- Cloud Professional

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Career profile

Certified Cloud professional with experience managing cloud collaboration technology and IT business projects to ensure company success. Skilled in leveraging diverse multi-functional teams to increase collaboration, productivity, and sustainability

PROFESSIONAL SKILLS

- Technical Support
- Strategic Planning
- Process Development & Organization

- Leadership
- Customer Service
- Analytical/Problem Solving

- Project Management
- Sales
- Oral and Written Communication

TECHNICAL SKILLS

MS Teams, Skype for Business
MS Yammer, OneDrive Management
MS Flow, PowerApps, Delve
MS support and Troubleshooting
Office 365 security and compliance

Office M365
SharePoint 2016- Online
Azure AD User management
Win 8.1, 10, Sharegate
Remedy, Salesforce
Cloud Support

Experience

NORTH CAROLINA DEPARTMENT OF PUBLIC SAFETY
RALEIGH, NC - 2017-Present
SHAREPOINT ADMIN/ANALYST- (Contract)

- Set-up and maintain SharePoint site collections, sub-sites, list, views, and mange site usage. Duties also include managing site governance and access controls
- Manage Azure AD Security groups and enterprise applications, SSO, and MFA
- Provided technical support for the end-users that included application access and application training for Office 365 including SharePoint Online, MS Teams etc.
- Worked through all phases of Software Development Life Cycle (SDLC) such as Requirements Gathering, Analysis, Design, Development, Testing, Production and Post-Production Support.
- Managed user profiles and helped customers with password resets and license issues
- Maintain PM tracking system and prepare weekly status updates as required for the engagement.
- Supported and managed internal technical projects for HR and the Marketing Dept created displays, diagrams, and led department process improvements initiatives for Business units
- Gather project requirements from all stakeholders to set-up and implement new project plan.
- Analyzed user requirements in coordination with the business requirements.
- Set up MS teams and applications for different business units.

Independent Contractor
Raleigh, NC -2015-2017
Office 365 & SharePoint Specialist (Contract)

- Ability to work independently on tasks, develops own work, schedule, and monitors progress against defined parameters.
- Originate informational and decision-seeking presentations to technical and business group's internal and/or external client organizations
- Managed Cloud application usage reports and made training recommendations to improve application activity in the organization.
- Managed Azure AD and set up enterprise applications for business units and supported and managed AAD Audit logs while supporting Azure AD conditional access and MFA
- Placed new/designated employees in groups, created groups and Distributions groups
- Provided technical support for the end-users that included application access and application training and support for all Office 365 applications
- Review and follow up on critical issues with leadership and escalate as required.
- On-boarded and trained new team members about best practices for process analysis.
- Worked with stakeholders to understand and leverage cloud applications for desired outcomes.

Healing Transitions
Raleigh, NC- 2013-2015
Technology Support Specialist

- Analyze and gather project requirements and technical specifications to plan for business initiatives
- Proactively communicated and collaborated with clients, technical teams to prioritize requirements
- Duties also include managing site governance and access
- Opens, tracks, and closes Remedy incident records, providing an accurate description of the problem presented and resolution offered.
- Set-up SharePoint sites, Permissions and Security
- Set-up Distribution groups and shared mailboxes for stakeholders upon request
- Utilized change management principles to rollout organization wide programs to increase employee engagement and customer engagement/loyalty.

Education & Training

York College – Bachelor of Science
University of Phoenix-Master of Science
Microsoft 365 Certified- Microsoft
Certified Scrum Master – Scrum Institute
Microsoft Office 365 Training**- Microsoft**
Microsoft SharePoint Training**-Microsoft**
Microsoft Teams Admin Training-**Microsoft**
Microsoft Azure AD Training **-Microsoft**