## Sami Wahedi

Technology Lead @ Johnson And Johnson

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### Summary

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| --- | --- |
| Previous |  |
| Preferred | MCSE, MCP CASP Office 365, Exchange |
| Location | Pleasanton, CA, US |
| Desired Work Settings | No Preference |
| Willing to Relocate | No |
| Work Authorization(s): | Authorized to work in the United States on a full-time basis. |
| Security Clearance Info: | US Citizen (for security purposes) |
| Employment Type | Full-time Part-time Contract - W2 Contract to Hire - Independent Contract to Hire - W2 |
| Total Experience | 23 years |
| Education | Bachelors @ Western Oregon State College |
| Profile Source | Dice |
| Profile Downloaded | Monday, December 9, 2024 |

**Sami Wahedi**

3162 Maguire Way

Dublin, CA 94578

Results-oriented Engineer with superior problem-solving and critical thinking skills, meticulous attention to detail, and a methodical nature. Skilled in tackling problems in unique ways to develop innovative solutions. Consistently recognized by superiors and peers for knowledge and expertise.

**Skills**

• Hybrid Office 365/Microsoft OneDrive/SharePoint Collaboration support

• Google Drive and sites migration to SharePoint and OneDrive

• MS Teams/Skype/Zoom/Slack

• AD/Azure AD/Microsoft Exchange/AD Connect

• Microsoft Windows Servers 2016, 2019

• MacOS/Windows10 and 11

• Intune/Conditional Access/Meraki/Autopilot/Tanium

• Identity Access Management (IAM) -Okta, OneLogin, implementation

• Security Assertion Markup Language (SAML) and/or OpenID Connect (OIDC) connection with vendors

**Employment History**

**03 -2023- Current**

**Service Manager /Identity/Office 365/Messaging Engineer**

**California Institute Of Integral Studies, San Francisco, CA**

* **Implemented and Supported AWS PinPoint Integration:** Successfully integrated AWS PinPoint with Office 365 to enable seamless bulk SMS and email communication, enhancing the organization's outreach capabilities.
* **Retention and Archiving Policies:** Developed and enforced robust retention and archiving policies within Office 365, ensuring compliance with organizational and regulatory requirements while optimizing data management.
* **Office 365 Sensitivity Labeling Policy:** led the implementation and support of sensitivity labeling policies, safeguarding sensitive data and emails against unauthorized access and ensuring data privacy and security.
* **Enhanced Spam and Phishing Protection:** Proactively enhanced spam and phishing protection mechanisms within Office 365, significantly reducing potential security threats and safeguarding organizational data.
* eDiscovery Management in Office 365: Supported eDiscovery solutions within Office 365, enabling efficient search, identification, and legal hold of electronically stored information (ESI) for compliance and legal proceedings. This included the creation and management of eDiscovery cases, the export of content for legal reviews, and ensuring adherence to organizational and regulatory eDiscovery requirements.
* Provided 2nd and 3rd-level technical support and troubleshooting to internal and external clients.
* SharePoint
* SharePoint Administration and Support**:** Provided comprehensive SharePoint administration and support, including creating and customizing SharePoint sites to meet organizational needs. Managed user permissions, ensured secure and appropriate resource access, and facilitated smooth team collaboration.
* Microsoft Teams Administration and Support: Managed and supported Microsoft Teams for seamless communication and collaboration within the organization. Configured teams and channels, managed user access and permissions, and integrated third-party applications to enhance productivity. Provided troubleshooting and user support to ensure effective use of the platform

**04-2020 – 12-2022  
IT Manager/Senior Office 365 Applications and Systems Support**

**Emodo Inc By Ericsson, San Francisco, CA**

* Administered and supported Office 365 suite configurations and policies and analyzed, troubleshoot and delivered Microsoft cloud solutions on Azure and Office 365 platforms
* Provided support to Office 365 and Microsoft Azure/security (Advanced Threat
* Configured and supported compliance & data retention leveraging Office 365 Data Loss Protection (DLP),
* Migrated the Legacy Exchange server to Office 365 and provided support during migration.
* Administered and Supported Microsoft Teams, SharePoint Online, OneDrive for Business
* Provided Tier 3 support for issues related to the messaging and collaboration platforms
* Provided Supported DLP/Conditional Access/Intune/Tanium/Meraki. Worked in a Hybrid work environment with multiple IT Departments in various time zones.
* Microsoft Windows Server 2012 R2, 2016, and 2019.
* Implemented and supported OKTA and automated provisioning process. Efficiently resolved myriad technical issues concerning software installation and network connectivity.
* Administered JIRA/Confluence/Slack/Zoom and many other SaaS
* Box Administration and Migration

**2018-06 - 2020-03**  
**Enterprise Cloud Application System Administrator**

**EDGE GRAVITY By Ericsson, Santa Clara, CA**

* Created first Office 365 tenant for EDGE GRAVITY.
* Migrate Users from Ericsson Tenant EDGE GRAVITY.
* Migrated SharePoint and OneDrive.
* Established Free/Busy Federation with Ericsson.
* Microsoft Windows Server 2012 R2, 2016, and 2019.
* Migrated User VidScale, Ericsson Operating company, to EDGE GRAVITY's Office 365.
* Migrated Google Sites/Drives/ Groups.
* Implemented OneLogin SSO/MFA.
* Administrated Microsoft Application Stack.
* Implemented IBM MDM Mass360 and provided ongoing support.
* Implemented BitDefender Anti-Virus software.
* Provided 2nd and 3rd-level technical support and troubleshooting to internal and external clients.
* Reviewed existing systems and made recommendations for improvements.
* Provided technical leadership and delivered innovative products and services to address customer-specific requirements.
* Participated in team-building activities to enhance working relationships
* Conducted research, gathered information from multiple sources, and presented results

**2017-06 - 2018-05**

**Senior Technology Lead**

**Stanford Health, Lucile Packard Children's Hospital, Palo Alto, CA**

* Implementing Directory Synchronization for migration
* Deploying migration setup for multiple types of migration (Cut-Over and Hybrid)
* On-Boarding and Off-Boarding mailboxes from Exchange Online Servers
* Migrating Shared, Resource, and Room Mailboxes to Cloud
* Handling post-migrated issues like permissions and password issues for users
* Administered and supported Office 365 and MS Exchange Policies
* Setting up ActiveSync for mobile messaging services
* Managed MS Exchange servers, AD applications, and public folders
* Resolved tenancy technical issues and monitored Office 365 systems
* Automated and executed Office 365 procedures utilizing Windows PowerShell
* Manage and administer Microsoft Exchange/Skype for Business 2016 servers and AD infrastructure
* Planned and Migrated 6,000 Mailboxes from On-Premises Exchange 2010 to Office 365
* Responsible for documentation of Microsoft O365/Exchange and Messaging computing environment.
* Investigated and corrected or escalated project problems.
* Collaborated with the business planning department to monitor and adjust company-wide technology utilization, modifying infrastructure to meet business goals

**2013-06 - 2017-04**

**Technology Lead**

**NResult Corporation, Vancouver, WA**

* For site relocation and Data Center Migration Supported onsite and remote users
* Managed Exchange and Windows Servers
* Managed network monitoring/alerting system, reviewed logs, and monitored system performance
* Led technology governance efforts, planning upgrades, hardware refreshes, and software updates.
* Collaborated with stakeholders to transform client requirements into turnkey solutions.
* Managed installation and configuration
* Analyzed client business processes to propose optimal software applications for unique requirements.
* Served as the primary point of contact for Managed Service Providers (MSP), maintaining healthy business relationships through constant communication.
* Recommended technology upgrades to improve client security.
* Installed system updates to address vulnerabilities and reduce security issues

**Microsoft Certified Professional Certification Microsoft Office 365**

**Microsoft Certified Engineer (MCSE) CompTIA Advanced Security Practitioner (CASP)**

**Bachelor of Science: Business Administration**

*Western Oregon State University*