**George L. B. McCrimmon**

**Senior SharePoint Administrator**

**704-491-5222**

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**Charlotte, NC 28269**

**Summary:**

* Migration Consultant With 18+ years of experienced as Lead O365/SharePoint Consultant, SharePoint Administrator-Developer, Software Engineer II/SharePoint Farm Administrator-Developer/Office365 Global Admin/Yammer Administrator, Systems Support Specialist/ End Users/SharePoint Admin, Web Developer.
* Experienced in Installed Project Server 2013 onto the SharePoint 2013 Farm, including provisioning Project server Service application and
* Experienced in Planned and implemented solutions for SharePoint Server 2013 Upgrade to SharePoint Server 2016 Beta Edition.
* Experienced in SharePoint Site Migrations across all SharePoint platform versions.
* Extensive usage of Sharegate migration tool to migrate files from file shares to OneDrive, Teams, and SharePoint in Microsoft 365
* Experienced in Worked closely with US and EU SharePoint teams to develop new SharePoint Governance and Design Documents for SharePoint Online under the O365 tenant.
* Experienced in Developed Custom sites, Site Templates, and Site Banners for Ahold Delhaize Subsidiaries, SharePoint lists and libraries through the usage of SharePoint designer, SPFx, and Power Platform.
* Experienced in User experience and design strategy that enables superior adoption and self-serviceability.
* Experience (UX) and User Interface Design (UI) and development of website in HTML5, CSS3, JavaScript, jQuery, and Drupal open-source CMS system Involving listing events registration process and other aspects the soccer site required.

**Professional Summary:**

* Responsible for developing and maintaining a professional level of proficiency with Information for the benefit of several offices.
* Consistently recognized for technical troubleshooting skills used to resolve challenging technical issues rapidly and cost-effectively.
* Quickly learn and master new technology equally successful in both team and self-directed settings and proficient in a range of computer systems, languages, tools, and testing methodologies.
* Resolved all network and application issues with local and remote users.
* This includes network authentication, application and hardware support, network and phone cabling, router and switch planning and installation.

**Education:**

* Bachelor of Science in Computer Information Systems GPA: 3.0/4.0 Graduated (May 2004)
  + Johnson C. Smith University – Charlotte, NC

**Certifications:**

* MOS Certified O365, SharePoint 2013 (online)
* CompTIA A+
* Microsoft Certified: Azure Administration
* Microsoft Certified: Power Platform Developer Associate

**Technology Summary:**

* **Systems:** CICS/ISPF/Mainframe, UNIX, LINUX, Ubuntu, Windows 9X/NT/2000/XP/Vista/Windows 7, Windows 8, Windows 10, Novell NetWare, Mac OS,
* **Databases:** Microsoft Dataverse, SQL Server, SharePoint
* **Methodologies**: Agile, Scrum, Waterfall
* **Browser Clients:** Internet Explorer (IE), Firefox, Chrome, Safari, Silverlight, QuickTime, Windows Media, and Adobe Flash.
* **Languages/Framework +Tools:** Java /Java 2, J2EE, PHP, JavaScript, Windows PowerShell, SharePoint Online Management PowerShell, VBScript, XHTML, HTML, XML, UML AS2, AS3(Flash), Visual Basic, SQL, CSS, C++, Java, DOS Batch, Angular, Vue.js, React, SPFx.
* **Software:** Java Eclipse, MS Project, MicroStrategy, MS Visio, MS Office, MS Dynamics CRM, Lotus Notes, Adobe Creative SharePoint Suite 3, 4, and 5, 2007, 2010e, 2013e, 2016, 2019, SharePoint Online. Project Server, Visio, FrontPage, Dreamweaver, Visual Studio Code, Serena Team Track, MS O365, Power Platform, MS Teams, MS Bookings.

**Work Experience:**

**Jan 2024 – May 2024**

**RAAS Infotek, Charlotte,NC**

**Senior Systems Engineer/O365/SharePoint administrator**

* Create document libraries and SharePoint groups for external file sharing using VS code and PowerShell Scripting.
* Create PowerShell scripts to Identify Hostnames for reported Remote and Local IP addresses.
* Design, configure, and maintain SharePoint Online sites, libraries, lists, and permissions following best practices and business needs.
* Collaborate with teams to gather requirements and translate them into effective SharePoint solutions.
* Provide expert-level technical support to resolve complex SharePoint Online issues and incidents.
* Monitor SharePoint Online performance, troubleshoot issues, and ensure system stability.
* Contribute to migration projects from on-premises SharePoint environments to SharePoint Online:
* Ensuring content and data integrity.
* Support migration plans, including content assessment classifications, testing, and validation.
* Support migration tools and scripting to automate migration processes.
* Use PowerShell scripting to automate administrative tasks, enhance SharePoint functionality, and improve user experiences.
* Create and deploy custom solutions using SharePoint Framework (SPFx), JavaScript, HTML, CSS, and related technologies.
* Collaborate with developers for integrating SharePoint with other applications.

**July 2023 – Jan 2024**

**JDA Partners/Microsoft, Charlotte, NC**

**SharePoint Customer Support Engineer**

* Responsible for the customer support experience with Microsoft
* Own, troubleshoot and solve customer technical issues, using collaboration, troubleshooting best practices and transparency within and across teams
* Identify cases that require escalation (either technically or strategically)
* Contribute to case deflection initiatives, automation and other digital self-help assets to improve customer and engineer experience
* Provide ramp-up activities, knowledge sharing, technical coaching and mentoring
* Lead or participate in building communities with peer delivery roles; may be workload or specialty specific
* Identify potential product defects, contributing to Microsoft product improvements
* Installing the SharePoint platform, integrating applications, and creating libraries.
* Adding users, controlling access to document libraries, and setting permissions.
* Performing maintenance of the SharePoint platform, servers, and intranet.
* Troubleshooting and resolving SharePoint issues or malfunctions.
* Providing SharePoint support and end-user training.
* Performing data retrieval and backup procedures to prevent data loss.
* Ensuring sufficient storage space by performing clean-ups and archiving data.
* Reviewing usage and activity reports and making adjustments to ensure optimized user-experiences.
* Maintaining network infrastructure, as well as managing encryption, security zones, and firewalls.
* Keeping up to date with SharePoint developments and performing version updates and upgrades

**Work Experience:**

**July 2022 – July 2023**

**Truist Bank, Charlotte, NC**

**SharePoint Developer/Administrator**

**Responsibilities:**

* Update and maintain Cyber content on Corporate Intranet pages.
* Process work and building out the CCS Service Catalog, which will be housed in Services Now.
* Designed and Built out New SharePoint Site pages featuring current information and Cyber capabilities representing a top ten financial institution.
* Manage Custom site pages using HTML, JavaScript and CSS including editing designs, links, and page content.
* Update and create new Nintex forms and Nintex Workflows for business requirements.
* Identify and provide efficiencies in connection with implementations and operating model deployments and build out capabilities and process efficiencies supporting all Corporate Cybersecurity.
* Developed the structure/creation of, access to, governance of, and content support for the various subsites within the master site critical to Cyber deliverables and initiatives.
* Created Strategy Plan for Redesigning of the entire CCS Site collection converting Classic pages to Modern pages. Created New Communication Site for the Cybersecurity Business Office.
* Guided Project plan for Migration of all CCS subsites and promoting them to their own Site Collection with uniformed Naming Convention.
* Removed Custom scripting to Ready up sites for future migrations to SharePoint Online.
* Created new CCS Functional Organization Chart to be able to easily update by CSL members in alignment with business requirements.
* Created Wopiframes to enhance visualization of CCS Org charts within Intranet site pages that utilized PowerPoints, Visio diagrams and Word documents.
* Managed End User access to SharePoint Groups and email enabled security groups.
* Provided Governance and Clean up plans for previously migrated content carried over from the Truist merger from SunTrust ant BB&T banks.
* Created SharePoint List Forms and Workflows using Nintex for CCS Subsite owners Surveys to assist with cleaning up the site collection and remove unwanted content and collecting Feedback.
* Support 3rd party Solution application (Nintex) for managing SharePoint Forms and Workflows.

**June 2021 to June 2022**

**Estee Lauder, New York, NY via Wipro**

**Lead O365/SharePoint Consultant and Developer**

**Responsibilities:**

* Customer advocate and represent their needs with internal product teams.
* Provided timely response/resolution to technical and product inquiries.
* Provided resolution results within established Service Level Agreement Guidelines.
* Awareness of Customer business priorities & key events.
* Provided proactive status updates to required parties.
* Record and document all issues related to customers within established process guidelines.
* Answer questions regarding product functionality and usage.
* Enabled product features included in the contract which Customer cannot enable themselves through the admin console.
* Support activities related to the migration from SharePoint 2013 and 2016 on-premises environments to the new SharePoint online.
* Solve implementation problems.
* Extract and review SharePoint Online sites details using PowerShell with MFA connecting through PnP PowerShell and CSOM coding.
* Resolved Microsoft 365 apps for Enterprise/Business product issues.
* Product Content Creation (KB articles, whitepapers, forum participation).
* Provided Knowledge Transfer sessions to help reduce escalations.
* Extensive usage of SharePoint management PowerShell to detect vulnerabilities, hotfixes and run Cumulative updates.
* Extensive usage of SharePoint migration tool, and Sharegate to migrate files from file shares to OneDrive, Teams, and SharePoint in Microsoft 365.
* Provided Maintenance support and implementation documentation for Cumulative updates for SharePoint on-premises 2010, 2013, and 2019 Environments for both QA and Production.
* Executed PowerShell script created in house to clean up and generate additional storage space for SPO sites.
* Consistent usage of Service -Now to track IT tickets. Manage Incident reports Along with IT service and change requests.
* Included custom validation, filters, and snapshot Calendar to view availability of information being entered to give the user the ability to see on the fly, a person’s availability.
* User experience and design strategy that enables superior adoption and self-serviceability.
* Updated Service-Now Knowledge base with FAQs and training guides for Tier 1 and 2 helpdesk support.
* Represent team in CAB meetings for Change request.
* Created workflows using power automate to assist with sending notifications for review and approval of KB articles to be published.
* Provided support for SharePoint Online end users and help as needed for daily productivity.
* Managed daily meetings with team to ensure tickets are being monitored and help when needed to staff to ensure SLA is not breached.
* Managed the development of Power Apps solutions for internal processes, improving user experience and efficiency.
* Created Power automate flows for approving and publishing KB articles from SharePoint list to Service now to assist Tier 1 helpdesk support team with routing tickets and cutting down support work hours by 50%.
* Supported the integration of Power Automate with existing systems, enabling seamless data flow and task automation.
* Participated in user acceptance testing (UAT) and provided support to ensure successful deployment of solutions.
* Maintained documentation for developed applications and workflows to facilitate knowledge sharing.
* Conducted training sessions for end-users on leveraging Power Platform tools effectively.

**December 2020 to May 2021**

**Corning, New York, NY via Wipro**

**Lead O365/SharePoint Consultant**

**Responsibilities:**

* Customer advocate and represent their needs with internal product teams.
* Provided timely response/resolution to technical and product inquiries.
* Provided resolution results within established Service Level Agreement Guidelines.
* Awareness of Customer business priorities & key events.
* Provided proactive status updates to required parties.
* Record and document all issues related to customers within established process guidelines.
* Answer questions regarding product functionality and usage.
* Enabled product features included in the contract which Customer cannot enable themselves through the admin console.
* Solve implementation problems.
* Resolved Microsoft 365 apps for Enterprise/Business product issues.
* Product Content Creation (KB articles, whitepapers, forum participation).
* Provided Knowledge Transfer sessions to help reduce escalations.
* Provided Maintenance support and implementation documentation for Cumulative updates for SharePoint on-premises 2013, 2016, and 2019 Environments for both QA and Production.
* Execute PowerShell script created in house to clean up and generate additional storage space for SPO sites.
* Consistent usage of Service -Now to track IT tickets.
* Managed Incident reports Along with IT service and change requests.
* Updated Service-Now Knowledge base with FAQs and training guides for Tier 1 and 2 helpdesk support.
* Represent team in CAB meetings for Change request.
* Extensive usage of SharePoint management PowerShell to detect vulnerabilities, hotfixes and run Cumulative updates.
* Created workflows using power automate to assist with sending notifications for review and approval of KB articles to be published.
* Extract and review SharePoint Online sites details using Powershell with MFA connecting through PnP powershell and CSOM coding.
* Provided support for SharePoint Online end users and aid as needed for daily productivity.
* Managed daily meetings with team to ensure tickets are being monitored and aid when needed to staff to ensure SLA is not breached.

**March 2020 to November 2020**

**Duke Energy, Charlotte, NC via ESG International**

**SharePoint Administrator/Developer**

**Responsibilities:**

* Managed user permission policies for all SharePoint Site Collections.
* Development of SharePoint and Nintex workflows along with MS Info path forms for Project control files and system estimators.
* Run monthly refresh jobs by creating task scheduler VBA scripts for multiple Virtual machines.
* Updated Macro VBA scripts to document logging of timestamps for PST refreshes.
* Worked closely with Microsoft specialist to develop a full migration strategy to SharePoint online from SP2016 platforms.
* Planned and implemented solutions for SharePoint Server 2016 Upgrade to SharePoint Online site customization which included power apps and power automate usage for recreating SharePoint forms and customized workflows (MS FLOW).

**March 2014 to February 2020**

**Delhaize America/Ahold Delhaize, Salisbury, NC**

**Software Engineer II/SharePoint Farm Administrator-Developer/**

**Responsibilities:**

* Managed file storage for the Ahold Delhaize organization in SharePoint Online and OneDrive through the usage of SharePoint admin center and SharePoint Online management shell.
* Apply DLP (Data Loss Prevention) policies to all US SharePoint site collections using PnP powershell.
* Configure IRM (Information Rights management) settings for all SharePoint lists and Libraries for both US and EU site collections to protect sensitive data from unauthorized access.
* Managed user permission policies for all SharePoint Site Collections.
* Consistent usage of PowerShell for user management tasks, licenses, organization information, and core tenant level services.
* Extract and review SharePoint Online sites details using PowerShell with MFA connecting through PnP PowerShell and CSOM coding.
* Worked closely with US and EU SharePoint teams to develop new SharePoint Governance and Design Documents for SharePoint Online under the O365 tenant.
* Worked closely with Microsoft specialist to develop a full migration strategy to SharePoint online from SP2010 and SP2013 platforms.
* Consistent usage of Service -Now to track IT tickets.
* Managed Incident reports Along with IT service and change requests.
* Extensive usage of SharePoint management PowerShell to detect vulnerabilities, hotfixes and run Cumulative updates.
* Updated Service-Now Knowledge base with FAQs and training guides for Tier 1 and 2 helpdesk support.
* Enhanced and configures application functionality to meet business needs.
* Worked with customers to identify and define requirements for new solutions.
* Lead SharePoint Consultant for Establishing a SharePoint server 2016 and SP Online development environments.
* Planned and implemented solutions for SharePoint Server 2013 Upgrade to SharePoint Server 2016 Beta Edition.
* Leads projects and implementations.
* Coordinated with other team members and departments to achieve project success.
* Configured and maintained Windows server infrastructure, ensuring that patches and appropriate security policies are applied.
* Installed SharePoint migration tool, Sharegate, and Doc Ave within the multiple SharePoint farms to migrate files from file shares to OneDrive, Teams, and SharePoint in Microsoft 365
* Ensured that best practices are applied in support of the Active Directory and Office 365 implementation.
* Continued to keep the customer at the center.
* Ensured Requests and reported Incidents are met and resolved in a timely fashion.
* Managed SharePoint Platform and Granular Backups through AvePoint Doc Ave v6.5
* Supported PMO time tracking SharePoint Site.
* Assisted with Managing user access requests, Custom lists, KPI dashboards and scorecards.
* Identified new strategies to drive down the "run" costs of 2016 operating expenses.
* Developed New SharePoint 2016 Planning worksheets to outline new topology, Server Roles, Application Services and Web applications.
* Provided Support and maintenance for the complaint social network site.
* Assisted with the creation of the Delhaize America Yammer Usage Policy.

**Yammer**

* Configured Yammer security settings.
* Configured network settings, features, and applications.
* Set network design, including logo and color scheme.
* Attending Forums and Webinars along IT Summit events where knowledge and innovation are shared and highlighted amongst a network of IT associates.
* Installed Project Server 2013 onto the SharePoint 2013 Farm, including provisioning Project server Service application.

**Project Server**

* Managed Permissions for SharePoint groups in Project Server 2013.
* Configured Time and Task Management Project web apps settings.
* Define Fiscal Periods, Time reporting periods, administrative time, etc. based upon Business requirements!
* Managed Delegates.
* Full understanding of Manage Queue Jobs and OLAP Database Management.

**SharePoint Developer**

* Extensive Knowledge of SharePoint Designer and C#.
* Studied business process flows and able to translate to digital workflows with the usage of MS Visio and SharePoint Designer.
* Created Architectural Review board workflows to assist Project managers in executing critical decisions.
* Edit Master pages to meet business needs of custom look and feel for site pages.
* Reviewed and analyzed multiple third-party solutions and power apps to be applied to site collections across US and EU SharePoint platforms.
* Build Custom workflow solutions for corporate business needs, such as approval workflows, email notifications, committee review boards, collect feedback, new site requests, act.
* Conducted training sessions for end-users on leveraging Power Platform tools effectively.
* Developed Custom sites, Site Templates, and Site Banners for Ahold Delhaize Subsidiaries, SharePoint lists and libraries through the usage of SharePoint designer and C#.
* Experienced SharePoint migration process and Tools such as Metalogix, Sharegate, Doc Ave, and SharePoint migration tool by microsoft.
* Assisted in the development of Power Apps solutions for internal processes, improving user experience and efficiency.
* Supported the integration of Power Automate with existing systems, enabling seamless data flow and task automation.
* Participated in user acceptance testing (UAT) and provided support to ensure successful deployment of solutions.
* Maintained documentation for developed applications and workflows to facilitate knowledge sharing.

**October 2013 to March 2014**

**Delhaize America/Food Lion LLC., Salisbury, NC via The Select Group**

**SharePoint Administrator/Farm Administrator**

**Responsibilities:**

* Enhanced and configures application functionality to meet business needs.
* Worked with customers to identify and define requirements for new solutions.
* Created New SharePoint Development Life Cycle Environment which included SharePoint topologies and list of all server roles within the server farm.
* Lead SharePoint Consultant for Establishing a SharePoint server 2013 development environment.
* Planned and implemented solutions for SharePoint 2010 Foundation Upgrade to SharePoint Server 2013 Enterprise Edition.
* Consistent usage of Service -Now to track IT tickets.
* Managed Incident reports Along with IT service and change requests.
* Updated Service-Now Knowledge base with FAQs and training guides for Tier 1 and 2 helpdesk support.
* Succussed applied database attach-method to new farm and upgraded all site collections from 2010.
* Imported User Profiles from Active directory and Synchronized user profile services to enable and create My Sites, Newsfeed, and social tagging.
* Configured and maintained Windows server infrastructure, ensuring that patches and appropriate security policies are applied.
* Worked jointly with internal teams to design, implement, configure, and update software and hardware systems.
* Leads projects and implementations.
* Coordinated with other team members and departments to achieve project success.
* Created Service Request Tickets for new hardware and virtual machines.
* Enhanced and configures application functionality to meet business needs.
* Worked with customers to identify and define requirements for new solutions.
* Interacted with clients via telephone, e-mail, or in-person to resolve minor to complex problems.
* Documented new features and changes to existing features.
* SharePoint Support: Designed, Developed, implemented, and maintained pages for the clients' SharePoint site-collections.
* Created and maintained design and technical documents.
* Extensive usage of SharePoint management PowerShell to detect vulnerabilities, hotfixes and run Cumulative updates .
* Worked with confidential and proprietary company and client data.
* Contributed to team development and performance to achieve team goals.

**April 2013 to August 2013**

**Apex Systems/CACI/US Army 81st Regional Command Center, Fort Jackson, SC (Federal - Military)**

**SharePoint Developer/Administrator**

**Responsibilities:**

* SharePoint Support: Designed, Developed, implemented, and maintained pages for the clients' SharePoint site-collections.
* SharePoint administrator: Setup farm configurations, and logical architecture of the SharePoint site, Managed Metadata, service applications and User Profile Service apps.
* Creating Site Collections. Configuring emails for SharePoint. Defining libraries, lists and tasks.
* Moderate usage of CRM to manage contacts from customer emails in Outlook and keeping track of reports.
* Manages permissions for client site collection. Manages existing workflows and reports. Assists users in the operation of the application.
* Proficiency with SharePoint customization features such as Service Applications, Web Service APIs, and the Client Object Model.
* Develop complex workflow in SharePoint Designer.
* Participate in a SharePoint support 24x7 on-call rotation (incidents and requests)
* Extensive usage of MS SharePoint for web content and document management.
* Convert and edit data Tables and Forms using MS Info Path 2007 to integrate with MS SharePoint which was used to track business issues, including progress, contributors, date closed, due date, status, and owners for action items.
* Created CSS (Customer System Support) Procedural Operations Guide (PPT, DOC and FLV) with video presentation of the system workflow and Users defining roles in the ticketing process.
* Provide technical expertise for a SharePoint 2010-to-2013 upgrade project with ESRI mapping web parts.
* Proficiency with SharePoint web parts, master pages, themes, and other core SharePoint functionality
* Serena Business Manager - "Team Track" - Maintains business process workflows utilizing Serena Business Manager (SBM) formerly known as Serena Team Track. Analyzes detailed systems factors, including input and output requirements, information flow, hardware and software requirements, and alternative methods of problem resolution.
* Edit User data table on SQL Server by running queries. User emails in data table that did not match with registration form would block user from receive email notifications from SharePoint. Created SQL Server reports for all changes to email change reports.
* Works with users to define existing or new system scope and objectives. Performs modifications to and maintenance of operational programs and procedures. Provides input into the creation of system documentation.
* Assists users in the operation of the application.
* Provided on-site analysis, development, and helpdesk support services for the U.S. Army Reserves at Ft. Jackson, SC.
* Participated in support workgroups that provides customer service support activities for the U.S. Army Reserve.
* Interacted with clients via telephone, e-mail, or in-person to resolve minor to complex problems.
* Identified solutions to requirements caused by changes in policy or system changes.
* Provide daily operational support and troubleshooting for SharePoint environments.
* Participated in the analysis, design, and testing of software to implement business solutions. Responds to client queries regarding systems operations.
* Documents client questions and resolutions.
* Created and maintained design and technical documents.
* Manage Development and Customizations of SharePoint Lists and Libraries and creation of custom content types.
* Worked with confidential and proprietary company and client data.
* Develops functional and technical documentation using Microsoft Office tools to include but not limited to training manuals, users’ manuals, system/requirement specifications, newsletters articles, and web-site content. Deliver functional training for small to large groups.

**September 2012 to February 2013**

**TD Bank, Lexington, SC via Apple one**

**Technical Service Desk Rep I**

**Responsibilities:**

* Provide IT technical phone support service,
* Assisting at-home users with Citrix connectivity /RSA sucureID token configurations
* Remote tools such as Console One, Proxy Master, and Zen Browser.
* First point of contact for employees seeking technical support on various issues including but not limited to hardware and/or software configuration.
* Responsible for mobile device support to ensure consistent enterprise connectivity.
* Applications include Encore Teller/Platform BN, ICOM, CMOD, CMSE, ALSCOM, Lotus Notes, Net Query, Office Communicator, MortgageBot Powermanager, Relationship manager, Unifi, Mainframe applications such as Jack Henry and Fidelity, FileNet, Microsoft Office, Novell Client, EDGE Enterprise for Win7, Safeboot, etc.
* Assist the team in maintaining a secure network infrastructure and promote security awareness amongst employees.
* Adhere to departmental standard operating procedures.
* Provide Information Technology training to all new hires.
* Participate in 24x7 year-round on-call rotation schedule to respond to system outages.
* Assist users with password resets and account unlocks.

**April 2010 to July 2012**

**I.D.E.S(Illinois Department of Employment Services)/Central Management Services, Chicago, IL (Public Sector)**

**SharePoint Admin - Systems Support Specialist/End Users**

**Responsibilities:**

* SharePoint Administrator - Ensured Users access to SharePoint 2010 and defining Work Groups and permissions.
* Planned and implemented solutions for SharePoint 2010
* Develop, document, and implement policies, procedures, and protocols as necessary to systematize and standardize the technology function and comply with relevant regulations and certification requirements.
* Provide supervision to other IT staff and interns.
* Provide end user support and manage network functioning, perform standard maintenance, and troubleshoot to resolve problems as necessary.
* Provide organizational leadership on the use of technology to enhance organizational efficiency, effectiveness, and collaboration.
* Configuring and maintaining Windows server infrastructure, ensuring that patches and appropriate security policies are applied.
* Ensure network security and availability through management of regular backups, deployment of appropriate server and desktop security measures, firewalling and threat management, and internet/e-mail content filtering.
* Windows 2003/2008 Server and core services such as Active Directory, Group Policy, IPsec Policy, DNS, DHCP, RRAS/VPN, IIS, File and Printer Sharing, DFS, and WSUS.
* Enterprise applications such as Hyper-V, Microsoft SQL Server 2008 and Exchange 2007, Citrix Metaframe, Symantec Client Security/Antivirus and Content Filtering for Exchange.
* Expert in creation of bootable technician usb’s, specializing in the usage of Imagex and Lite touch, for formatting and partitioning drives for imaging.
* Rollout and installation of new software packages, upgrades, and new desktop hardware.
* Deployment of over 100 New HP laptops for State of Illinois with Windows 7 enterprise edition imaging. Tasks involved Bitlocker drive encryption, storing recovery file keys on government server.
* Install and Configure MS SQL Server 2008 R2. Configuring TCP/IP and Named Pipes Protocols.

**September 2011 to March 2012**

**U.S. Railroad Retirement Board, Chicago, IL (Public Sector)**

**Helpdesk Analyst**

**Responsibilities:**

* Answered, evaluated, and prioritized incoming telephone, voice mail, e -mail, and in-person requests for assistance from users experiencing problems with hardware, software, networking, and other computer-related technologies.
* Communicated tactfully, verbally and in writing with department heads, managers, co-workers, and vendors to resolve problems and negotiate resolutions.
* Provided services for over 50 Offices of Legislative Affairs and over 3,000 employees.
* Handle problem recognition, research, isolation, resolution, and follow-up for routine user problems.
* Troubleshoot and restored routed technical service and equipment problems by analyzing, identifying, and diagnosing faults and symptoms using established processes and procedures.
* Performed root cause analysis and developing checklists for typical problems.
* Recommended procedures and controls for problem prevention.
* Develop, documented, and implemented policies, procedures, and protocols as necessary to systematize and standardize the technology function and comply with relevant regulations and certification requirements.
* Maintained a knowledge database and call tracking database to enhance quality of problem resolutions (Service-Now).
* Worked in a team setting, sharing information, and assisting others with calls.
* Installed, configured, and created information for rollout of new software packages, OS, upgrades, patches, and hot fixes.

**June 2009 to September 2011**

**ALL N Entertainment, Detroit, MI**

**SharePoint Developer/Web Developer**

**Responsibilities:**

* Extensive usage of MS SharePoint for Document management of contract forms and reports.
* Extensive usage of MS SharePoint for web content and document management.
* Convert and edit data Tables and Forms using MS Info Path 2007 to integrate with MS SharePoint
* Developed functional and technical documentation using Microsoft Office tools to include but not limited to training manuals, users’ manuals, system/requirement specifications, newsletters articles, and web-site content. Deliver functional training for small to large groups.
* Developed custom Web parts and/or Web applications (HTML, ASP.NET, CSS, XML, JavaScript) and development of solution packages.
* Planned and implemented solutions for SharePoint 2010
* Demonstrated ability to translate business requirements and processes into effective SharePoint solutions.
* Support as necessary on a 24-7 basis to limit system down time during internal or external outages and peak enrolment periods.
* Familiarity with various video distribution streaming media formats such as Microsoft Smooth Streaming, Apple HTTP Adaptive Streaming (HLS), Google Widevine Adaptive Streaming, Adobe HTTP Dynamic Streaming (HDS), MPEG-DASH, MP4, H.264, 3GP, WMV, and HTML 5
* Develop, document, and implement policies, procedures, and protocols as necessary to systematize and standardize the technology function and comply with relevant regulations and certification requirements.
* Work with stakeholders and vendors to identify, plan, implement and evaluate projects necessary to optimize technological functioning and integrate technology into the work of the organization.
* Manage vendor relationships, monitor billing, and resolve vendor issues.
* Internal and external website implementation, management, and content development.
* Work with Executive Management to develop and monitor budgets for technology projects and an annual budget.
* Identify, isolate, and repair computer equipment showing wear and tear as well as during preventative maintenance routines.
* Tracked and evaluated new standards, technologies and trends in web site development, design, and delivery.
* Familiarity with various encoding and transcoding software titles offered by Harmonic, AmberFin, Envivio, Telestream and Digital Rapids
* Evaluate the competitive web sites regarding content and functionality to make improvement recommendations to our corporate sites based on emerging web services and trends.
* Ensure that the web site has a consistent look and feel across the web by promoting uniform styles including fonts, formatting, icons, images, and layout, and creating appropriate templates to assist content authors.
* Evaluated and recommended purchases in web content authoring, development, and publishing tools.
* Developed, programmed, installed, tested, debugged, and documented interactive web applications using appropriate editors and technologies.
* Diagnosed and troubleshoot problems with existing web applications and sites.
* Developed and take ownership of the production and integration of multimedia applications and initiatives in the company regarding video and data compression techniques, resolution, sizes, color maps, and depths to ensure high quality and speed of delivery.
* Maintained Responsible for upkeep and maintenance of newsletter mailing list.
* Designed a computerized video library system using XML modelling techniques.
* Engineered image-based JavaScript through resizable tub-based rollovers.
* Constructed cross-browsers for compatible CSS navigation.
* Produced automatic Java script in disabling selected links.
* Created web user interfaces, page layouts, advertising material and logos from the ground up based on project requirements.
* Conceptualized and designed HTML Static pages in Photoshop and Illustrator.\
* Web Design and Programmer – Responsible for upgrade and continual maintenance of urban media web site. Constant uploading of time sensitive materials to site. Integrated text, imagery, and audio for various publications.
* PC Technician - Installed, repaired, maintained, and upgraded desktop and notebook computers; performed maintenance on printers.
* Made contributions to the improvement in office operations and customer service.
* Experience configuring, integrating, operating, maintaining, diagnosing, troubleshooting, or fixing operational streaming media systems.
* Configuring and maintaining Windows server infrastructure, ensuring that patches and appropriate security policies are applied.

**June 2004 to March 2009**

**ABE Associates, Inc., Detroit, MI**

**SharePoint Developer/Database Programmer**

**Responsibilities:**

* Overseen digital content management, knowledge management and the implementation and delivery of the company’s SharePoint environment.
* Develops functional and technical documentation using Microsoft Office tools to include but not limited to training manuals, users’ manuals, system/requirement specifications, newsletters articles, and web-site content. Deliver functional training for small to large groups.
* Edited SharePoint HTML pages with extensive usage of SharePoint designer, InfoPath, MS FrontPage, and Dreamweaver.
* Assisted with managing the content and structure of the SharePoint site.
* Contributed made to the improvement in office operations and/or customer service.
* Provided 24-7 basis support to limit system down time during internal or ex ternal outages and peak enrolment periods.
* Identified, isolated and repaired computer equipment showing wear and tear as well as during preventative maintenance routines.
* Heavy usage of MS Office suite including MS Access; integrating dos batch files to Access macros. Finding solutions to run single function codes to be called to a built-in function, and other troubleshooting tasks.
* Extensive usage of Microsoft Dynamics CRM 4.0 for creating Contract forms and defining data fields.
* Extensive usage of MicroStrategy to search through and analyze large amounts of data from a variety of sources, including data warehouses, and Excel files.
* Extensive usage of MS SharePoint for web content and document management.
* Ability to create complex workflows using SharePoint Designer
* Proficiency with SharePoint customization features such as Service Applications, Web Service APIs, and the Client Object Model
* SharePoint administrator: Setup farm configurations, and logical architecture of the SharePoint site, Managed Metadata, service applications and User Profile Service apps.
* Creating Site Collections. Configuring emails for SharePoint. Defining libraries, lists and tasks.
* Upgrading Service applications. Copying databases to new farm. Upgrading Content Databases and site collections
* Convert and edit data Tables and Forms using MS Info Path 2007 to integrate with MS SharePoint 2007
* Extensive usage of InfoPath to track acquisition dates, costs, and location of business assets, such as computer and survey equipment for field engineers. Creating invoices and itemized statements.
* Created forms for requesting time away from work and calculate remaining absence balances.
* Develop, maintain, and enhance SSRS reports.
* Ability of multitasking in a fast-paced environment, while maintaining an emphasis on quality.
* Consistent presentation of a professional image, both on the phone and in person.
* Extensive usage of MS SharePoint for web content and document management.
* Convert and edit data Tables and Forms using MS Info Path 2007 to integrate with MS SharePoint
* Participated in on-site training sessions.
* Attended IT forums, conferences, and networking events.
* Database Programmer – Organized database for DWSD property data information for deeds and easement agreements.
* Responsible for the database conversion coding by utilizing visual studios – visual basics.
* Responsible for the analyzing SQL server database to determine required data.
* Testing Engineer for OnBase 9 and SharePoint for document management.
* Create Topology for new SharePoint 2007 farm design for 2-tier deployment on physical servers.
* Configuring and maintaining Windows server infrastructure, ensuring that patches and appropriate security policies are applied.

**Selected Contributions:**

* Handled 15+ technical/mission-critical calls daily and consistently met high service standards.
* Proficient in LAN, WAN, and network installation, monitor, and programming.
* Team leader on numerous projects utilizing Java, Java EE, Enterprise Java Bean, and Apache Struts Web applications to create fully integrated client management systems.
* Able to repair, install, upgrade, and maintain desktop and notebook computers as well as printers and scanners.
* Extensive knowledge of technology terms and developments.
* Exceptional customer service skills.
* Excellent written and verbal communication skills.
* Ability to instruct users with computer and presentation skills.
* Ability to write engaging technical documents to assist users in software usage.