**Lee Banyard**

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**Personal Statement:**

Over the last 3 years I have been working heavily in Office365, PowerShell, Exchange 2010 and Exchange 2016. I have gained a lot of knowledge with everything “messaging” and would like to carry on learning and gain even more knowledge at a higher level.

**Work Experience:**

Sopra Steria - **Infrastructure Engineer**

September 2017 - Present

* Various projects such as planning, managing and carrying out company migrations from Office365 to Office365 or Exchange to Office365 using third party solution “Cloudiway”.
* PowerShell, using a wide range of commands and creating scripts to make bulk changes quickly.
* Creating and setting up databases and DAGs for Exchange 2010 and 2016.
* Planning and implementing WAP.
* Patching exchange servers.
* Troubleshooting technical issues with Outlook, Skype for business and anything connected with Office365/Exchange.
* Managing and monitoring mail flow in Exchange, O365 and Sophos, such as adding connectors, checking mail traces, blacklisting and whitelisting.
* Designing and Deploying exchange 2016 in a test environment.
* Exchange 2010 and 2016 - creating, managing, moving, deleting, granting/revoking access and troubleshooting.
* Creating and managing email address policies and retention policies.
* Migrating users from OnPrem to Office365 or the other way around.
* Creating SfB accounts for users and providing PBX accounts.
* Active Directory, managing objects and changing settings within Attribute editor.
* AD Connect, syncing objects and troubleshooting sync errors.
* Configuring DNS, creating DNS records such as A and MX records.
* Planning and Implementing Web Application Proxy.

Insight- **Deskside Support Engineer**

June 2016 - June 2017

* Creating, troubleshooting and configuring settings for phone, conferencing, call recording, voicemail and softphone accounts through Cisco unified communications manager and Skype for business server.
* Using the Exchange admin center in Exchange 2016 and previously the Exchange console 2010 to create and manage user mailboxes, shared mailboxes and distribution groups. Also to enable/disable certain features such as Unified Messaging or OWA.
* Setting up mobile phones for users and new hires through the Vodafone management console.
* Using Active Directory to manage users and groups, to create, add, move, delete objects etc.
* Managing Office 365 users and permissions.
* Setting up and managing LAN / WAN networks
* Managing and Maintaining Servers, PC’s, Routers and Switches.
* Communicating with users face to face, by phone, email and IM to respond to, troubleshoot and resolve issues/service requests within SLA times.
* Imaging, setting up and configuring laptops and desktops.
* Installing authorized software on laptops and desktops.
* Assigning RSA tokens for VPN access.
* Ordering required IT equipment.
* Monitoring companies systems, ensuring issues are appropriately escalated and resolved.
* Undertaking projects such as hardware refreshes, surface hub rollout and Skype for business rollout.
* Asset management of hardware.

Parexel International – **2nd Line Support technician**

May 2014 – June 2016

* Communicating with users face to face, by phone, email and IM to respond to, troubleshoot and resolve issues/service requests within SLA times.
* Managing and assigning service desk tickets through Assyst, planning and prioritizing to ensure that tickets are resolved quickly and efficiently.
* Using Active Directory to manage users and groups, to create, add, move, delete objects etc.
* Creating phone, voicemail and softphone accounts through Cisco unified communications manager.
* Setting up mobile phones for users and making live network ports in server room.
* Managing and Maintaining Servers, PC’s, Routers and Switches.
* Deploying applications through SCCM.
* Imaging, setting up and configuring laptops and desktops and Installing authorized software on laptops and desktops.
* Troubleshooting network, MS Exchange/Office, VPN, SSO issues etc.
* Creating purchase requisitions for IT hardware/software.
* Presenting IT inductions and training sessions for new hires/users.
* Undertaking projects such as creating training guides for users and organising IT events.
* Monitoring companies systems, ensuring issues are appropriately escalated and resolved.

**USA Travelling**

December 2013 - March 2014

**Continental Tyres - Customer Contact Advisor**

March 2013 - October 2013

**Intercontinental Hotels Group - Sales Coordinator**

October 2012 - December 2012

**English Forward - English teaching assistant (St. Petersburg, Russia)**

October 2011 - March 2012

**PAREXEL International LTD - Operations Clerk**

August 2008 - July 2011

**DPSS Cabling Services LTD - Project Coordinator**

October 2007 - June 2008

**Uxbridge College**

September 2006 – September 2007

**PRB Motors LTD - Stock Supervisor**

August 2005 – September 2006

**Bishopshalt School**

September 1999 – July 2005

**Education:**

*August 2019*

**Designing and Deploying Microsoft Exchange Server 2016** - M20345-2

*June 2018*

**Administrating Microsoft Exchange Server 2016** - M20345-1

*May 2017*

**Enabling and Managing Office365** - M20347

*October 2016*

**ITIL Foundation certificate in IT Service Management**

*April 2015*

**Windows 7, Enterprise Desktop Administrator** - 70-686 MCP

*March 2015*

**Windows 7, Enterprise Desktop Support Technician** -70-685 MCSA

*January 2015*

**Windows 7, Configuring** - 70-680 MCITP

*October 2014*

**CompTIA A+** - 220-801 and 220-802

**Personal Interests:**

* Travel
* Music
* Gym
* Food
* Sport
* Gaming