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|  | Hesamuddin Sayed |  |
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Hesamuddin.Sayed@gmail.com  203.525.7688

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|  | **Qualification Summary** |  |
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Highly motivated and detail-oriented individual who excels at problem solving and troubleshooting,including the ability to effectively analyze and implement solutions. Adaptable, analytical, and knowledgeable technology professional with 6+ years of comprehensive experience, mainly in areas of collaboration and development. Expertise in **Cloud, Exchange**, **MS Azure**, **SharePoint**, and **Office 365** architecture and development. Dynamic communication skills to build client- technician relationships.

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|  | **Professional Experience** |  |
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**GeneDx, Gaithersburg, MD**

*O365 Exchange Administrator February 2022 – Present*

*GeneDx, Gaithersburg, MD*

* Experience in managing hybrid Exchange environment and user mailboxes.
* Performed Exchange on-premises migration to Exchange online
* Provided industry best practices in secure Exchange Online and messaging.
* Worked with different vendors in making sure Inbound and out bound traffic is secure.
* Worked directly with end users to get their mailboxes prepared for migration as well as providing support once migrated.
* Experience running PowerShell scripts in both on premise and remote environment.
* Troubleshoot and resolve issues with Microsoft 365 escalated from help desk.
* Administrated and managed MS Teams permissions.
* Configured DirSync and ADFS for synchronization for Single Sign-on with Office 365.
* Experience in managing and enrolling devices using Intune. Created and tested compliance policies in Intune.
* Successfully developed and delivered multiple SharePoint and Office 365 projects.
* Resolved tenet technical issues and monitored Office 365 systems.
* Act as a trusted advisor for decisions related to M**S** Office365 related products and services.

**NVRINC, Reston, VA**

*Help Desk Technician/ Junior Systems Administrator October 2019 – December 2021*

*NVRINC, Reston, VA*

* Created Active Directory accounts and applied proper permissions on a role-by-role basis.
* Moved various objects within Active Directory including workstations, users, and groups.
* Managed and created mailboxes in ECP/ Exchange.
* Processed account changes and managed permissions in Active Directory, ECP, and various other accounts.
* Managed shared mailbox permissions and distribution lists in ECP.
* Manually audited account creations, disables, and changes.
* Installed various software on end user’s machines.
* Ran commands and installed software remotely from an administrative server.
* Created groups within Active Directory while following proper workflows and documentation procedures.
* Compiled Help Desk statistics through various queries to SharePoint and sent a standardized email to IT leadership.

**Beacon Hill Staffing Group, Washington, DC**

*Desktop Field Technician – Contract Position April 2019 - October2019*

*Inova Hospitals, Fairfax, VA*

* Established base level procedures for a budding large-scale migration project of over 23,000 machines.
* Implemented an asset tagging system that optimized tracking of devices across the enterprise.
* Deployed to VIP’s and C level executives.
* Worked closely with the in-house IT team and Desktop Administrators to collect hardware specifications within the environment.

**Iron Bow Technologies, Chantilly, VA**

*Level 1 Helpdesk Technician – Contract Position November 2018 - April 2019*

*Department of Justice, Washington, DC*

* Worked remotely with over 2,500 clients to troubleshoot and diagnose in an entirely virtual environment.
* Utilized VMware View Administrator in order to diagnose virtual machines.
* Utilized Windows Server 2012 in order to access client desktops through RDP and run scripts to apply group policies to users’ virtual desktops.
* Used Active Directory in order to apply group policies and verify user identities.
* Kept detailed logs of troubleshooting steps taken when implementing solutions.

**Cominfo, Springfield, VA**

*Helpdesk Support Technician February 2016 - November 2018*

*Small Business Administration (SBA), Washington, DC March 2017 - November 2018*

* Used Active Directory to administer domains, update and change authentication information, and apply group permissions.
* Diagnosed software and hardware issues and implement solutions as needed.
* Deployed and manage group policy updates in multi domain environment.
* Troubleshoot mobile devices and multi-function laser printers, plotters, scanners, copiers and other hardware devices.

*Federal Election Commission., Washington, DC June 2016 - March 2017*

* Upgraded client workstations from Windows 7 to Windows 10.
* Deployed new Windows 10 workstations installed and configured new client software on new workstations.
* Provided feedback to software vendors related to Windows 10 compatibility issues across network.

*McAllen Foreign Trade Zone, McAllen, TX February 2016 - October 2016*

* Remotely worked with clients to troubleshoot, diagnose, and implement solutions for both hardware and software.
* Worked over the phone with clients to troubleshoot hardware and software issues.
* Performed health checks periodically on client computers.

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|  | **Education & Certifications** |  |
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CompTIA A+ *September 2018*

Northern Virginia Community College, Annandale, Virginia– Associates of Science *December 2016*