

# HANY SHAALAN

Fairfax, VA

[hshaalan@gmail.com](mailto:hshaalan@gmail.com) 703-338-3995

## SUMMARY OF QUALIFICATIONS

Mr. Shaalan enjoys 21 years of IT experience including 14 years of hands-on and management experience in the Microsoft SharePoint platform including on-premise and cloud versions. Extensive skills in SharePoint architecture and farm administration; Powershell scripting, on-premise and cloud migration. Very disciplined in Agile. Well-rounded IT portfolio with additional background in infrastructure management, database administration and user support. Master's and Bachelor's in Information Technology Management from reputable universities. Federal consulting experience. Excellent communicator and writer. US citizen. Holds Public Trust clearances from multiple federal agencies.

## EXPERIENCE

### SharePoint Migration Specialist

Client: **Federal Deposit Insurance Corp. (FDIC)**

Employer: **Cascades Technologies**

#### ***September 2019 to Present***

- ◆ Utilized the Microsoft SharePoint Migration Tool (**SPMT**) to migrate multiple site collections totaling nearly 3 TBs in size from SharePoint 2013 on-premise to **SharePoint Online** government tenant
- ◆ Generated technical and functional **requirements** for SharePoint Online sites and solutions through structured meetings with customers. Translated business drivers and goals into technical solutions.
- ◆ Educated customers on the impact of transition from **classic** to **modern** experience.
- ◆ Developed PowerShell **scripts** to automate various aspects of migration not natively supported by SPMT including migration of InfoPath forms, workflows, community sites, and large lists exceeding list view threshold
- ◆ **Remediated** special migration issues with workflows, InfoPath, custom webparts, script snippets, and custom pages
- ◆ Resolved tier 2 **tickets** submitted by site collection administrators and end users

### SharePoint SME

Client: **Freddie Mac**

Employer: **InfoSys**

#### ***February 2019 to September 2019***

- ◆ Actively participate in **migration** of **on-premise** SharePoint 2013 site collections to Office 365 **SharePoint online**. Performed discovery and inventory of source environment, assessment of site readiness, pre-migration remediation, execution of actual migration of structure/content/configuration, post-migration remediation of migration issues, and management of user acceptance.
- ◆ Utilize multiple **migration tools** including **Sharegate** and **AvePoint**, and home-grown **Powershell** scripts to perform all migration activities
- ◆ **Author PowerShell scripts** to perform a multitude of migration related tasks including: getting all running workflow instances in farm, listing all users permissions in all site collections, removing read-only on site collections queued for migration, listing all content databases with no auto-growth SQL setting, identifying changed content (delta) that occurred between structural and content migration, excluding sites from 365 retention policies, bulk updating user attributes in Azure AD, and various other scripts for managing objects in bulk.
- ◆ Provide user **support, training, education** and configuration pertaining to SharePoint 2013, Office 365, OneDrive, and Microsoft Teams

- ◆ Perform **Office 365 admin** activities including creating site collections, setting storage limits, enabling user accounts, excluding sites from retention policies, locking/unlocking sites
- ◆ Implemented **AvePoint online cloud management** and governance automation tool to automate provisioning of site collections, assignment of site collection administrators and owners, update of site settings and other administration activities

### SharePoint SME

Client: **Dept. of Interior - Bureau of Safety and Environmental Protection (BSEE)**

Employer: **Ascella Technologies**

**March 2017 to February 2019**

- ◆ Provided farm administration for a **SharePoint 2013** Enterprise on-premise environment by supporting the installation, configuration, security, operation, and maintenance of servers, equipment, and software related to SharePoint infrastructure
- ◆ Authored and modified **PowerShell scripts** to manage farm objects in bulk including: reporting on site collection counts, getting user permissions on site collections, identifying broken permission inheritance, warning on service account password expirations, capturing ULS logs with advanced filtering and a multitude of other useful scripting functions.
- ◆ Provided daily **monitoring**, troubleshooting, user support and performance analysis, and automated most farm administration tasks leveraging **PowerShell** scripts
- ◆ Planned, designed and executed a partial SharePoint 2013 to 2016 **migration**
- ◆ Configured a new **Office 365** cloud environment and leveraged SharePoint **Online, Flow, PowerApps** to develop business process automation solutions
- ◆ Built a **SharePoint 2016** development and lab farm in **Azure cloud** environment, configured virtual networks, provisioned VMs, configured Azure AD Connect, Azure SQL Database, and enabled monitoring and performance tuning with Resource Manager
- ◆ Worked closely with stakeholders and team members through an **Agile** process in delivering solutions to customers.
- ◆ Developed a security artifacts repository in SharePoint to streamline the capture and classification of security data, events and metrics in accordance with the department's Continuous Monitoring Plan. Solution leverages advanced SharePoint features like SharePoint Designer workflow, **eDiscovery** and **records management**.
- ◆ Created an **onboarding solution** in SharePoint to streamline the provisioning of new hires. Solution assigns tasks to users, tracks progress, automates approval routing, sends reminders for overdue tasks, and presents an executive dashboard summarizing readiness status of new hires
- ◆ Built a custom **risk management tracking solution** in SharePoint to allow capturing and managing risks in accordance with the organization's risk management plan. Utilized InfoPath web forms for recording and managing risks through a rich interface, and SharePoint Designer workflows to automate the assignment, tracking and escalation of risks. Created custom list views to provide stakeholders with a dashboard-like interface that allowed sound and well-informed decision making.
- ◆ Created custom project **site templates** to standardize the management of project artifacts and enacted a process for migrating exiting project content to new template.
- ◆ Modernized various processes previously running on Excel spreadsheets to SharePoint-centric solutions.
- ◆ Created automated surveys using **Google App Scripts** and **Google Forms** to gather feedback from users and parse results in a database
- ◆ Utilized the **ServiceNow** platform to create a custom module for Investment Management. The solution closely reflected the bureau's investment management process and enforced approval policies.
- ◆ Provided **Acquisition** support services to government program; authored Performance Work Statements (PWS), Statement of Objectives (SOO) and Statement of Work (SOW) as necessary to publish government solicitations to Federal business opportunities website FBO.gov

### Automation Specialist

Client: **Securities and Exchange Commission (SEC)**

Employer: **Ascella Technologies**

**August 2018 to August 2018**

- ◆ Performed an extensive proof of concept of **Robotic Process Automation (RPA)** solutions to automate repetitive labor-intensive tasks. Utilized leading RPA software including WorkFusion RPA Express and UiPath. Delivered a working demo to SEC staff

#### **SharePoint Administrator**

Client: **Dept. Homeland Security - Customs and Border Protection (CBP)**

Employer: **Unisys**

**February 2016 to March 2017**

- ◆ Served as **Farm administrator** and SharePoint SME managing an enterprise on-premise SharePoint 2013 environment and Office 365 supporting over 26,000 active users (out of 63,000 users.) Environment spanned development, testing and production farms with production configured for high availability. Numerous out-of-box as well as custom farm solutions and Add-In applications are running in the environment.
- ◆ Led a **cloud strategy** effort to migrate the on-premise SharePoint 2013 farm to the **Office 365** platform in addition to upgrading to a new on-premise **SharePoint 2016** farm to work towards creating a Hybrid environment.
- ◆ Migrated on-premise virtual machines to **Azure cloud** utilizing Azure Site Recovery, configured Blob and File Storage, and leverage PowerShell Desired State Configuration.
- ◆ Provided demos, knowledge sharing sessions and written material to business unit leaders and information workers to illustrate the **benefits** of SharePoint, **educate** users, and further the **adoption** of SharePoint in the organization
- ◆ Acted as a **higher tiered support** desk in charge of resolving complex SharePoint support tickets sent up by SharePoint service desk group. Some tickets required long term engagements with the customer.
- ◆ Supported an existing **Project 2013** implementation and currently planning a potential migration to Office 365 or Project Online
- ◆ Supported an existing **Power BI Premium** implementation, including Power BI Report Server, SQL Reporting Services, and configured integration with Power BI services in Azure, and provided support to end-users.
- ◆ Deployed monthly cumulative SharePoint updates and provided other **farm maintenance functions**, performance tuning and security hardening

#### **SharePoint SME**

Client: **Dept. of Interior - United States Geological Survey (USGS)**

Employer: **Net Services, Inc.**

**July 2013 to January 2016**

- ◆ Served as **subject-matter expert** in supporting and re-architecting an active **SharePoint 2010** environment serving about 23,000 internal and external users. Managed multiple farms including *Production, Test, Development* and *Staging*.
- ◆ Lead the planning, design, deployment and **migration** from SharePoint 2010 to a new **SharePoint 2013** infrastructure and successfully migrated all content and applications successfully
- ◆ Designed and deployed a stand-alone **SharePoint 2013** farm to host a custom search application leveraging **Business Connectivity Services** and enterprise **Search**. Configured custom content sources, result sources, result types, query rules, crawl rules, and display templates
- ◆ Performed routine **farm administration** tasks on both SharePoint 2010 and 2013 including provisioning new site collections and sites, managing content databases, managing user accounts and permissions, migrating sites and content databases, provisioning and troubleshooting user profile service, optimizing Search, authoring and running PowerShell scripts, and providing tier 2 and 3 support to end users
- ◆ Managed the deployment of farm **solutions** from *Development* to *Test* to *Production*
- ◆ Performed routine database administration and performance optimization in **SQL Server** 2008 and 2014 including configuring **Always On** high availability solution
- ◆ Created **workflows** in SharePoint 2010 and 2013 using *SharePoint Designer* to automate various business processes

- ◆ Setup a SharePoint 2013 evaluation environment in **Windows Azure** Infrastructure cloud services
- ◆ Configured a **Kerberos** infrastructure and migrated web applications from NTLM to Kerberos for authentication
- ◆ **Interfaced** with government leads during daily meetings and provided status reports and live demonstrations
- ◆ Configured **FILESTREAM** and Remote Blob Storage (**RBS**) to enhance performance on large content databases
- ◆ Configured Secure Store Services (SSS) in conjunction with Business Connectivity Services (BCS)
- ◆ Authored user guides, standard operating procedure documents and Visio diagrams
- ◆ Deployed AvePoint **DocAve** 6.0 suite

### SharePoint SME & Team Lead

Client: **United States Veteran Affairs Administration**

Employer: **Vital Edge Solutions**

**May 2012 to June 2013**

- ◆ Served as **architect, subject-matter expert** and **team lead** in delivering a custom project management accountability system on SharePoint 2010 platform. The purpose of PMAS is to improve the Department of Veterans Affairs (VA) IT project delivery success rate by enacting Agile-based software and product delivery techniques
- ◆ **Authored** or co-authored architecture diagrams, wireframes and mockups, System Design Document (SDD), User Stories and Use Cases, Developers Guide, User Guide, Requirements Specification Document (RSD), and User Acceptance Criteria
- ◆ **Led a Scrum team** of twelve developers and business analysts to build the functional area of the system which submits monthly IT investment data (OMB 300B) to the Office of Management and Budget (**OMB**) via XML and Web services as required by federal Exhibit 53A
- ◆ Oversaw the development of **visual webparts** in Visual Studios 2010 using C# , ASP.Net, AJAX and jQuery and deployed to SharePoint as WSP solutions. Webparts provided a myriad of functionality including wizard-like interface to submit new projects into the system, track increments, manage risks, request re-baselines, audit changes and submit OMB 300B reports
- ◆ Created **approval workflows** in SharePoint Designer to manage and streamline various processes
- ◆ Managed the entire **release cycle** from developing, packaging and deploying to QA to bug tracking and deployment to Production via Visual Studio, PowerShell, and Central Administration
- ◆ Coordinated change management for **database** and **data layer** objects including creating tables, columns, triggers and stored procedures.
- ◆ Delivered weekly live **demos** and presentations to the customer to showcase latest features and functionality developed for the system and to solicit feedback
- ◆ Utilized **Agile**-based management tool Axesoft Ontime to manage deliverables, and used Subversion for source code control

### SharePoint Architect

Client: **United States Department of Interior (DoI) National Park Service (NPS)**

Employer: **Tantus Technologies**

**June 2011 to May 2012**

- ◆ Designed and delivered a custom **Learning and Development** SharePoint **portal** for NPS to disseminate training and career advancement content to its internal and external users. Solution included building an Extranet architecture for SharePoint as documented by Microsoft's best practices for Extranet, deploying Microsoft Unified Access Gateway (UAG), leveraging Business Connectivity Services (BCS), extending native SharePoint search to crawl external sites, leveraging Audience Targeting feature to match employees with suitable training opportunities, and using Really Simple Syndication (RSS) to push content to subscribers
- ◆ Delivered a Requirements Analysis document for building a SharePoint-based solution to streamline and automate the **performance appraisal** process for 23,000 NPS employees. The recommended solution included web-based

appraisal forms, automatic email reminders, real-time dashboard, and performance metrics and reports for senior management to track managers' compliance and timeliness

- ◆ Interviewed stakeholders, conducted architecture reviews, led large group meetings/information gathering sessions with senior-level executives during requirements gathering
- ◆ Served in the internal role of SharePoint **subject matter expert** and **champion** leading the rollout and adoption of SharePoint in the organization
- ◆ Implemented an **information architecture** for a SharePoint 2010 environment, enacted a **Governance** plan, and enforced a new **security model** that delegates site permissions management to content owners
- ◆ Developed a **training request workflow** using InfoPath and SharePoint Designer to streamline the process of employees requesting training, and receiving reimbursement from company. Solution automates the approval routing, tracks and updates the employee's training budget allowance, and presents a real-time dashboard for HR and Finance to track training activities
- ◆ Developed an **Onboarding solution** that streamlines the process of provisioning new hires. Solution assigns tasks to users, tracks progress, automates approval routing, sends reminders for overdue tasks, and presents an executive dashboard summarizing onboarding status of new hires
- ◆ Developed a **Helpdesk ticketing** solution to manage employees' requests for support from IT, HR and Finance. Solution automates approval routing, and presents a real-time dashboard to monitor ticketing activities. Solution also generates business intelligence metrics to measure helpdesk performance like average ticket age and trending trouble areas, and generates a reusable knowledge base of helpdesk solutions
- ◆ Created **architectural diagrams**, network diagrams, presentations, admin manuals, and other supporting documentation
- ◆ Delivered **presentations, demos** and walk-throughs to various stakeholders showcasing capabilities and solutions offered by SharePoint
- ◆ Deployed **PerformancePoint 2010** for building Business Intelligence scorecards, dashboards, and Key Performance Indicators.
- ◆ Built a new custom **Portal homepage** that acts as one-stop-access for employees, partners, and customers. Used Audience Targeting to present tailored information to each audience and preserve corporate privacy
- ◆ Co-designed **standardized templates** for project sites used to manage contracts. The template enforces a CMMI Level3 methodology to ensure high quality delivery to customers and adherence to industry frameworks and company's methodologies
- ◆ Built a solution that **aggregates** all **contract** data from various project sites into a single page with aid from third party tool: SharePoint Boost List Collections. The single page provides management with a quick-glance view of contracts performance
- ◆ Built an advanced **task management solution** that enacts the Franklin Covey Prioritization Matrix by automatically calculating a task's importance and urgency, and presenting that information to the task assignee
- ◆ Enhanced existing task management solutions by using a third party product: **SharePoint Boost** Alert Reminders to send reminders to task assignees before due dates and when tasks are overdue.
- ◆ Built a **Proposals Development solution** that streamlines the proposal review process, provides quick access to Boilerplate information and Past Performance data
- ◆ Deployed a **Cisco ASA 5505** security device at headquarters to act as a firewall and reverse proxy
- ◆ Configured a site-to-site **VPN tunnel** between company HQ and Rackspace where most infrastructure is hosted.
- ◆ Joined user machines to **Active Directory domain**, integrated McAfee Endpoint Encryption with Active Directory, thus by creating **single sign on** (SSO) and eliminating unnecessary logins

#### Senior Systems Analyst

General Dynamics IT (formerly Vangent)

March 2006 to June 2011

- ◆ **Migrated** a large MOSS **2007** farm to a new SharePoint Server **2010** environment. Farm consisted of four servers, thousands of team sites, Terabyte of data and 7,000 users. Managed migration effort from start to finish including user communication, training, planning, architecture, testing, deployment and support
- ◆ **Migrated** a SharePoint Portal Server **2003** farm to MOSS **2007** using database attach method
- ◆ Managed all aspects of SharePoint **administration** including design, configuration, security, governance, change management, disaster recovery and system documentation
- ◆ **Championed** the use and adoption of SharePoint and social computing across the entire organization through communication campaigns, training sessions, demos and walkthroughs, and brown-bag events
- ◆ Leveraged new **social media** features in SharePoint 2010 to enhance collaboration and communication across the organization including features like Tagging, My Site, Profiles, Newsfeed, Notes Board, Blogs, Wikis, RSS feeds and Social Search
- ◆ Created **custom workflows** to automate countless business processes without writing code using SharePoint, InfoPath, and SharePoint Designer. Examples of processes: change control, capital asset request, network access changes, wireless device ordering, policy authoring and approval, SoX compliance certification, resume repository and many other solutions to solve business problems
- ◆ Configured SharePoint **service applications** including Search Service, User Profile Service, Secure Store Service, Excel Services, Performance Point Service, Managed Metadata and Web Analytics Service
- ◆ Led a team in building a **Past Performance/Proposal** solution for the business development organization utilizing Access Services, SQL Reporting Services and SharePoint 2010
- ◆ Created highly customized and visually-rich SharePoint **dashboards** building on business intelligence features in SharePoint including KPI, Business Connectivity Services, Business Data Catalog, SQL Reporting Services, Excel Services and Access Services
- ◆ Deployed commercial and open source **add-ons** and **webparts** for SharePoint including Axceler ControlPoint for enhanced farm administration, Bamboo Password Change Webpart, Bamboo World Clock, CorasWorks Workplace Suite, CodePlex Community Kit for SharePoint and others
- ◆ Provided Tier2 and Tier3 **support** for SharePoint users. Support delivered through various media including phone, email, desktop-sharing, discussion boards and in-person.
- ◆ Championed the use of social computing features to enhance the volume and quality of knowledgebase content
- ◆ Led the **integration** of IT systems between General Dynamics and other companies acquired through mergers and acquisitions on three separate occasions. Efforts included migration of Active Directory domain, Exchange mailboxes, SharePoint data, and user data
- ◆ Deployed an **SSL VPN** solution using Microsoft Unified Access Gateway 2010 (UAG) to allow browser-based remote access to the network. Configured access policies and end-point compliance rules.
- ◆ Deployed MS **Team Foundation Server** 2010 (TFS) and integrated it with SharePoint to provide a source code repository, iterative development tool, and test cases management
- ◆ Deployed a **Project Server 2003** environment for project portfolio management and integrated it with SharePoint. Trained users in Project Professional and Project Web Access (PWA)
- ◆ Deployed a **Password reminder** tool that automatically sends emails to users days before password expires
- ◆ Assisted in the **migration** of an entire **data center** to a new data center facility. Effort entailed relocating physical equipment and migrating: Active Directory domain, Exchange mailboxes, DNS, and IP addresses
- ◆ Acted as the primary resources for **IT communications** to end users. Authored written communication via email, Intranet, announcements, and newsletters. Edited all communications authored by other IT staff
- ◆ Managed company **domain** names and **SSL** certificates. Procured SSL certificates from vendors like Network Solutions and Digicert and coordinated installation for various business programs

## IT Manager

Blueprint Technologies

September 1999 to March 2006

- ◆ **Led** a team of three engineers in managing the organization's IT **infrastructure**



- ◆ Designed, built, managed, and **supported** all aspects of information technology including strategy, policy, infrastructure management, security, change control, disaster recovery, user support and training
- ◆ Deployed **Dell PowerEdge** servers, installed and configured Windows 2000 and 2003 servers
- ◆ Managed external and internal **DNS** name space. Managed domain names and **SSL** certificates
- ◆ Upgraded Active Directory 2000 domain to Windows 2003
- ◆ Upgraded **Exchange** 2000 to Exchange 2003
- ◆ Deployed and managed **SharePoint Portal Server 2003**. Championed the adoption of this group collaboration solution across the organization
- ◆ **Migrated** infrastructure to a new office location on three separate occasions. Effort consisted of physical relocation of equipment, migration of IP addresses and DNS, setup of server rooms
- ◆ Configured **network devices** including NetScreen firewalls, Cisco routers, network switches, wireless access points, network attached storage, and backup tape library
- ◆ Created **user guides** and manuals. Co-authored technology newsletters to users
- ◆ Deployed **disaster recovery** solutions using Veritas Backup Exec and network attached storage
- ◆ Provided user **support**, user training, break/fix, PC repair and other hardware repairs

#### IT Intern

Barksdalle Ballard

*May 1998 to September 1999*

- ◆ Assisted IT staff in user support and infrastructure management
- ◆ Installed client software including Windows 98 and Office 97
- ◆ Migrated Groupware to Exchange 5.5
- ◆ Monitored Windows NT 4 and Exchange 5.5 server health

#### EDUCATION (official transcripts available upon request)

- |  |      |
|--|------|
| ■ Masters of Science - Information Systems Technology Management<br>George Washington University - Ashburn, VA | 2008 |
| ■ Bachelors of Science - Management Information Systems<br>George Mason University - Fairfax, VA               | 1999 |

#### CERTIFICATIONS (official transcripts available upon request)

- |   |      |
|---|------|
| ■ Microsoft Certified Systems Engineer (MCSE) : Windows NT 4 & Windows 2000 | 1999 |
| ■ CIO University Certificate –George Washington University                  | 2008 |

#### REFERENCES (contact details available upon request)

- Program Manager – Cascades Technologies
- Senior Vice President – Ascella Technologies
- Program Manager – Unisys
- Team Lead – Net Services
- Principal - Vital Edge Solutions
- Chief Technology Officer - Tantus Technologies
- Director of HR - Tantus Technologies
- Chief Information Officer – General Dynamics
- President & Co-founder - Blueprint Technologies

#### CITIZENSHIP (documentation available upon request)

- U.S. citizen