JULIO LOPEZ

Microsoft 365 | Exchange| Active Directory | Azure Cloud

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PROFILE OVERVIEW

- Microsoft Exchange/Office 365 Admin/Azure Administrator with **13+** years of experience.
- **Identity & Directory Services**
  - Experienced in **Active Directory** administration, including Federated Services (ADFS), Group Policy Objects (GPOs), schema design, replication, and organizational units.
  - Implemented **Azure AD Connect** and **SCIM-based provisioning** for hybrid identity sync and automated lifecycle management.
  - Configured and managed **Azure AD roles**, **Privileged Identity Management (PIM)**, and **Conditional Access policies** to ensure secure authentication and role-based access control.
  - Hands-on with **Microsoft Identity Manager (MIM)** and **Forefront Identity Manager (FIM)**.
- **Microsoft Exchange & Messaging**
  - Extensive experience with **Exchange Online**, **Exchange 2013**, and hybrid deployments.
  - Migrated user mailboxes in batches to Office 365; monitored migrations using PowerShell and reported progress.
  - Designed and implemented new **Exchange farms** and managed co-location with existing instances.
  - Troubleshot complex Exchange/Outlook issues including profile corruption, permissions, and calendaring. Administered shared mailboxes, archiving policies, retention, and transport rules.
- **Office 365 & Collaboration Tools**
  - Deep expertise in **Office 365** environments including licensing, tenancy support, Intune integration, and user adoption strategies.
  - Automated Office 365 procedures and user management using **Windows PowerShell**.
  - Conducted training & created documentation to support Office 365 onboarding and troubleshooting.
  - Integrated Office 365 with **SharePoint**, **Teams**, **Skype for Business**, and **Lync (2010/2013)**.
  - Delivered business-focused Office 365 solutions through effective stakeholder collaboration.
- **Azure Administration**
  - **Deployed and maintained Azure Virtual Machines (VMs)** and **Cloud PCs**, including DNS setup, backups, and cost optimization.
  - Supported **Azure DNS**, **Azure Backup**, and license management for enterprise environments.
  - Worked with **Azure Security & Compliance Center** to implement MFA, secure password policies, and conditional access workflows.
- **Systems Administration**
  - Skilled in **Windows Server** administration (2008/2012), including DNS, DHCP, trust relationships, and exception group policies.
  - Experience with **Microsoft SCCM** for endpoint management and configuration.
  - Created **test environments** to simulate and validate production migration scenarios.

- Troubleshot LAN/WAN connectivity, server performance, and hardware/software compatibility issues.
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- **Virtualization & Infrastructure**
  - Hands-on with **VMware** and **Microsoft Hyper-V** for provisioning virtual infrastructure.
  - Installed, upgraded, and maintained firmware, operating systems, and enterprise applications.
  - Performed root-cause analysis and incident response across physical and virtual environments.
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- **Networking & Protocols**
  - Strong understanding of **TCP/IP**, **DNS**, **SIP**, **MAPI**, and **SMTP** protocols.
  - Supported mail routing, domain consolidation, and hybrid send/receive configurations.
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TECHNICAL SKILLS

• **Exchange Server:** Microsoft Exchange 2007, Exchange 2010, Exchange 2013, Exchange 2016, Exchange Online/Office 365, Outlook Client, Outlook Web (OWA) • **Exchange Systems:** Database Availability Group (DAG), DAC Mode, Continuous Cluster Replication (CCR), Standby Cluster Replication (SCR), CAS Array, Hub Transport Server, Transport pipeline, Local Copy Replication (LCR) • **Office 365:** Azure AD Connect, Active Directory Federation Services (ADFS), Active Directory Domain Services (ADDS) • **Active Directory:** AD DS, DirSync, Azure AD Connect, ADAM, AD LDS, Active Directory Schema • **Virtualization:** HyperV, VMWare/VSphere, VirtualBox, Virtual Machine, VirtualPC, Azure Virtual Machines • **Operating Systems/Environments:** Windows 7, Windows 10, Windows Server 2008 R2, Windows Server 2012, Windows Server 2016 Citrix XenDesktop, Android OS versions 4.1-8.0, IOS 8-10. Surface Hubs • **Unified Messaging:** Voice Mail Integration, Email Services, User management, Permissions, Authentication, Managed Availability, UM Call Routers, Pools, Mobile Device Management	• **PowerShell:** PowerShell 3, PowerShell 4, PowerShell 5 • **Windows Server:** Windows Server 2003, Windows Server 2008, Windows Server 2008R2, Windows Server 2012, Windows Server 2012R2, Windows Server 2016 • **Administration:** Intune, Mobile Device Management (MDM), Identity Management, User Groups, Distribution Groups, Role-based access control • **Lync/Skype/Teams:** Lync server 2010, Lync 2013, Lync 2015/Lync Online/Skype-for-Business (SFB), SQL Clustering, A/V Server, Monitor Server, Archive Server, Pool Pairing, SQL Mirroring, Persistent Chat, Web App Server, Windows Fabric, Teams Island Mode, Teams Call Quality Dashboard • **Messaging Tools:** Exchange management console (EMC), Exchange Best Practices Analyzer, Hybrid Configuration Wizard, Office 365 Admin Center, Exchange Online Protection (EOP), Exchange Admin Center (EAC), • **Tools:** HTML, PowerShell, Intune, WireShark, AirWatch, Mobile Iron, PolyComm, SolarWinds • **Protocols:** POP, IMAP, DHCP, TCP/IP, DNS, SIP, MAPI, SMTP, VPN, WINS, Critical Access Protocols (HTTP, IMAP, SMTP, POP, MAPI)

WORK EXPERIENCE

LEAD OFFICE 365 / AZURE ENGINEER
PCORI, Washington, DC

Key Technologies: Azure Active Directory (Entra ID), Office 365, PowerShell, Conditional Access, SSPR, MFA, PIM, SCIM, SharePoint, SSO, DKIM, SPF, DMARC, ADP, Zendesk, Keeper, Cloud PCs, DNS, Exchange Online, Microsoft Defender for Office 365

Responsibilities:
- Assisted in migrating users from Active Directory Domain Services (ADDS) to Azure Active Directory (Entra ID).
- Contributed to the deployment of Self-Service Password Reset (SSPR), Multi-Factor Authentication (MFA), and other security/authentication policies, including Conditional Access policies.
- Supported the creation, maintenance, and deployment of automation scripts for onboarding, offboarding, group management (including removals and updates).
- Managed DNS records and implemented email security protocols, including DMARC, DKIM, and SPF.
- Assisted in troubleshooting email-related issues, configuring phishing detection rules, managing email security, investigating quarantine emails, and generating email security reports.
- Configured and maintained mail flow rules to ensure optimal email delivery and security.
- Oversaw the setup and maintenance of virtual machines (VMs) and backend configurations.
- Helped configure and maintain Cloud PCs and licenses.
- Supported in the creation
- Provided support for Single Sign-On (SSO) authentication, management, and configuration, as well as the deployment and configuration of SCIM (System for Cross-domain Identity Management).
- Conducted bi-annual access reviews for users, including SSO access, permissions, and resource accessibility.
- Managed licenses, including purchasing, cost-saving initiatives (e.g., removing unused licenses), and ensuring proper license allocation.
- Configured user Azure roles and Privileged Identity Management (PIM) access, and conducted annual reviews of user permissions.
- Maintained break-glass accounts and ensured service accounts were regularly updated and secure.
- Implemented and maintained Self-Service Password Reset (SSPR) to enhance user autonomy and reduce helpdesk dependency.
- Led the migration of user accounts from Active Directory Domain Services (ADDS) to Azure Active Directory (Entra ID) to support modern cloud identity management.
- Configured and managed external sharing settings in SharePoint, ensuring secure collaboration with external partners while maintaining compliance.
- Created and updated PowerShell automation scripts for onboarding, offboarding, group management, and access control to streamline identity workflows.

- Integrated ADP with Zendesk, mapping user property fields to support centralized identity synchronization and improve operational efficiency.
- Designed and implemented Zendesk user segmentation rules, enabling role-based access and streamlined support operations.
- Administered Keeper Compliance Record Manager to securely store and manage sensitive credentials and access records in accordance with compliance requirements.
- Configured and maintained enterprise backup software, ensuring reliable data protection and system recovery capabilities across critical services.

MARCH 2020 TO MARCH 2022
SR. MICROSOFT 365 ENGINEER
Mars Incorporated, McLean, VA

Key Technologies: Microsoft 365, Exchange Online, OneDrive, Azure Active Directory, PowerShell, SharePoint, Microsoft Teams, Conditional Access, Multi-Factor Authentication (MFA), Oracle LDAP, Imanami, Transend, Enterprise Vault, ProofPoint, McAfee, Ping Identity, Power BI, Microsoft Office Suite, Windows Server, Active Directory, Azure Security & Compliance Center

- **Responsibilities:**
- Responsible for the daily operations and transition effort to Microsoft 365 from the private cloud infrastructure.
- Created Methods of Procedure for implementation of migration and validation steps.
- Met with stakeholders to review timelines and to meet checkpoints in the migration path.
- Implemented Autodiscover function for people outside of the forest.
- Ran PowerShell scripts to prepare users for Exchange and Active Directory migration.
- Managed batch migration jobs within Exchange.
- Conducted file shares and data stores to OneDrive.
- Implemented security and compliance best practices like MFA and password policies.
- Investigated and resolved failed migrations and other migration issues.
- Managed Conditional Access and Identity Protection security policies.
- Administered Identity and Access Management (IAM) by configuring Conditional Access policies, managing Azure AD roles, and enforcing Multi-Factor Authentication (MFA) to secure user identities and control resource access across M365 services.
- Utilized third-party tools such as Oracle LDAP, Imanami, Transend, Enterprise Vault, and ProofPoint.
- Conducted domain consolidations into existing tenant and added custom domains.
- Worked with Ping, ProofPoint, McAfee for security.
- Configured trusts and third-party apps for PING.
- Provided oversight analysis and reporting using Microsoft PowerBI.
- Provided recommendations for improved collaboration, reporting and communication using Microsoft SharePoint.
- Assisted with Microsoft Office 365 adoption by doing presentations and training.
- Performed troubleshooting on multiple client and back-end systems.
- Did presentations showing migration steps, troubleshooting, SOPs, and Diagram Flows.
- Set up cross-functional collaborations using SharePoint, Teams, Exchange, and OneDrive.
- Integrated Microsoft Teams with SharePoint and OneDrive to automate document workflows and enhance cross-functional productivity in hybrid work environments.

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OFFICE 365 ENGINEER

Whilpool Corporation, benton charter township, MI

Key Technologies: Office 365, Exchange Online, Exchange Server 2013, PowerShell, Active Directory, ADFS, Windows Server 2008/2012, ActiveSync, Blackberry Enterprise Server (BES), VMware, DLP Policies, Mailbox Archiving, Shared Mailboxes, Licensing Management

- **Responsibilities:**
- Migrated users from on-prem Exchange 2013 to Office 365.
- Evaluated, designed, implemented, and supported an Exchange environment and mobile computing environment.
- Configured and troubleshot issues with ActiveSync such as client connectivity.
- Identified and resolved problems affecting the messaging systems, performance, efficiency, and availability.
- Managed, configured, maintained, and administrated mailbox server failover and clustering with Windows and Exchange.
- Used PowerShell to manage and troubleshoot the migration and the Exchange environment.
- Provided guidance about IT issues relating to Microsoft Windows Server 2008/2012, Active Directory, Active Directory Federation Services and Exchange Online / O365.
- Maintained the AD/Messaging infrastructure to support Exchange.
- Supported Blackberry Enterprise Server (including BES for Office-365) for the Exchange environment.
- Monitored system management application alerts, and conducted investigations, troubleshooting and corrective actions.
- Supported multiple VMware instances.
- Created DLP policies for email protection and retention.
- Created archives for users with larger mailboxes and set archiving policies.
- Managed licensing with Office 365. Used PowerShell for applying new licenses upon account creation.
- Implemented and managed security policies in Office 365, including Data Loss Prevention (DLP), to protect sensitive organizational data in transit and at rest.
- Configured security settings in Exchange Online to enforce encryption, spam filtering, and secure mailbox access across devices and clients.
- Reviewed licensing regularly, recouped licenses after departure of users, converted mailboxes to shared mailboxes.
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OFFICE 365 ADMINISTRATOR

Entergy Corporation, New Orleans, LA

Key Technologies: Office 365, Exchange Online, Exchange Server 2013, Azure Active Directory, Azure AD Connect, ADFS, Hybrid Configuration Wizard (HCW), Skype for Business, Lync Server 2013, PowerShell, Microsoft Hyper-V, Active Directory, Shared Mailboxes, Office 365 Admin Center

Responsibilities:
- Planned new environment, analyzing needs and determining licensing needs, virtual servers

and tools needed for migration, and set up a test using Microsoft Hyper-V.
- Created test accounts and did a pilot migration.
- Created migration batches in the Office 365 Admin Center and used PowerShell to check the status of the migration and get statistics.
- Created Knowledge Transfer (KT) documentation in plain English with simple procedures and troubleshooting guidelines, and did some training with the help desk team.
- Configured Azure AD Connect and ADFS for Active Directory synchronization/Federation with Azure Active Directory.
- Implemented Office 365 and created a hybrid federation using Azure AD Connect with the Existing Exchange 2013 environment. Migrated existing Lync 2013 servers to Skype-for-Business with Skype on-prem and online.
- Rolled-out implementation of Exchange Online and Office 365.
- Utilized the Hybrid Configuration Wizard (HCW) on Exchange 2013 to establish send and receive connectors with Office 365.
- Provided hyper-support to users post migration.
- Assisted with Exchange messaging system administration while training technical staff in daily administration and troubleshooting.
- Performed troubleshooting of connectivity issues, calendaring, and Active Directory issues managing groups, permissions, and shared mailboxes.
- Performed troubleshooting of migration errors such as failed mailbox moves, connectivity errors, etc.Assigned licenses in Office 365.

JUNE 2014 – MAY 2015
ACTIVE DIRECTORY & AZURE ADMINISTRATOR
BANK OF AMERICA, CHARLOTTE, NC

Key Technologies: Active Directory, DNS, DHCP, ADFS, Entra ID (Azure AD), DirSync, SSO, Group Policy Objects (GPO), Windows Server 2008/2012, PowerShell, LDAP, Kerberos, PKI, Certificate Services, Role-Based Access Control (RBAC), Entra Connect (Azure AD Sync), SCCM, Microsoft Identity Manager (MIM), Azure AD Basic Security Reports, Identity Lifecycle Management (ILM)

Responsibilities:
- Designed and managed enterprise-wide Active Directory infrastructure, including multi-domain forests, site replication, and domain controller health across multiple datacenters.
- Structured Organizational Units (OUs), implemented RBAC, and enforced enterprise-wide Group Policy Objects (GPOs) to manage security baselines and user/device configurations.
- Managed and troubleshot DNS and DHCP services integrated with Active Directory to support dynamic registration, name resolution, and lease management.
- Deployed and maintained Active Directory Federation Services (ADFS) to enable Single Sign-On (SSO) for both on-prem and cloud-based applications.
- Integrated Azure Active Directory (now Entra ID) with on-prem AD using DirSync, enabling hybrid identity for cloud authentication and seamless Office 365 access.
- Participated in the implementation of Azure AD Sync for directory synchronization, identity federation, and password hash sync between on-premises AD and Azure.
- Created and managed custom attributes, dynamic groups, and identity provisioning logic in Azure AD, aligning user access with organizational structure.
- Assisted in the configuration of conditional access policies, MFA, and identity protection baselines via the Azure AD Basic Security Reports.

- Automated account lifecycle events (provisioning, deprovisioning, access reviews) in Active Directory and Entra ID using PowerShell scripts.
- Supported and monitored Kerberos authentication, LDAP query health, and AD replication integrity to ensure high availability of directory services.
- Administered and maintained PKI infrastructure, managing certificates and trust chains for domain-joined systems and secure authentication.
- Contributed to schema extension planning, SID history cleanup, and domain consolidations for AD modernization and migration efforts.
- Developed and documented SOPs, technical diagrams, and architecture designs to support AD/Azure identity architecture and change governance.
- Performed risk assessments and access audits, reviewed AD and Azure AD logs to detect anomalies and maintain compliance with internal controls.
- Provided tier-3 support and technical guidance across infrastructure, cloud, and security teams for identity integration and authentication issues.
- Participated in strategic reviews of infrastructure upgrades, AD capacity planning, and supported Windows Server patch compliance and domain hardening.
- Conducted security and compliance reviews for directory services, ensuring configurations aligned with enterprise IT risk frameworks and audit standards.
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APRIL 2012 – JUNE 2014

SYSTEMS & ACTIVE DIRECTORY ADMINISTRATOR

BAKER TILLY, CHICAGO, IL

Key Technologies: Windows Server, LAN/WAN, Network Hardware, Operating Systems (Windows), Active Directory, Hardware/Software Troubleshooting, Network Monitoring Tools, System Imaging, Firmware Updates, End-User Support Tools, Documentation Systems

Responsibilities:
- Assisted Network Administrator in identifying, evaluating, and implementing hardware and software solutions for the network system.
- Installed, configured, maintained, documented, and upgraded hardware, firmware, peripherals, operating systems, and applications.
- Diagnosed, troubleshot, and resolved a range of software, hardware, and connectivity issues for users across the enterprise.
- Provided technical advice and guidance for questions related to network IT and software support and administration.
- Maintained records of daily data communication transactions, problems and remedial actions taken, or installation activities.
- Developed training materials and procedures, or train users in the proper use of hardware or software.
- Supported user provisioning and deprovisioning tasks in Active Directory, for appropriate access rights were granted based on role requirements and organizational policies.
- Performed password resets, account unlocks, and access troubleshooting using Active Directory Users and Computers (ADUC).
- Troubleshoot LAN/WAN and network issues and coordinates/escalates issues with appropriate staff for problem resolution.
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BACHELORS - INFORMATION SYSTEMS TECHNOLOGY

Southern Illinois University Carbondale

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