

Joshua Friedman

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Summary

My name is Josh Friedman, I am an IT professional with a B.S. degree in Computer Science concentrating in Information Systems.

Currently, I am supporting the Exchange Online and Office 365 Identity services for Microsoft's Premier Customers. Primarily troubleshooting complex customer issues while also guiding them in the correct direction to improve their Security, Productivity, and overall ability to digitally transform their business.

Experience

Office 365 Identity Support Escalation Engineer

Microsoft

Oct 2018 - Present (4 years 1 month +)

Providing support for Microsoft Premier customers

- Diagnosing and resolving complex issues for Office 365 Identity and Authentication based services
- Azure Active Directory Connect
- Active Directory Federation Services
- Multi-Factor Authentication and Conditional Access
- Office 365 Licensing

Exchange Online Support Engineer

Microsoft

Feb 2017 - Nov 2018 (1 year 10 months)

Provided Exchange Online support for Microsoft Premier customers. Assisted customers with troubleshooting and solving complex technical problems within Exchange Online, both hybrid and cloud only environments. Some of the most common support areas were mail flow and transport, Outlook client connectivity (autodiscover), mailbox management/provisioning, and mailbox migrations. When necessary, I would collaborate with other support teams as well as our engineering team to troubleshoot and debug problems.

Information Services Helpdesk Technician

Stockton University

Mar 2015 - Dec 2016 (1 year 10 months)

Provided technical support to faculty, staff, and students. Answered calls for the help desk to diagnose, troubleshoot, and resolve issues with computer hardware, software, and basic networking problems. I was also responsible for swapping out PCs and re-imaging them if required.

Desktop Support IT intern

Spencer's

May 2016 - Sep 2016 (5 months)

I was responsible for troubleshooting any help desk tickets from both the field (retail stores) and corporate office users. This involved troubleshooting issues such as network and printing problems, software installs and licensing, VPN connectivity, Email, and Office Suite problems. During the summer, the IT team was gearing up for opening the 1400+ Spirit Halloween stores around the country. Much of my time was spent imaging, configuring, and packing the laptops, networking equipment and peripherals needed for each store to run.



Intern - Systems Support Specialist - Desktop

K. Hovnanian® Homes

May 2015 - May 2016 (1 year 1 month)

My primary role was troubleshooting help desk tickets created by the corporate office and sales offices staff. This included troubleshooting basic desktop and printer problems, network troubleshooting, maintaining backups and ensuring tapes were pulled and sent off site. I was also able to lead a project to improve the desktop imaging process that was in place. Previously it took anywhere from 1-2 hours per machine to image, after changing which imaging software was used and moving the imaging server to a gigabit connection, I was able to drop that time to 20-30 minutes per machine.

Education



Stockton University

Bachelor of Science (B.S.), Computer Science and Information Systems

2013 - 2016

Licenses & Certifications



Nutanix Platform Sales Representative (NPSR) - Nutanix



Nutanix Platform Sales Engineer (NPSE) - Nutanix



Introduction to Incident Command System ICS-100 - FEMA

0.3 IACET CEU



Introduction to CERT IS-00317 - FEMA

0.6 IACET CEU



Kepner Tregoe Practitioner - Microsoft



MS-100 Exam Preparation: Microsoft 365 Identity and Services - Cloud Academy



Adding Value through Diversity - LinkedIn

Skills

Desktop Deployment • Office 365 Administration • Azure Active Directory • Conditional Access • Multi-factor Authentication • Azure AD Connect • Microsoft Office • Microsoft Excel • Microsoft Word • Customer Service