Melanie Rau ☁#

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Summary

Melanie is a 2x certified Azure Cloud Engineer with over 10 years of experience in implementation, migration, and BAU support for Core Infrastructure Solutions both on - premise and Azure cloud.

Comprehensive technical expertise in Exchange, Office365, Active Directory and PowerShell scripting. She possesses a strong background in cloud computing, scripting, virtualization, and testing with experience of serving large clients. Melanie provided support on desktop and hardware issues and engaged with external vendors. Adaptability and fast learning are her main strengths.

"If you always do what you've always done, you'll always get what you've always got."
This quote from Henry Ford motivates me to challenge my experience and keep on learning.

Confident, outgoing and ambitious individual, who always strives to achieve high and is not afraid of a challenge.

Experience

Cloud Associate
PwC UK
Apr 2022 - Present (6 months +)
Specialising in Azure Cloud Architecture and Consultancy.

Current client projects:
- Cloud cost management for our client: Finding cost-effective ways to maximize cloud usage and efficiency, including forecast.
- Microsoft Sustainability Cloud: Find, record, report, and reduce the organization's environmental emission impact.

Azure Cloud Engineer Training
Revolent Group
Feb 2022 - Apr 2022 (3 months)
During my training with Revolent Group, I achieved 2 Microsoft Azure certifications: AZ-900 and AZ-104.
My achieved knowledge is now put into practice working at PwC in Manchester to gain the valuable experience in multi cloud computing.

Senior IT Infrastructure Technician
NextGEN360
Oct 2021 - Feb 2022 (5 months)
Summary:

- Administered VMware V7.5
- Administered Azure Directory
- Active Directory, Exchange, Group Policy
- Updated Windows Servers 2008-2016
- Network Patching
- Procurement in SAP
- Hardware purchasing
- Monitored critical systems, configured appropriate alerting and fixed faults/anomalies
- Resolved server hardware and software issues within our site and data centre, planning hardware renewals and providing replacements according to warranty expiration
- Provided on-site and remote support for over 200 users

IT Infrastructure Technician EMEA

Hologic, Inc.
Mar 2021 - Oct 2021 (8 months)
Systems I worked with include:

Maintain Active Directory services 2013 and Exchange O365
Carbonite Backups
Creating Salesforce user Accounts and grant permissions
MobileIron Endpoint Management Administration
Ansible Tower User Termination
Oracle EBS User Admin
Box Cloud Storage Admin
ADManagerPlus Administration
Okta Administration including Multi Factor Authorization

Providing support for 350+ staff over multiple sites across Europe which includes onsite and remote support for the users. I am On-Call on weekends globally responsible. Purchasing new Hardware for European Offices and keeping the Hardware stock available.

IT Infrastructure Administrator

Phillips & Cohen Associates, Ltd.
Aug 2020 - Feb 2021 (7 months)
Systems I worked with daily:
• vSphere ESXi 6.5
• Windows Server 2008-2016
• Active Directory / Exchange
• Office 365
• Remote Desktop Services (RDS)
• Sophos Central & Intercept X for Mobile
• Google Authenticator
• Mimecast
• MicroSIP Telephony and Noble Dialler

Summary:
- Administration of VMware V6.5 (including Snapshot Management)

- Monitoring and handling Nimble Storage
- Windows Server 2008-2016 updates every third Sunday.
- Operating System administration, updates, and configuration (Server 2008-2016 / Windows 7, 8 & 10
- Mimecast: Email flow and Attachment Security
- Maintain Active Directory services 2013 and Exchange O365
- Assisting the Network Engineer with Sophos Firewall tasks like web filtering rules,
- Created the user accounts for the Sophos VPN and access with Multifactor applications.
- The Telephony System (MicroSIP) and the Noble Dialler were configured and monitored by my team and me, in case of issues within the SIP Trunk, I got in touch with third-party companies to resolve them quickly.
- I translated the Debt Manager Application form English into German for the operational colleagues in the German Office.

B. IT Support Technician (2. Line)

Booking.com
Dec 2019 - Aug 2020 (9 months)
Systems I worked with daily:
• JAMF PRO
• MacOS / Windows
• Active Directory / Exchange
• Office 365
• Zendesk
• OKTA
• Pulse Secure VPN
• Atlassian Software (JIRA, Confluence)
• DUO Authentication

Summary:
- Remote Support using Bomgar (Beyond Trust).
- Supported over 2500 users in 4 Offices in Manchester.
- Worked closely with the Infrastructures team, helping with updates to the software centre using SCCM and deployment of new tasks sequences.
- Deployed 600+ end-user devices in a 2-week time frame at the start of Pandemic.
- Created and monitored Asset Management Reports via Lansweeper.
- Ensured that the knowledge base is regularly reviewed and kept up-to-date.
- Active Directory (including GPO administration).
- Worked with Microsoft Exchange (Exchange Online / 365 OR on-prem).
- Provided support to the infrastructures team during migration from on-prem to Office 365 by running migrations and troubleshooting any migration errors.
- Provided both Windows Desktop and macOS operating systems support to our users.
- Remote deployment through JAMF for MacOS users.

Global Technology IT Operations Service Desk Analyst

dentsu international
May 2019 - Dec 2019 (8 months)
Systems I worked with daily:
• ServiceNow
• Active Directory / Exchange Online

- Okta Administration
- Microsoft teams / SharePoint
- Office 365
- OneDrive for Business
- Remote Desktop Services (RDS)
- Mimecast
- Beyond Trust - Bomgar

Summary:
- I was part of the pilot project to implement a new Service Desk (externally managed before)
- O365 Admin. Creation of shared mailbox, distribution groups, Out of Office messages etc.
- Okta Administration; accounts, application assignments, account resets etc.
- Active Directory Administration: Group creation, addition, deletion, modification, user addition, deletion, suspending, primary SMTP, secondary SMTP etc.
- Meetings and discussions with other Teams and the management about service desk strategy (what the future ServiceDesk responsibilities should be)
- The team I was involved in reduced wait times by 65 per cent while handling over 1,000 calls per week globally and averaging 140 calls daily.
- My team and I created a new Knowledge Base (Confluence)and Articles for Users in German and English.
- Dealt with new escalations and complaints and if it was required, followed up with other support teams globally to ensure incidents are resolved quickly, requests are fulfilled, and the customer communication was complete.

Global IT Service Desk Analyst

SEFE Securing Energy for Europe GmbH

Feb 2019 - May 2019 (4 months)

Systems I worked with daily:
- SCSM - System Center Service Manager
- Active Directory / Exchange
- Microsoft teams / SharePoint
- Mimecast

Summary:
Monitoring, recording and responding to all new incidents and service requests via ticketing system, telephone, face to face and email

- Liaising with customers to ensure effective prioritization of tickets based on impact and urgency
- Providing the first-line fix where appropriate or escalating tasks or deciding when a task needs escalating
- Gathering further information and approvals as required to allow tickets to be progressed accordingly
- Dealing with customer escalations and complaints and where required, following up with other support staff to ensure incidents are resolved, requests are fulfilled, and the customer communication is complete.
- Ensuring ticket information is captured, accurate and meets defined quality standards
- Sending email communications to customers to raise awareness of high impacting incidents or system maintenance
- Ensuring that relevant process and procedures documentation is comprehensive and up-to-date;

- Contributing to the identification and implementation of improvement initiatives
- Close interaction with all teams providing IT support within the Global IT & Delivery department

Senior Information Technology Analyst

AGAPLESION BETHANIEN DIAKONIE gGmbH

Feb 2017 - Feb 2019 (2 years 1 month)

Summary:

- Acted as an initial point of contact for user support calls to the IT Service Desk such that all calls are logged correctly and promptly allocated appropriately within the IT team.
- Provided first-line technical support when handling calls, in order to provide time-of-call resolution to calls whenever possible.
- Provided an ad-hoc service to users of all computer systems, troubleshooting and resolving systems problems.
- Carried out a prescribed program of system performance monitoring, measurement, management, and capacity planning for computer systems, to support a pro-active approach to meeting changing system demands.
- Maintenance of the Service Desk Knowledge Base.

Frontend Website Developer

H-Hotels.com

Aug 2016 - Jan 2017 (6 months)

Summary:

- Designed websites using open-source technologies, particularly PHP.
- Integrated front-ends with existing back-ends, using HTML / CSS / XML as required.
- Involved in the development process from specification and designed through the build to testing, release and maintenance.
- Brokedown problems into viable actionable chunks, and solved them with clarity and precision
- Delivered projects according to agreed timescales (Scrum)

Graduate IT Specialist Application Development

SVLFG

Sep 2012 - Jan 2016 (3 years 5 months)

Summary:

- Developed and programmed custom software.
- Tested existing applications and learned how to develop application-specific user interfaces.
- Used methods of software engineering, using programming languages and tools such the developer tools.

Education

University of Kassel

Sociology

2006 - 2012

Licenses & Certifications

Learning Cloud Computing: Core Concepts - LinkedIn

Learning Cloud Computing: Cloud Storage - LinkedIn

CompTIA IT Fundamentals (ITF+) Certification - CompTIA

Microsoft Certified: Azure Fundamentals - Microsoft

Microsoft Certified: Azure Administrator Associate - Microsoft
Issued Mar 2022 - Expires Mar 2023

Entry-Level Python Programmer - StudySection
532202

Skills

IT-Service-Managment • Information Technology • Problem Management • VPN • ITIL • Analytical
Skills • Technical Support • Service-Level Agreements (SLA) • Technology Services • Server
Administration