**ANDRES P. AVENDANO WICHTENDAHL**

Burlington, NC

[www.linkedin.com/in/anaven](http://www.linkedin.com/in/anaven)

571-599-1001

[andresavendano@outlook.com](mailto:andresavendano@outlook.com)

**Sr. Solutions Architect/ Consultant**

As a Senior Solutions Architect/Consultant, I possess a successful track record of driving sales, designing and implementing solutions, and providing expert engineering services. My current knowledge in Modern Workplace, Enterprise Voice, and Azure Infrastructure and Security industry standards makes me an ideal candidate for this role. I have a proven ability to manage projects and lead implementations for a variety of complex Microsoft, Cisco, and VMWare projects, showcasing my leadership skills and technical expertise.

**PROFESSIONAL EXPERIENCE**

**Sarela Technology Solutions, LLC,** Burlington, NC **07/2022- Current**

**Microsoft 365 Architect**

**Professional Summary:**

As a seasoned consultant, I have played a pivotal role in multiple high-stakes projects, including my tenure as Deputy Lead for the General Dynamics IT Engineering Team assigned to the DEOS program. In my current position as a Microsoft 365 Architect for a government contractor, I leverage my expertise in managing, designing, and deploying Microsoft technologies to drive successful outcomes for the Defense Enterprise Office Solutions Program (DEOS) for DISA.

**Experience:**

* Deputy Lead, General Dynamics IT Engineering Team, DEOS program
* Microsoft 365 Architect, Government Contractor

**Responsibilities:**

* Developed effective project plans and managed timelines, project plans, and guidelines for all clients impacted by the DEOS Program.
* Deployed Exchange Hybrid, SharePoint Online, MS Teams, Azure Active Directory, Active Directory, Azure IaaS, Azure Sentinel, Azure PaaS, and ensured full compliance with NARA and Records Management policies.
* Collaborated with the Cyber Security team to develop and implement security baselines, STIG implementations, and environment hardening.
* Provided guidance on the implementation of Sensitivity Labels and classification labels to secure and encrypt sensitive data.

**Microsoft,** Burlington, NC

**Sr. Teams Technical Specialist 5/2020-06/2022**

**Professional Summary:**

As a Technical Sales Leader, Solutions Architect, and Engineer, I have successfully led complex sales and implementation projects, with a focus on Microsoft Teams as a solution for enterprise organizations. My experience includes managing relationships between customers and Microsoft partners, creating technical deployment guidelines and design architecture solutions, and providing migration paths from legacy systems.

**Experience:**

Microsoft Global Compete Lead

* Led efforts to sell Microsoft Enterprise's most complex and largest strategic Education accounts, with a focus on being a trusted advisor and challenger seller mindset.
* Successfully competed against Cisco, Zoom, and RingCentral.
* Worked with state agencies and state-sponsored organizations to migrate to Microsoft Teams for VoIP, collaboration, and meetings workloads.

Technical Sales Leader

* Achieved 95%+ quota attainment on a national quota for two years.
* Focused on largest enterprise organizations and Microsoft Teams as a solution.
* Led effort to sell UCaaS solution to one of the largest Enterprise Customers in the U.S. by showcasing UCaaS solution through demos and proof of concepts.
* Managed relationships between customers and Microsoft partners.
* Helped partners co-sell, collaborate, and create products to deliver key requests from customers.

**Responsibilities:**

* Focus on Microsoft Phone system (Cloud PBX), Microsoft Teams Rooms, and Microsoft Teams in general.
* Create technical deployment guidelines and design architecture solutions.
* Suggest migration paths to move to Teams from legacy systems.
* Configure Teams voice with auto-attendant and call queues for basic contact center solutions.
* Integrate with and/or from 3rd Party PBX systems and analog gateways.
* Integrate with 3rd Party PBX and legacy PBX systems to Teams Phone System with Microsoft direct routing or manage relationships with Microsoft Operator Connect Partners to deploy a hybrid solution for Teams.
* Migrate 3rd Party Video Teleconferencing Systems and legacy H.323 rooms to Microsoft Teams Rooms in partnership with OEMs.
* Integrate Zoom, WebEx, and Hangout Meeting Rooms to Microsoft Teams room using Blue Jeans, Pexip, Cisco, and Poly Real Connect.

**Sr. Modern Workplace Technical Specialist 11/2019-11/2021**

**Professional Summary:**

As a seasoned Sales Consultant and Solutions Architect, I have a proven track record of successfully selling and implementing complex solutions for enterprise customers. My expertise spans across device management, modern management, and unified communications, including VoIP and video conferencing. In my most recent role, I led efforts to sell Microsoft's device management solution to the largest EDU customer in the United States, resulting in the largest education deal in the world for endpoint management.

**Experience:**

* Engaged major EDU customers in both K-12 and higher education in the Northeast to sell Microsoft solutions from an education perspective.
* Created proof of concepts of our solutions in pilot schools within school districts to showcase our solutions.
* Walked through pilots, provided technical expertise, and in-depth answers to questions during the evaluation phase.
* Provided technical expertise in Microsoft Teams for collaboration and using Teams as a learning management system (LMS).
* Provided technical expertise in modern management with Microsoft Endpoint Manager and Microsoft Intune from configuring to deployment.
* Provided technical expertise in VoIP with Microsoft Teams using Microsoft Teams Phone System and creating integrations with 3rd Party PBX systems using Teams Direct Routing and session border controllers.
* Integrated 3rd party LMS with Microsoft Teams like Google Classrooms, Canvas, PowerSchool, and more.
* Integrated 3rd party VTCs and conference rooms to Teams using solutions like Pexip, Blue Jeans, and Poly.
* Migrated from other email systems (i.e., Exchange Server, Gmail) to Exchange Online for a better student, faculty, and staff experience.
* Competed heavily against other companies (i.e., Google G-Suite, Chromebooks, Zoom, Okta, WebEx, AirWatch, JAMF, and others) and brought value to Microsoft's platform as a holistic solution for K-12 school districts and Higher Ed.
* Provided industry-specific solutions for education and higher ed with medical facilities to meet common industry concerns and industry regulatory and compliance needs.
* Provided guidance and high-level conversations for C-level executives to promote the value and ROI that the Microsoft platform can bring.
* Provided some technical depth in solutions around security in our Microsoft 365 platform (i.e., Azure AD, Microsoft ATP, CASB, Information Protection, DLP, eDiscovery).

**Responsibilities:**

* I was responsible for engaging with key decision-makers in EDU and K-12 sectors, showcasing and selling Microsoft's solutions.
* I provided technical expertise in various areas, including device management, modern management, and unified communications.
* I competed heavily against other companies and brought value to Microsoft's platform as a holistic solution for K-12 school districts and Higher Ed.

**Mitsubishi UFJ Financial Group (MUFG Americas),** Charlotte, North Carolina **10/2019-02/2020**

**VP Sr. Engineer of Collaboration Platform**

**Professional summary:**

As a seasoned technology consultant, I have extensive experience in assessing and analyzing the technology infrastructure of organizations to improve their productivity and efficiency.

**Experience:**

* In my current role as a technology consultant for MUFG Americas, my primary responsibility is to assess and analyze the technology infrastructure and collaboration platforms of all legal entities within the organization.
* I evaluate the current end-user experiences across unified communications, telecoms, and document sharing and assess the current business needs to evaluate the current technology implementations.

**Responsibilities:**

* Based on my assessments, I develop solutions to improve the productivity and efficiency of current business flows and modernize current collaboration technologies to improve the end-user experience.
* I work on integrating the current system with a new collaboration platform to ensure a seamless transition for end-users and create the ability for end-users to work remotely from anywhere while maintaining a secure environment of file sharing.
* I also manage the identities of end-users for the current environment while laying out a solution to provide identities in the new platform and integrate both current and future environments.
* I develop solutions around the collaboration platform to meet regulatory needs and compliance requirements.

**Microsoft,** United States **11/2013-09/2019**

**Professional Summary:**

Experienced technology solutions professional with expertise in solution selling, team training, and upskilling. Consistently engages and aligns with enterprise customers to understand their business needs and provide tailored technical solutions using various Microsoft products, including Azure, Windows 10, Office 365, and more. Proven success in driving sales through effective demonstrations, chalk talks, whiteboarding, and proof of concepts. Skilled in managing relationships with partners, guiding, and training teams, and creating training materials for new hires. Adept at integrating 3rd party products and migrating from legacy systems.

**Experience:**

**Technology Solutions Professional:**

* Conducted tailored customer engagements in the New York area to sell Microsoft cloud services, with a focus on Modern Workplace, to the largest enterprise customers.
* Delivered technical sales engagements, including Solution Alignment Workshops (SAWs), Proof of Concepts (POCs), and Pilots to ensure customer success.
* Developed cloud solutions architecture planning, network assessments, and migration paths to various Microsoft solutions.
* Guided multiple migration options from different server paths and designed solutions to meet regulatory needs and compliance requirements.
* Managed relationships with various partners to ensure a collaborative environment between Microsoft and regional partner community to target customers effectively.

**Consumer Service Advisor:**

* Ensured world-class customer service experience for all customers, including consumers and small business owners.
* Piloted the program to migrate small business owners to Office 365 services such as Exchange, SharePoint, and Skype for Business in the store.
* Provided tailored training to ensure customers knew how to use the solution efficiently.

**Responsibilities:**

* Led team training and upskilling in solution selling for Microsoft's enterprise and education solutions.
* Developed technical deployment guidelines and design architecture solutions for Microsoft cloud services such as Modern Workplace, Endpoint Management, Azure Infrastructure, and Security.
* Conducted tailored customer engagements to sell Microsoft cloud services, with a focus on Modern Workplace, to the largest enterprise customers in New York.
* Delivered technical sales engagements, including Solution Alignment Workshops (SAWs), Proof of Concepts (POCs), and Pilots to ensure customer success.
* Developed cloud solutions architecture planning, network assessments, and migration paths to various Microsoft solutions.
* Guided multiple migration options from different server paths and designed solutions to meet regulatory needs and compliance requirements.
* Managed relationships with various partners to ensure a collaborative environment between Microsoft and regional partner community to target customers effectively.
* Ensured a world-class customer service experience for all customers, including consumers and small business owners.
* Piloted the program to migrate small business owners to Office 365 services such as Exchange, SharePoint, and Skype for Business in the store and provided tailored training to ensure customers knew how to use the solution efficiently.

**United States Marine Corps Reserve,** United States **07/2012-11/2018**

**Cyber Network Operator/ Data Chief**

Professional Summary: Technical expert with experience in Microsoft, Cisco, VMWare, and other 3rd party tools. Skilled in deploying and maintaining cyber network systems and equipment, planning deployments, and managing timelines and staff to ensure effective infrastructure build.

Experience:

Cyber Network Operator/ Data Chief

* Responsible for installation, configuration, and management of cyber network systems in both stand-alone and client-server environments, including Microsoft-based curriculum and MS Exchange/Server.
* Installed, configured, and maintained cyber services, both hardware and software.
* Planned and executed the integration of multiple information systems, including Data Distribution System-Replacement/ Modular (DDS-M), in a network environment.
* Evaluated and resolved customer information system problems and performed hardware upgrades and repairs to maintain mission capability.

Responsibilities:

* Ensured effective readiness to deploy at any moment, requiring technical expertise on equipment such as field servers and Cisco network racks.
* Managed timelines and staff to plan the deployment of server builds in remote areas to establish a field infrastructure for communications.
* Deployed and maintained the Cisco Unified Call Manager environment to establish a communication platform in the field.
* Accountable for equipment maintenance, including budgeting for upgrades and replacements.

**ADDITIONAL RELEVANT US MARINE CORPS EXPERIENCE**

**Communications Operator and Repairman**

**SKILLS AND ABILITIES**

* Cloud Solutions: IaaS, PaaS, SaaS; Cloud Solution Seller; Microsoft 365
* Unified Communications: Skype, Teams, Microsoft Teams (Collaboration, communication), Microsoft Teams Phone System (PBX, Session Border Controllers, Direct Routing, 3rd Party PBX interop), Operator Connect, CUCM, UCaaS
* Identity: Azure AD, Azure AD Connect, ADFS, App Proxy, Active Directory, Okta, LDAP, Microsoft Identity Manager
* Windows: Server 2008-2019, Windows 7, Windows 10, Windows 11, Windows Virtual Desktop (Azure VMs, RDP, RDS)
* MDM: Intune, SCCM, AAD Domain Join, Device Management, Application Management
* Citrix/ VMWare
* Security: Sentinel, PIM, Conditional Access, Threat Protection, Advanced Threat Protection (Safe Attachments, Safe URLs, Information Protection, Conditional access), Windows Security (Hello for Business, Application Guard, System Guard, Credential Guard, Defender ATP)
* Compliance: eDiscovery, retention, litigation, records management, HIPAA compliance, FEDRAMP/ CMMC Compliance Expert
* Language skills: Native speaker, reader, and writer for Spanish
* Security Clearance: Active Top Secret Security Clearance.

**CERTIFICATIONS**

Microsoft Certified Trainer (2022-2023)

Microsoft 365 Certified: Teams Voice Expert

Microsoft 365 Certified: Enterprise Administrator Expert

Microsoft 365 Certified: Modern Desktop Administrator Associate

Microsoft 365 Certified: Teams Administrator Associate

Microsoft 365 Certified: Fundamentals

**EDUCATION**

**Southern New Hampshire University – Class 2025,** Online

B.S. Computer Science – Software Engineering focus  
Coding Languages (Learning): HTML, C++, C#, Python

**Microsoft,** Redmond, WA

Azure Bootcamp

Skype of Business Technical Deep Dive

**Marine Corps Training**, Multiple Cities, United States

Server Build Training

VMWare Training

Telecommunications Systems Personal Computer Repairman Course

Basic Electronics Course