Dawson Byrd

SENIOR EXCHANGE ENGINEER

Contact Dawson Byrd

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Profile

Experienced consultant ready to make the most of your developmetn team.

5 years of experience in IT

5 years Microsoft Exchange/Office365 Personal Skills

Analytical Skills Communication Skills Development Team Skills

Exchange Office365

Active Directory Azure ADConnect PowerShell

Professional Summary

* Remarkable systems administration experience on the Microsoft platform.
* Expertise in Exchange 2003, 2007, 2010, 2013 and 2016 Multi Node Environment Administration supporting 30,000+ users.
* Very well versed in Microsoft Exchange Migrations strategies for all versions. Successfully completed Microsoft Exchange 2010 to 2013 Migration and 2016 Deployment in Co-existence.
* Through knowledge on Active Directory Migration strategies.
* Highly skilled in troubleshooting Active Directory, DNS and DHCP Issues
* Ability to maintain good working relations with the Clients, Vendors and Co-workers.
* Ability to work in a team and think independently and execute the work within the defined timeline.
* Verified user functionality and access to services via Outlook, OWA, and Outlook anywhere and assisted in resolving any issues.
* Ticket distribution to charities, employees, and outside parties, creation of flyers/correspondence related to same and in some cases, serving as the host and company point of contact at event.
* Documented and tracked all peripherals and Network problems using Care360/ E-forms Ticketing System SharePoint 2010, Action Remedy Ticketing System in a 24 X 7 Enterprise Data Center Environment.
* Managed user, room, and group mailboxes in Microsoft Exchange 2010 to include mail flow troubleshooting and malicious email investigation and clean up.
* Experience deploying clustering services like Database Availability Group (DAG)
* Exchange specialist responsible for designing and implementing a new Exchange farms, and colocations with existing instances running on various versions.
* Provide On-Premise solutions with main focus on Azure, Exchange Online and Office 365 coexistence and migration.
* Willingness and ability to produce high quality operational documentation, including Visio diagrams, high-level descriptions of the environment, as well as detailed instructions outlining the steps required to repeat the build-out and configuration of the infrastructure.
* High degree of collaboration with other teams to provide right level of agility within a defined delivery process.
* Experience interacting with customers and appropriate representatives to analyze, validate, specify, verify, document and manage requirements.
* Experience working on a cross functional team with formal Architecture & Design methodology framework

Skills

Experienced consultant ready to make the most of your developmetn team.

7 years of experience in IT

5 years of experience in Android

5 Published Apps

Technical Skills Email Systems:

Exchange 2016, 2013, 2010, 2007, Exchange Online, Office 365 with Outlook, Outlook Client, Outlook Web (OWA)

Messaging Systems:

Lync 2010, Lync 2013, Lync 2015/Skype-for-Business, Operating Systems (OS): Windows Server 2003, 2008, 2008 R2, 2012, 2012 R2. Windows 7, Windows 8, Windows 10, Linux – Ubuntu

Operating Systems:

Microsoft Windows Server 2003, 2008, 2008R2, 2012, 2012R2, Windows Vista, Windows XP, 7, 8

Directory Services: Active Directory

Virtualization: Microsoft Virtual PC, VMWare, Hyper-V

Enterprise Software: Microsoft Lync 2010, Lync 2013, Office365, Symantec Backup Exec, Symantec Netback Up, SANS, UPS, Dell Open Management, Tape backup library, McAfee Anti-virus, Whatsup Gold Suite

Directory Services:

Active Directory 2003/2008/2012 Administration, Group Policy, Active Directory Migration Tool (ADMT), Active Directory Federation Services (ADFS), Azure ADConnect (DirSync),

Identity Management:

Microsoft Forefront Identity Manager (FIM 2016, FIM 2010), Microsoft Identity Integration Server (MIIS)

Networking: IPv4, DHCP, DNS, Cisco Switches, Cabling, Data Drops Software: Office 365, Microsoft Office 2016, Office 2013, Office 2010,

Office 2007

Data Loss Prevention: Symantec Net Backup, Symantec Backup Exec, Symantec Enterprise Vault

Database: SQL Server, MySQL

Mobile Devices: Good Mobile, Android, iPhone, Blackberry Monitoring: What’s Up Gold, PDU’s, OBM’s

Security: Firewalls, Cisco IronPort, SonicWall ESA

Misc: EPolicy, WSUS, Shavlik, IPSwitch, Event Archiver, Event Alarm, LAN, WAN, TCP/IP, PRCS Application, DNS, DHCP, GPO, WSUS, SANS

Work History

Intuit, Inc.

Mountain View, CA

September 2017 – Present

Technologies:

Exchange 2013, Exchange 2016, Office365, Azure ADConnect, PowerShell, Active Directory, Identity Management, DNS, SMTP, VMWare and WM Workstation, Windows Server, Exchange Calculator, ADFS, Office 365 Admin Center Senior Exchange/Office365 Engineer

Responsible for implementing a migration from Exchange 2013 to Exchange 2016 with an Office365 implementation, followed by a decommissioning of the Exchange 2013 servers.

* Analyzed on premise Exchange metrics and used the Exchange Calculator and implemented the migration and environment.
* Responsible for the installation of Windows Servers, configuration, and introduction of servers into the network.
* Worked hands-on with other equipment and technologies such as VMWare and WM Workstation.
* Readied current Exchange email environment for migration to Exchange 2016 on premises with updates and patches
* Implemented Exchange 2013 servers in a virtualized environment using VMWare
* Created DAGs for the new Exchange environment.
* Configured Retention Tags and Policies in Exchange.
* Monitored Exchange email queues.
* Participated in the verification of DNS and Exchange 2016/Office365 systems and made changes to infrastructure to better suite migration effort
* Staging and prepping by moving data into Office 365 (email, calendars, contacts, etc.), and setting up other components as needed, such as Azure ADConnect and an Encrypted SMTP Relay.
* Configured DirSync (Azure ADConnect) and ADFS for Active Directory synchronization/Federation with Azure Active Directory.
* Created test accounts and did a pilot migration.
* Configured send and receive connectors with Office 365.
* Created migration batches in the Office 365 Admin Center, and used PowerShell to check the status of the migration, and get statistics.
* Troubleshot migration errors, failed mailbox moves, connectivity.
* Assigned licenses in Office 365.

FreshDesk San Bruno, CA

Feb 2016 – Sept 2017 Technologies:

Exchange 2013, Exchange 2016, Office365, Azure ADConnect, PowerShell, Active Directory, Identity Management, DNS, SMTP, VMWare and WM Workstation, Windows Server, Exchange Calculator, ADFS, Office 365 Admin Center

Microsoft Office365 Migration Engineer

Migrated an Exchange 2010 to Office365 with Skype-for-Business, decommissioning the on-prem messaging environment to go with a strictly cloud-based messaging and communication system.

* Lead pre-production and production deployment, configuration, testing while ensuring best practices are followed and recommendations communicated.
* Provided detailed technical documentation including solution high/low level design, platform build/configuration, troubleshooting, and operational procedures.
* Gathered requirements working with stakeholders and network staff to plan the migration and new environment.
* Analyzed current environment consisting of Windows server 2008/R2, Exchange 2010 with Outlook client.
* 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.
* Staging and prepping by moving data into Office 365 (email, calendars, contacts, etc.), and setting up other components as needed, such as Azure ADConnect and an Encrypted SMTP Relay.
* Configured DirSync (Azure ADConnect) and ADFS for Active Directory synchronization/Federation with Azure Active Directory.
* 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.
* Troubleshot migration errors, such as failed mailbox moves, and connectivity errors, etc.
* Assigned licenses in Office 365.
* Defined corporate retention policies and tags for email messages in Office 365.
* Switched over MX record in DNS settings post migration.
* Configured auto-discover services for Office 365 post migration.

CSX Transportation Jacksonville, FL

Feb 2015 – Feb 2016

Technologies:

Exchange 2013, Exchange 2016, Office365, Azure ADConnect, PowerShell, Active Directory, Identity Management, DNS, SMTP, VMWare and WM Workstation, Windows Server, Exchange Calculator, ADFS, Office 365 Admin Center

Microsoft Exchange Messaging Engineer

Responsible for troubleshooting and optimizing an Exchange messaging environment while adding some new Windows servers, Exchange 2013 servers and performing a cross-forest migration to incorporate a brand division onto the same messaging system for ease of communication adding Lync Pool.

* Performance tuned and optimized Exchange 2010 Server for maximum performance and operation Patched servers with updates and service packs following ITIL practices for change management.
* Determined root cause of CPU spikes and site exchange outages
* Coordinated mailbox moves to Microsoft Exchange 2013 databases for users and ensured continued connectivity.
* Coordinated load balancing effort for Microsoft Exchange CAS services with hardware load balancer.
* Readied Microsoft Exchange 2010 environment for eventual coexistence by patching servers and applying updates.
* Windows Server 2008 Hyper-V virtualization configuration for servers.
* Troubleshoot escalated issues by lower tiers for Exchange related issues to include troubleshoot log errors, connection issues, integration problems and Internet Information Services (IIS).
* Set the Active Directory attributes in the Exchange 2010 target forest by preparing the Exchange 2013 target forest with valid mail- enabled user with a specified set of Active Directory attributes.
* Using ADMT, migrated users’ passwords and SIDS from source domain to target domain along with users’ group memberships.
* Set linked attributes in Active Directory to references other Active Directory objects in the local forest.
* Using Exchange Management Shell, moved the mailbox to the target Exchange 2013 forest.
* Configured DNS settings including MX records to move mail to target mailboxes in the cross-forest trust and ran a test to validate mail routing.
* Managed user accounts through Active Directory and contained resources independently in the forest to provide service autonomy, service isolation, and data isolation, to prevent forest access to anyone outside the forest.
* Linked the mailbox in the Exchange 2013 resource forest by creating a linked mail user in the Exchange 2013 target resource forest, setting the Active Directory attributes for the linked mail user.

Publix Super Markets Lakeland, FL

Jan 2014 – Feb 2015

Technologies:

Exchange 2013, Exchange 2016, Office365, Azure ADConnect, PowerShell, Active Directory, Identity Management, DNS, SMTP, VMWare and WM Workstation, Windows Server, Exchange Calculator, ADFS, Office 365 Admin Center

Microsoft Exchange Messaging Administrator

Responsible for management, troubleshooting, administration, automation, data loss prevention and litigation holds and support of Exchange 2010 environment with Lync servers.

* Design of meta-directory services using Microsoft's Identity Lifecycle Manager 2007 to provision Active Directory with User Accounts and attributes (name, phone, email address info, location, etc.) synchronized from various corporate directory sources.
* Worked with Active Directory OU strategy and security policies.
* Managed and maintained Active Directory user accounts and security groups, Group Policy, and file/print services in a Microsoft Windows Server 2008R2/2012R2 VMWare environment
* Strong problem-solving skills, attention to detail, extensive knowledge of Windows operating systems, proficient with Active Directory
* Maintained windows servers and systems. Administrated active directory.
* Responsible for Management Pack Development of SCOM 2012
* Maintaining the File Server and Print Server and cloning the Desktops on Network in Windows environment working with SCCM &SCOM.
* Perform weekend maintenance support activities.
* Manage server and tapes drive for backup,
* Imaging, configuring, and deploying computers.
* Monitoring Queues on all exchange Server, configured alerts.
* Ported cell devices to blackberry devices.
* administering e-mail accounts such as Create, edit, delete and work with users exchange server accounts (Mailboxes).

Education

CALIFORNIA STATE UNIVERSITY FULLERTON

Bachelor of Arts in Computer Science – Graduation Pending Certifications:

Microsoft Certified Professional MCPID: 258404