ERNEST DESTIN

**Career: Exchange Expert**

The past eight years I've continued to grow, expand and advance in Information Technology. My career objective is to continue to excel and engage in a challenging position that will allow me to demonstrate and develop new skills. I am motivated, poised, and competent and have a talent for quickly mastering technologies. I have demonstrated the ability to easily transcend cultural differences. I thrive in deadline-driven environments and have excellent team-building skills. My professionalism and previous experience gives me a solid foundation which enables me to contribute to this institution.

Technical Skills

**Network/Hardware**

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| --- | --- | --- |
| * Windows Server 2003, 2008, 2008R2, 2012, 2012R2 * Unix * Linux * VLAN * FTP HTTP * BGP * T1 NETBEUI * RAID1 mirror set * Switch/Routers/Hubs/NICs | * Active Directory * DHCP * DNS * TCP/IP * VPN * LAN/WAN * OSPF * IS-IS * Static IP * DUO Authentication * WAP-WEP-WAP2 | * Exchange Server 2003, 2007, 2010, 2013, 2016 * Office 365 * Lync 2010, 2013 * Skype For Business 2015, 2016 * IIS * IMAP * IMAP4 * POP3 * NAT * PAT |

**Software**

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| --- | --- | --- |
| * Microsoft Windows DOS, NT, 2000, XP, Vista, 7, 8, 8.1 * Linux * Fedora | * Adobe * Internet Explorer * Firefox * SQL * Forescout NAC | * Microsoft Office 97, 2000, XP, 2003, 2007, 2010, 2013, 2016 * Lync 2010, 2013 * Skype For Business 2015, 2016 |

Experience

**Men’s Wearhouse**, Houston, TX

**Office 365 Engineer,**3/13 to Present

* Planned, designed, and implemented hybrid deployment with Exchange 2013 and Office 365.
* Prepared Exchange 2013 for hybrid set up by applying all patches and updates to servers.
* Utilized Office 365 hybrid deployment wizard to assist in set up of environment.
* Configured Azure Connect for synchronization of internal Active Directory objects.
* Troubleshot Azure connectivity between on premise and cloud hosted services.
* Configured ADFS Server for single sign-on functionality.
* Maintained Active Directory users, groups, computers and domain tree security and Access Supported VPN connections between buildings and remote access for home/remote users, upgrading OS 2003 to 2008 servers, installing and configuring hardware and software for 2008.
* Installed and configured DNS, VPN, and DHCP servers on MS Windows 2003 and 2008 servers.
* UtilizedForescout toenforce Network Access Control (NAC) and compliance policies.
* Managed the Information Security within the environment by creating and modifying network access and cleaning-up IP networks.
* Monitored all company network equipment and Hardware and Software access on the network including McAfee Web and Email Gateway, HIPS and Disk Encryption.
* Restrict access from and block unclassified devices from the company networkthrough the useofForescout.
* Knowledge of DUO Authentication and Encryption.
* DHCP setup and Scope configuration.
* Provide immediate customer service/technical assistance to store managers and personnel, warehouse and remote employees nationwide including TMW, Twinhill,JOS.A.Bank, K&G, TMW Cleaners and also Moores in Canada in French; utilizing Service-Now ticketing system. Troubleshoot POS equipment and programs. Accurately troubleshoot and decipher problems by asking probing questions and utilizing available resources.
* Active Directory – Create, update group membership, manage end user accounts, OU and distribution Group management, password reset for PeopleSoft, Windows, POS, Citrix profile reset.
* Provide Citrix web based applications support for all Stores including identifies and troubleshootingcitrix application problems by enabling, refreshing and run Gpupdate toreset connections to the Citrix Server.
* Remote access for technical assistance via LANDesk.
* Monitor store data circuits server, network and phone systems, and notify vendor (Telco) of circuit outages as needed and troubleshoot layer 2 network issues for all stores.
* Assist office and warehouse personnel, home PC users, and stores with issues regarding PC hardware and software, modems, phones, printers, copier machines.
* Detail all Help Desk solutions to management for Knowledge base documentations.
* Follow-up on all outstanding tickets to confirm timely resolution and on-going customer satisfaction.

**CompuCom**, Houston, TX

**MS Exchange Engineer,** 11/10 to 2/13

* Provided immediate Technical/customer service to 2500-3500 employees.
* Responsible for the maintenance and continued development of the Exchange 2010 messaging environment.
* Patched and updated Exchange 2010 deployment following the enterprise’s patch management methods, schedule and procedures.
* Verify backups on a daily basis to make sure all databases are in good health and cleaned log files to avoid disk failure.
* Created PowerShell scripts to pull user mailbox statistics on mailbox database size, content count of folders, policies, and log in activity.
* Implemented Lync 2010 server for IM, voice, and conferencing capabilities.
* Configured pools for front end services, edge pool for external connectivity.
* Created chat groups for administrative and departmental use.
* Enabled users for Lync 2010 services as they were enabled in Active Directory.
* Enabled mobile devices for authentication with Lync 2010 server.
* Designated Trainer for all new employees.
* Active Directory – Managed user profiles, password reset, and enabled/unlocked accounts. Added users to mailboxes and distribution lists and modified privileges.
* Exchange Server 2010 – Creation and permission of user accounts and distribution lists.
* Enforced IT security policies, standards and procedures.
* Utilized remote management tools such as Bomgar and MS Lync to install, create, distribute, uninstall and manage installation packages on the end user's PC.
* Executed effective follow up procedures to ensure ticket resolution met, or exceeded, end user expectations.

**Our365**, St. Charles, MO

**Email Engineer, Tool Department,** 3/10 to 10/10

* Transitioned user mailboxes to Exchange 2010 using quest migration tool set.
* Setup Database Availability Groups and also implemented Symantec backup for exchange.
* Designed mail flow and implemented Edge sync.
* Troubleshooting issues with client connectivity, mail flow and spam, ActiveSync and databases.
* Troubleshooting issues with Unified messaging.
* Used PowerShell scripts for generating health check reports for the environment.
* Installed and configured DNS, VPN, and DHCP servers on MS Windows 2000 servers.
* Troubleshooting issues with IIS and analyzing IIS logs.
* Properly removed Legacy Desktop and peripherals.
* Migrated windows 2000 to Windows XP.
* Provided Level 1 & 2 Phone Support for Digital Cart process and deployment Usability (Hdw/Sfw/OS), POS activities and missing files retrieval issues in a call center environment.
* Created and prepared detailed Incident Tracking to Closure reports.

**Citigroup**, O’Fallon, MO

**Exchange Administrator,** 3/09 to 3/10

* Supported in place Exchange 2007 environment for all users in the enterprise.
* Handled all issues pertaining to the messaging platform including Outlook connectivity, DNS record resolution, and mobile device connectivity.
* Maintained health of clustering Exchange servers and ensured continued performance.
* Created new mailboxes for users, distribution lists, and shared/resource mailboxes.
* Delegated access to mailboxes through the use of security groups in Active Directory.
* Unlocked user accounts, and set user attributes in Active Directory as needed.
* Checked mailbox database queues for message delivery issues.
* Created documentation outlining common tasks as well as the current architecture.
* Supported the on premise Lync 2010 deployment.
* Troubleshot issues with user sign in and server connectivity.
* Handled user enabling and client set up and instructed users on functionality.
* Utilized PowerShell and well as the Lync control panel to enable users, set and check polices, and monitored services and replication.
* Installed and deployed newly migrated Win XP PC & configured dual monitor at accurate user’s location.
* Added computers & user profiles properly to the domain & configured BIOS & desktop environment after installation.

**Nestle**, St. Louis, MO

**System Administrator,** 4/08 to 3/09

* Provided Level II software and customer support through VOIP phone and e-mails to 3500 users including Nestle USA, Gerber and Nestle Canada (English/French) in a call center environment through Peregrine.
* Monitored and escalated network outage issues for Corporate (LAN/WAN).

**Citigroup**, O’Fallon, MO

**Help Desk Technician,** 7/07 to 3/08

* Provided Level l technical and customer support to Citigroup employees via phone for all applications in a call center environment.
* Supported and performed password reset for the following systems: Win2k/XP, Novell, Active Directory, Citrix, Cognos 8, Speedpay, AutoPro, Rightfax, Mortgageserv, and CAC

Education

**Bryan University,**

* Certificate, Electronic Discovery Project Management, 6/13

**ITT Technical Institute,**

* Bachelor of Science, Information Security System, 6/12
* Associates Degree of Applied Science, Computer Network Systems Technology, 6/02

**Certificates**

* MCP Windows XP & Network+,12/09
* Security+,11/10