**JAGAN**

**Executive summary**

* 7+ years of experience in design, implementation and configuration of **Office 365**, **MS Exchange Server, Lync, Skype for Business, System Center, VMware ESX/ESXi, Windows Server**, **Active Directory and Networking**.
* Expert in Microsoft Exchange technologies **Exchange 2003, 2007, 2010, 2013**, as well as Office 365 and Microsoft Lync 2010 and 2013.
* Experience in testing implementation of Skype for Business 2015 for IM, Voice, Video, and collaboration services.
* Migration experience from On Premise Office 2010 to cloud
* Expertise in Active Directory design & support (**GPO s, AD Schema, OUs, LDAP, Sites, Replication**).
* Working knowledge of Exchange online and Skype for Business Online and Microsoft Lync 2010/2013.
* Expertise in creating Exception Group policies for Windows Server in AD
* Extensive experience in configuring and managing. Troubleshooting Physical, Virtual infrastructure in Cloud and On Premise **on Windows server, Active Directory, Networking, Storage**, **VMware, Hyper -V, AWS Cloud**, **Microsoft Azure** (**IAAS, PAAS, SAAS**), **MS Exchange, Office 365, Power Shell scripting**, and **Power Shell**.
* Experience with **Office 365** migrations and hybrid solutions.
* Experience in Migrating Group and Exception Policies from one domain to other domain in AD forest
* Well-versed in configuring, maintaining and deploying **Windows Servers (2000, 2003, 2008 and 2012).**
* Knowledgeable of Office 365**deployment models** and best practices.
* Experience with Office 365 **migrations** and **hybrid solutions**.
* Experience with windows clustering services and **deploying CCR, SCR and LCR**.
* Experience with the administration of mobile devices on multiple platforms.
* Proficient in **Public Folder** creation, replication and rights assignments.
* Working in a team to implement, migrate and deploy both **MS infrastructure and MS Office 365**.
* Proficient in **Power Shell** for scripting and process automation.
* Management of Microsoft Clusters.
* Responsible for all components of **Office 365** including One Drive, Skype for Business, Share Point, Delve, Yammer and Exchange.
* Proven experience implementing high availability solutions for **Exchange and Lync.**
* Proficient in message tracking and troubleshooting to resolve mail delivery issues.
* Supported Offline Address book, Calendaring and free busy related issues.
* Proficient in Public Folder creation, replication and rights assignments
* Working in a team to implement, migrate and deploy both **MS infrastructure and MS Office 365**.
* Experience with using **ECP or EAC** (Exchange Admin Center) to administer Exchange Online.
* Advanced knowledge of **Microsoft Active Directory** operations and **Active Directory Federated Services (ADFS)**.
* Working knowledge of Microsoft Exchange Server 2010/2003, Outlook, **Outlook Web Access** (OWA) /Web Mail, email queue and **Exchange Push Mail** for mobile devices.
* Vast experience troubleshooting and resolving both client and server side issues.
* Successfully deployed and transitioned **Lync** deployments to newer versions.
* Experience in Design and Implementation of **VMware vSphere 5.0** and **5.1** and **Hyper-V 2.0** and **3.0** Virtualization Environments
* Excellent hands on Managing forest, multi-tree, Active Directory Domain Infrastructure and Naming Services and AD Forest consolidation
* End to end Automation using Power Shell for User Account/ Mailboxes/ Distribution Group/ Security Group provisioning and management
* Successfully deployed and transitioned **Lync** deployments to newer versions.
* Experience in Implementation of **Group policy**, **Patching,** Security updates and Microsoft Security hardening for Windows servers.
* 24X7 Admin support.

**TECHNICAL SKILLS**

|  |  |
| --- | --- |
| Servers | Windows Server 2003, 2008/R2, 2012/R2 |
| Messaging Environment | Lync 2010/2013, Exchange 5.5, 2000, 2003, 2007, 2010, 2013 Hybrid and Office 365 |
| System management tools | vCenter, SCCM, SCOM and DPM |
| Operating Systems | Windows NT, 2000, 2003, Windows XP, 7, 8.1, 10 |
| Virtualization tools | VMWare, Hyper-V |
| Cloud | AWS, Microsoft Azure, Office 365 |

**Professional Experience**

**Client: AMEX, Phoenix, AZ**

**Role: Office 365 Administrator/MS Exchange Server Admin** September 2015to Present

**Responsibilities:**

* Configured DirSync and ADFS for Active Directory synchronization and single sign-on with Office 365.
* Successfully migrated Exchange systems from 2007 to 2013 as well 2013 to Office 365.
* Vast experience troubleshooting issues with Outlook, Exchange server, ActiveSync and OWA.
* Troubleshoot issues with Skype for Business 2016.
* Primary On-site support for Office 365 issues.
* Perform scripting administration tasks and reporting using PowerShell.
* Worked on the administration of Windows 2008/2012 server, Microsoft Exchange server 2007/2010/2013 Hybrid.
* Create user accounts, assign group rights, create distribution lists, maintain windows folder security, create group policies etc.
* Administered user and group accounts. This includes user password resets, user creation and deactivation, user and group recovery from accidental deletion, user group creation, and membership management
* Hands on experience PowerShell scripting to migrate existing data for new 3rd party tool.
* Strong Administration skillset for Active Directory within Windows Servers creating and maintaining user accounts, managing group policies, DNS, etc.
* Experience providing resilient solutions for email infrastructures.
* Provided user support and troubleshooting of Active Directory environments.
* Excellent knowledge experience with Office Pro Plus 365 portal, created/deleted users, whitelisted email addresses, delegated permissions, configured email client with office 365 email address, configured mobile phones with email clients, shared calendars and trouble shoot issues related to sharing, experience with office 365 Pro Plus troubleshooting issues
* Excellent knowledge of Agile based mythology project implementations
* Migrated (P2V, V2V) Servers by using VMware convertor and updating VMware tools on Guest
* Configure and troubleshoot AD smart card authentication.
* Created and modified group policies in Active Directory.
* Maintaining virus protection, OS & service packs, general operations, and providing back-up and disaster recovery
* Install and configure users with VPN access & remote access Experience with System Center Configuration Manager (SCCM). Patching updates/ Application Inventory/ deploying software etc.
* Knowledge on TCP/IP, DCHP and DNS issues/concepts.
* Utilized service now as ticketing system to manage user issues and requests.
* Planned and Migrated 17, 000 Mailboxes from On-Premises Exchange 2007 to Office 365.
* Office 365 Tenant implementation with Azure AD Connect and ADFS for Single Sign-On.
* Experience with supporting anti-spam filtering, logging and email tracking and transport rules.
* Successful migration of Physical Server to Virtual Server.
* Troubleshoot issues with Skype for Business 2016.
* Planned and implemented transition from Exchange 2013 to Exchange Online of a few hundred users.
* Responsible for Migrating all SCCM 2007 STE’S to SCCM 2012.
* Responsible for maintaining the settings for user mailboxes and e-mail, including the settings required for connectivity with Outlook.
* Installed on premise servers for single sign on and directory synchronization.
* Configured tenant account for environment and registered domain
* Prepared on premise AD infrastructure for migration effort by using the IDFIX tool for directory cleanup.
* Synchronize on premise AD with cloud services and set OUs for sync.
* Migrate user mailboxes to Office 365 in batches and run reports on batch progression.
* Created batches for user accounts and utilized PowerShell to move user mailboxes to Office 365, then monitored moves via migration reports.
* Coordination with onsite team (15 members) in production support environment.
* Coordinating and Troubleshooting with different stakeholders.

**Environment:**

Office Pro Plus 365, Exchange online, Microsoft Exchange server 2007/2012/2013, VMware ESX, Office Enterprise 365 E1, E3, E4 and E5, Windows Power Shell, ESX/Virtual center, Windows server 2008/2012, TCP/IP, DNS, Group Policy, IMAP, LDAP, AD DS, DNS, SCCM, DCHP.

**Client: State Farm Insurance, Bloomington, IL**

**Role: Exchange Engineer /Office 365** May 2014– August 2015

**Responsibilities:**

* Administration, Troubleshooting and Monitoring of Microsoft Exchange 2003, 2007 and 2010 mail servers, and Office Communication Server servers.
* Manage and administer Microsoft Exchange/Skype for Business 2016 servers and AD infrastructure.
* Managed the deployment and migration of Lync 2010 to Lync 2013.
* Deployed DirSync services for directory synchronization with on premise Active Directory.
* Created migration batched for moves to Office 365.
* Scheduled moves and initiate via PowerShell scripts.
* Utilized Windows Azure to synchronize local password to domain for Office 365.
* Troubleshoot free/busy information between Office 365 and on premise users.
* Prepared on premise AD infrastructure for migration effort by using the IDFIX tool for directory cleanup.
* Configured tenant account for environment and registered domain.
* Installed on premise servers for single sign on and directory synchronization.
* Synchronize on premise AD with cloud services and set OUs for sync.
* Migrate user mailboxes to Office 365 in batches and run reports on batch progression.
* Architected and deployed the technology infrastructure within the environment, including Microsoft Exchange Servers, and Windows Servers Performed mid-migration and post-migration support to the enterprise
* Planned and Migrated 17, 000 Mailboxes from On-Premises Exchange 2007 to Office 365.
* Performed various Office365 administrative roles in ECP and administering the various features like users, SFB, Password, Exchange and Security management.
* Performing Migrations from On-premise to the Cloud based Office 365 Environment and troubleshooting errors and problems encountered during migrations.
* Providing Technical Support for Post ­Migration Issues/Issues faced by users in the Hybrid Environment.
* Execute Server health checks for proactive monitoring and maintenance of messaging infrastructure.
* Handling escalations and performing root cause analysis for problem resolution
* Managed and configured Microsoft’s Office 365 Azure directory so that it was properly synchronized with the on premise Active Directory environment.
* Administered daily tasks both for the on premise and the cloud environment through the use of PowerShell.
* Deploying and managing Enterprise Voice for Lync 2010/ Lync 2013/Skype for Business
* Migrated user mailboxes from Exchange 2010 to Office 365
* Utilized Exchange Calculator Sheet for Mailbox Sizing
* Setting up Exchange Server Archiving - archive items from Microsoft Exchange user mailboxes, journal mailboxes, and public folders
* Manage recipient objects, including migrating recipients from previous versions of Exchange Server to Exchange Server 2010.
* Create user accounts, assign group rights, create distribution lists, maintain windows folder security, create group policies etc.
* Created tenant account in Office 365 for the business unit.
* Utilized Windows Azure to synchronize local password to domain for Office 365.
* Managed users in RSA Security Manager for Multi-Factor Authentication.
* Experience with supporting anti-spam filtering, logging and email tracking and transport rules.
* Planned and implemented transition from Exchange 2013 to Exchange Online of a few hundred users.
* Responsible for Migrating all SCCM 2007 STE’S to SCCM 2012.
* Troubleshoot installation, network connectivity, certificate validation, DNS Record issues, and integration issues with Lync and Office 365 products.

**Client: PricewaterhouseCoopers, Washington D C**

**Role: Microsoft Exchange/Office 365 Administrator** February 2013 – April 2014

**Responsibilities:**

* Worked closely with the Office 365 migration team during large client migrations to assist and provide support
* Setup and maintained Microsoft Office 365 (SharePoint Online, Exchange Online)
* Administration, Maintenance and Management of Mailboxes and Troubleshooting Exchange Components (Exchange Database, Outlook Web Access, Offline Address List, Mail Flow, Public Folders, Free/Busy Information
* Perform MS Exchange system administration activities involving install, update, configure and maintain servers
* Proven experience installing and administering Exchange Server 2003/2007/2010.
* Generate periodic reports on Mail flow
* Manage Storage Groups, Clustered Servers and setup policies.
* Setting up SMTP Archiving and Daily Health Checks for all Exchange servers.
* Worked on upgrading, transitioning and migrating Exchange to the latest version.
* Good understanding about backup applications like Tivoli and Net backup and the various methods about backing and restoring Exchange Database and configurations
* Migrated 4,000 e-mail accounts from Rackspace Hosting Services to Microsoft Office 365 Exchange Online
* Used SCOM to monitor services within Exchange and Lync environments.
* Administrated in place Lync 2010 deployment.
* Troubleshoot issues with OWA, ActiveSync, and Outlook connectivity.
* Created new OUs, security groups, distribution groups.
* Handled administrative tasks within Active Directory.
* Decommissioned legacy Exchange 2007 servers after completion of transaction.
* Remedied issues with user logons, latency, and service availability within Lync.
* Added additional from End server ti increase availability for Lync.
* Added, deleted, modified user/group permissions and access in Active Directory

**Client: Meridian Health, Detroit, MI**

**Role: System Engineer** July 2011 – January 2013

**Responsibilities:**

* Systems Administrator responsible for centralized Administration / Maintenance of Linux servers.
* Worked alongside Directors, IT Managers, and Practice managers to engage new or existing clients to develop a strategic and best practice methodologies.
* Engaged in DNS and firewall rules needed to extend external access. Configured Lync Edge and IIS ARR Proxy in DMZ for federation, remote access and publish simple URLs. Provision all external certificates and root certificates.
* Implementation of a Password Management tool, allowing self-service for resetting passwords and unlocks.
* Designed and Implemented network design using TCP/IP.
* Installed, maintained and upgraded REDHAT Linux and Solaris Servers using kick start based network installation.
* Implemented employee information synchronization between Salesforce.com and Active Directory.
* Provide technical support for Microsoft Premier Customers having troubleshooting issues which include: Console Performance, Hardware Drivers, Permissions, CAS server, PKI certificate issues, PXE boot, and queries
* Engineered Windows Server 2003 R2 AD upgrade to Windows Server 2008/2008 R2 AD in development environment, (tested RODC, clustering, AppLocker, and other 08 features). Piloted Exchange 2007(CCR, SCR and transport rules in a dev) environment prior to transition in production.
* Using Saved Search feature, perform either broad, unified searches across multiple folders or targeted searches for specific content and report results aggregated for sorting, tagging, and export consistent with E-Discovery standards.
* Installation, configuring, administration and hardening of Apache webservers
* Upgrade the Network Security infrastructure with multi-vendor security appliances.
* Troubleshot Lync related issues utilizing log files, Lync snooper, Wireshark and PowerShell.
* User account management and administration; Troubleshooting User's login & home directory related issues, reset password and unlock user accounts.
* Assist in performing system design, development and product verification testing on various control systems, software, hardware, and equipment.
* Troubleshooting WebLogic Application Server connection pools.
* Provide support for both physical and virtual environments.
* Performed inventory control of all new systems.
* Performed sever hardening per company specification and requirements.
* Documented all server and workstation build steps.
* Configured and deployedLync mobility to iPhones/iPads and Droids.

**Client: Soft Pro Systems Ltd. Hyderabad, India.**

**Role: Windows System administrator** August 2009 – June 2011

**Responsibilities:**

* Creating user and group accounts, Resetting user passwords
* Installing Windows 2008 R2 also deploying server VM from Templates.
* Sharing folders and giving permissions for users
* Created reports of success and failure of patching endeavors for management metrics.
* Completed security scans, patching and remediation of new systems before they were allowed to be place within the enterprise.
* Installing configuring knowledge of ADS, DNS & DHCP.
* Remote installation of software's & patches
* Support the local developers in regards to performing new server builds, troubleshooting and patching.
* Responsible for monitoring the status of the servers.
* Creating users, groups and assigning permissions as per requirements
* Adding computers into domain and Troubleshooting Operating System related issues
* Oversee and reviewed the testing and implementation of software, data systems, and data networks to ensure that the integrity and security of all electronic data and data systems were adequately protected.
* Monitored and tuned the system to achieve optimum performance levels.
* Handling incidents, troubleshoot, resolve or escalate to higher levels when required.
* Assisted with all related VMware issues including the regional ESXi servers refresh.
* Responsible for updating and patching all ESXi servers.
* Responsible for maintaining Virtual Center for the Test and Development environments.
* Administered and maintained the vSphere V5.0 infrastructure.
* Maintained, implemented and optimized operating systems/software utilizing VMware virtualization technologies for vSphere 4.0 including configuration of VMware HA and DRS.
* Configured, Monitored and Maintained Virtual server farms consisting VMwareand Hyper V
* Assisted with VMware planning, consolidation and upgrades
* Performed cost analysis supporting consolidation of physical servers into VMware
* Forecasted near and long term applications hosting capacity needs.
* Managing windows deployment server to image the firm’s desktop and laptop computers.
* Approving and deploying windows updates to the firm’s computers and servers.
* Managing Disk Usage and Disk Administration.
* Created, developed, and tested preventative procedures and software to improve efficiency of overall Data Center operations.
* Performed server incident root cause, service, and crash dump analysis.