**YADI BASUPALLY**

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**CAREER SUMMARY**

* Over **8 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**.
* Working experience with various servers and have vast knowledge in **Windows, MAC, Linux** and **Unix Operating Systems**.
* Worked including on-premises **Exchange 2016, Exchange 2013, Windows 2012, Windows 2008**, and O365, and supports more than **15,000** mailboxes.
* Worked on **Tier 2** support for O365 Hybrid environment, including support for Single Sign on using **Site minder, Azure AD Connect tool, SharePoint, Skype** for Business and on-premises Exchange.
* Expert in Microsoft Exchange technologies **Exchange 2003, 2007, 2010, 2013**, as well as **Office 365** and **Microsoft Lync 2010 and 2013.**
* Effectively deployed Office 365 Infrastructure that include complete **ADFS 2.0 &amp; ADFS**

**Proxy Farm**

* Experience with administrative role in creating, monitoring and managing user accounts and monitoring Service health in Office 365.
* Knowledge of **Active Directory Group policy**, **OU structure**, and domain and forest trust.
* Experience working in **multi forest**, **multi domain** environment and **Identity Management**.
* Experience in Implementation and Migration of **Skype for Business, Lync 2010, Lync 2013, Exchange 2013 and 2010 Active Directory 2003, 2008 and 2012, System Center 2012** and **Blackberry 5.0**.
* Strong Administration skill set for Active Directory within Windows Servers creating and maintaining user **accounts**, **managing group policies, DNS**, etc.
* Experience to generate report, familiar with **ITSM** tools and good communication to interact with various stakeholders.
* Successfully created team sites on **SharePoint Online** and **SharePoint migration** to

Office 365.

* Successfully decommissioned legacy **Exchange 2007 servers** after completion of migration by first powering off the servers for testing.
* Troubleshoot Exchange Server and Outlook connectivity issues after migrations checking user profiles and outlook configurations.
* Experience providing cloud solutions through Office 365.
* Vast experience troubleshooting issues with **Outlook, Exchange server, ActiveSync** and **OWA**.
* Proficient in Power Shell scripting and process automation. Proven experience implementing high availability solutions for **Exchange** and **Lync**.
* Experience in networking and connection solutions **VPNs, LAN, WAN, DNS, TCP/IP.**
* Experience in Implementation of **P2V** and **V2V Migrations** using **SCVMM 2012, VMware Converter** and **Plate Spin tools**.
* Experience in Implementation of **Group policy, Patching, Security updates** and **Microsoft Security hardening** for **Windows servers.**
* Experience with windows clustering services and deploying **CCR, SCR** and **LCR.**
* Experience deploying virtual servers using **VM Ware ESX/ESXi platforms**.
* Skilled at providing top-level support to large user basis and meeting or exceeding **SLA's**.
* Well-versed in configuring, maintaining and deploying **Windows Servers (2000, 2003, 2008 and 2012**).
* Skilled at the installation and configuration of hardware and software components of networking environments
* Experience in configuring **Windows Server 2003Active Directory Domains, configuring DNS, DHCP, trust relationship, permissions.**
* Proficient in **message tracking** and **troubleshooting** to resolve mail delivery issues.
* Supported **Offline Address book, Calendaring** and free busy related issues.
* Experience monitoring message queue and performing Exchange backup and restore.

**PROFESSIONAL EXPERIENCE**

**Nestle Inc, Glendale, CA May 2016 - Present**

**Sr. Windows administrator**

**Responsibilities**:

* Hands on experience with Office Pro Plus 365 portal, created/deleted users, white listed 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.
* Experience with Exchange online and Skype for Business Online.
* Migration experience from On Premise Office 2010 to cloud.
* Experience with Microsoft Exchange server 2007/2012/2013.
* Excellent knowledge of Administrator Exchange environment
* Creating and deploying of Operating System template images using VMware Infrastructure client.
* Creating of standard Virtual Machines and templates for VMware ESX, VMs, and Cloning.
* Creating snapshots, P2V Migration, Configuring Data stores in case of space constraints.
* Performance monitoring on the overall utilization of the cluster. Experience in implementation of Office Enterprise 365 E1, E3, E4 and E5.
* Managed Active Directory(AD), Internet Information Server(IIS), Microsoft Operations Manager(MOM)/System Center Operations Manager(SCOM), System Management Server (SMS/System Center Configuration Manager(SCCM).
* Hands on experience installing, configuring, troubleshooting ESXi
* Managing day to day operations related to ESXi/Virtual center.
* Experience in the administration of Windows 2008/2012 server.
* Implemented various Backup & Restore mechanisms using Power Shell command utility.
* Hands on experience Power Shell scripting to migrate existing data for new 3rd party tool.
* Knowledge in designing and implementing of Active Directory and Network Fundamentals Protocols such as TCP/IP, DNS and Group Policy.
* Create user accounts, assign group rights, create distribution lists, maintain windows folder security, create group policies etc.
* Excellent knowledge of Cutover, IMAP, Staged and Remote Move migration.
* Hands on Application level patching.
* Troubleshoot server issues, participate in server builds & raid array configuration.
* Maintaining virus protection, OS & service packs, general operations, and providing back-up and disaster recovery.
* Manage and troubleshoot Lightweight Directory Access Protocol authentication for applications.
* Configure and troubleshoot AD smart card authentication.
* Pinpoint and diagnose directory problems using in-depth troubleshooting diagnostics available to domain administrators.
* Respond to AD DS data calls from auditors.
* Successfully deployed .NET applications on IIS.
* Monitor audit changes to objects in the AD.
* 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.
* Administered the Domain Name Server (DNS). The DNS is tied to the directory, and the operation of the directory service is based on a properly functioning dynamic DNS infrastructure.
* Virus sweeps using ESET Antivirus, ESET Smart Security, AVG, malware bytes, cc cleaner etc.
* Utilized Mobile Device Management (MDM) to provide wireless administration in addition to Active Sync. Developed a strong level of knowledge to maximize performance.
* Tested the design in the lab and working on implementation of the same. Working with various dependant teams like AD, DNS, Load balancer, wireless collaboration team.
* Install and configure users with VPN access & remote access Experience with System Center Configuration Manager (SCCM). Patching updates/ Application Inventory/ deploying software etc.
* Oversaw Tag/ Designed phase liaison between IT & business customer.
* Coordination & Chaired production night activities.
* Coordination with onsite team (15 members) in production support environment.
* Coordinating and Troubleshooting with different stakeholders.

**Environment:** VMware ESXi, Windows Server 2003/2008/2012 R2, Windows 8.1/7/ XP, SCCM, SCOM, Microsoft Exchange Server 2007/ 2010/2013, Domain Name Servers (DNS), Skype for Business ,Internet Information Services (IIS), Power Shell, Symantec Net Backup.

**Robertson Anschutz & Schneider LLC, Roca Raton**, **FL January 2015-May 2016**

**Office 365/Exchange Administrator**

**Responsibilities**:

* Planned, designed and implemented Exchange 2013.
* Responsible for the successful migration of the Microsoft Exchange 2010 environment to an Exchange 2013 scenario, provided support and administration and complete documentation.
* Decommissioned the Exchange 2007 servers after the Migration was completed.
* Installed and the managed the active directory, Created the GPO's based on the requirements and placed them as an OU.
* Administration, Troubleshooting and Monitoring of Microsoft Exchange 2003, 2007 and 2010 mail servers, and Office Communication Server servers. The setup consists of about , 15000 mailboxes across the globe.
* Providing technical support for the Messaging level- 2 and 3 calls which get escalated from Level 1 as well as from different business partners and teams.
* Executing Server health checks for proactive monitoring and maintenance of messaging infrastructure and monitoring.
* Developed and hosting WCF Services on IIS by following Service Oriented Architecture (SOA).
* Coordination with Windows team for Installation of Exchange 2003/2007/2010 patches released by Microsoft.
* Administration, Troubleshooting and Monitoring of Microsoft Exchange 2010 Mail servers, Lync, Blackberry and Enterprise Vault servers and Office 365. The setup consists of about 20, 000 mailboxes across UK and US.
* 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.
* Coordinating with different partner teams (Network, Active directory, Windows and other application support teams) whenever need arises for the resolution of infrastructure problems.
* Administration of Office 365 and MS Exchange 2010, 2013, Hybrid, Staged, Cut-over, IMAP Migrations.
* Create and Maintain documentation for AD, Exchange, Air Watch and Other IT procedures.
* Providing technical support for the Messaging level- 2 and 3 calls which get escalated from Level 1 as well as from different business partners and teams.
* Execute Server health checks for proactive monitoring and maintenance of messaging infrastructure.
* Handling escalations and performing root cause analysis for problem resolution.

**Environment:** Office 365, IMAP, P2V Migration, VMware, Windows 2008/2012 server, Microsoft Exchange server 2007/2010/2013 Hybrid, Powershell scripts, Active Directory, Air Watch , IIS, DNS, Outlook Anywhere, Lync 2010/2013 and Skype for Business, Web Application Proxy.

**Oppenheimer Funds, Centennial, CO August -2014-December 2014**

**Office 365/Exchange Administrator**

**Responsibilities**:

* Provided Tier 4 level, engineering support throughout the enterprise environment.
* Provided Tier 3 and 4 E-Mail technical support, analysis, development, implementation, administration, and maintenance to local and global systems at the Enterprise level.
* Furnished large-scale Active Directory/Exchange 2007/2010, Lync 2010 configuration, migration involving Blackberry Enterprise Server accounts with general administration and oversight.
* Delivered assistance to the level 1 and level 2 help desk techs when trouble tickets are escalated to Tier 3 and Tier 4 which included hardware software break fix, in depth research to resolve issues, upgrading servers.
* Worked on and managed Operating System upgrades within the environment from Windows Server 2008 to Windows Server 2012.
* Provided Active Directory Management and Support
* Managed and monitored all email platforms and interconnections.
* Installed, configured, updated, and patched exchange and lync servers within the environment.
* Assisted in Configuring server roles, recipients, groups and mailboxes.
* Establish high availability using techniques such as continuous replication, recovery storage groups, network load balancing, single copy clustering, and similar techniques.
* Monitored, managed and troubleshoot using tools such as perfmon protocol logs, event viewer, MMC, exchange management shell, Power Shell, message tracking tool, regsvr32, regedit, regedt32
* Provided support and administration of the Active Directory (AD) in a Windows 2008/2012 Server distributed environment.
* Managed Microsoft Exchange Online/Office 365 tenant installation and user management.
* Provided expert support on Azure AD Connect, ADFS and Single Sign on .
* Supported end users in applications including SharePoint Online, MS Lync (Skype for Business), Windows Server Management (2008/2012), Hyper-V 2012 and Windows Desktop Management (Windows 7 - 10).
* Implemented and maintained an Active Directory Environment supporting end users within a Production Environment.
* Worked on setups, Domain creation, DNS transitions, Data/E-mail migrations, and hybrid configurations.
* Deployed Microsoft SharePoint server to provide companywide intranet collaboration site .
* Analyzed on-premises environment and the steps needed for a successful deployment.
* Coordinated and performed tests, including end-user reviews, training, debugging and other post-implementation support activities.

**Environment:** Office365**, MS** Exchange 2010/Outlook 2010, MS Lync 2010, Send mail PowerShell, Windows 2008/03/XP, Active Directory, Linux SuSE 9, Skype for Business ,SMTP/MAPI/WebDav/Exchange Web Services/POP3/IMAP

**All Scripts Saas Hosted, Raleigh, NC November 2013 - July 2014**

**Windows Systems Administrator**

**Responsibilities:**

* Responsible for day-to-day activities including building servers (Windows 2003.2008/2012), publishing applications, supporting Active Directory (2003/2008/2012), and coordinating with project managers to assure all client requirements are being taken care of.
* Creating domain trusts for different domain users to gain access to data and resources.
* Responds to requests from help desk on any issues related to Domain controller and/or exchange server.
* Installation and Configuration of Microsoft Exchange Server 2010 with DAG.
* Maintaining and monitoring of DNS and DHCP Servers.
* Maintaining and Monitoring of WSUS Server and updating Servers with the latest windows patches.
* Installation and configuration of VMware ESXi 5.5 and VCenter.
* Installation, Configuration and Maintaining of McAfee Endpoint Protection Orchestrator 4.6.7, McAfee Email Gateway 7.6
* Installation and Configuration of Microsoft SQL Servers 2005/2008/2012
* Maintaining and monitoring of Symantec Backup Exec 2012 and HP Storage Works MSL2024 Tape Library and scheduling backups both onsite and offsite
* Security Hardening of the Servers and Client Operating System (Windows XP\7)
* Responsible for installing and configuring of IIS 7.0 on Windows Server 2008.
* Responsible for Maintaining and monitoring Datacenter.
* Working with windows Power shell scripting in Active Directory Domain Services and Exchange Server 2010
* Troubleshooting various problems related to Operating Systems, Applications and Hardware.

**Environment:** VMware ESXi, Vcenter, Windows Server 2003/2008/2012 R2, Windows 7/ XP,, IMAP, P2V Migration, VMware, Windows 2008/2012 server, Microsoft SQL Servers  ,Microsoft Exchange server 2007/2010/2013 Hybrid, Active Directory, DNS, Outlook Anywhere, Lync 2010/2013.

**Eurogate Technologies, India November 2010-October 2013**

**Windows System Administrator**

**Responsibilities**:

* Responsible for day-to-day activities including building server (Windows 2003.2008/2012), publishing applications, supporting Active Directory (2003/2008/2012), and coordinating with project managers to assure all client requirements.
* Installing configuring knowledge of ADS, DNS & DHCP.
* Installation and configuration of VMware ESXi 5.5 and VCenter.
* Installation, Configuration and Maintaining of McAfee Endpoint Protection Orchestrator 4.6.7, McAfee Email Gateway 7.6 .
* Maintaining and monitoring of Symantec Backup Exec 2012 and HP Storage Works MSL2024 Tape Library and scheduling backups both onsite and offsite.
* Creating users, groups and assigning permissions as per requirements.
* Sharing folders and giving permissions for users.
* Security Hardening of the servers and Client Operating System (Windows XP\7).
* Remote installation of software's & patches.
* Configuration, troubleshooting and installation outlook.
* Managing Disk Usage and Disk Administration.
* Responsible for monitoring the status of the servers.
* Responsible for Maintaining and monitoring Datacenter.
* Handling incidents, troubleshoot, resolve or escalate to higher levels when required.
* Creating user and group accounts, Resetting user passwords.
* Working with windows Power Shell scripting in Active Directory Domain Services and Exchange server 2010.
* Troubleshooting various problems related to Operating Systems, Applications and Hardware.   
  Environment: Windows 2008, 2008/R2, ADS, DNS, DHCP, Microsoft Outlook, Disk utility, Windows XP\7.

**Environment:** Windows Server 2003, Windows Exchange Server 2003/2007, ADDS, DNS, DHCP,

Microsoft Outlook, Disk utility, Windows XP\7. Active Directory Federation Services (ADFS), GPOs,

RDP.

**H-line Soft Information Technology, PVT LTD, India July 2008- November 2010**

**Server Administrator**

**Responsibilities**:

* Handled administration support for operating system upgrade and for system patch management and Maintenance.
* Administered and maintained the VMware visualization technologies for vSphere 4.0 infrastructure.
* Implemented and monitored Hyper-V for windows server 2008.
* Performed system administration, monitoring and patching of Microsoft Windows 2000/2003/2008, VMware.
* ESX and other technologies for various internal and external clients.
* Planned, implemented, administered and troubleshot DNS, WINS and TCP/IP.
* Assisted in Installation, Configuration and administration of servers based on Microsoft Windows Servers.
* Implemented & administered Windows Server 2003/2008 and Microsoft Exchange Servers 2003/2007.
* Administered and monitored the DHCP server and configured the IP addresses for the systems.
* Monitored the server and analyzed the root cause for the issues and further resolving it by providing the Documentation.
* Provided administration to storage area network (SAN) and designed VMware to ensure deployment.
* Provided the documentation of the crash dump to a file and developed automatic routine for handling
* Exceptions.
* Troubleshot end-user network, Internet, WLAN and resolved local area network access problems and
* Provided local and remote support to LAN/WAN users to resolve the issues aroused.

**Environment:** Windows Exchange Server 2003/2007, Windows Server 2003/2008, VMware ESX vSphere 4.0, DNS, DHCP, Microsoft Outlook, Disk utility, Windows XP\7. SAN, WLAN, RDP.