Daniel J Brown

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**O365 Systems Engineer for BayCare Health System (Oct 2015 to Present)**

(Clearwater, FL)

* Responded to and closed 15-20 tickets every day via Lync, phone or remote support session (BOMGAR & SCCM Web Console)
* Ran Powershell commands to set up, amend and manage Distribution Lists, shared mailboxes, calendars, resource rooms and recover inactive mailboxes for rehires
* On a daily basis, I utilize the following applications extensively: FIM, AADS, DirSync, Skype for Business/Lync, Exchange 2010 (Hybrid environment) On-Premise Exchange Management Console (2010), ADUC (multi-forest setup), Microsoft Azure Powershell, Exchange Management Shell, ADSI Edit and more
* Trained, advised and assisted users in a 12,000 + environment on how to share calendars correctly, set permissions, delegate access, create rules, create custom DL's and how to set up video conferencing via Skype
* Enabled users for Microsoft Lync and ActiveSync (for Mobile Device Management)

**O365 Enterprise Systems Administrator for Adventist Health System (Feb 2015-Oct 2015)**

(Orlando, FL)

* As an integral part of the messaging team, I provided Tier II & Tier III level support for Office 365, Lync 2013 and Airwatch
* Managed Lync 2013 and Exchange 2010
* Created distribution lists, shared mailboxes and Calendars per request
* Managed and enabled Lync/Skype conferencing
* Ran PowerShell Script Editor to execute multiple commands with the Exchange 2010 environment
* Created and managed Forests and Organizational Units within Active Directory
* Delegated ownership and administrators of shared mailboxes
* Closed 10-12 HelpDesk Tickets daily

**Windows 7 Migration Support Analyst for RockTenn via Tek Systems (Aug 2014 – Feb 2015)**

(Atlanta, GA)

* Determined application owners, groups and devices as part of the pre-planning stages of the migration
* Traveled to multiple states to oversee the migration process as a Technical Lead
* Communicated entire XP to Windows 7 migration process to end-user
* Pushed and configured applications via SCCM packages via Support Tools
* Created driver library during the SCCM OSD deployment process
* Transferred pertinent user data using admin share as well as USMT
* Re-mapped network drives, network printers & restored user-application settings
* Provided post-migration end user support
* Migrated users from Office 2010 to O365 using click-to-run method

**Windows 7 Technical Lead for Aon-Hewitt via Microsoft (Nov 2013-June 2014)**

(USA)

* Scheduled, checked in and set expectations for all users prior to migration
* Every depot setup included, configuring a Cisco switch, setting up mini server (data storage) and making sure it was communicating with the SCCM server to pull down core applications for each user
* Backed up & restored user data, then migrated on average 10-15 machines daily to Windows 7
* Was able to troubleshoot and overcome any and all technical-related issues that arose during the migration process
* Advertised collections in SCCM and kicked off Win7 images via USB & PXE booting
* Migrated users to new domain in AD, installed user-specific software and configured proprietary applications to work with new operating system
* Maintained an efficient checklist and documented all incoming and outgoing migrations via an internal program called ‘Dashworks’
* Provided one-on-one and group-based Windows training in each location
* Became Project Lead within 2 months and travelled to Boston, New York, North Carolina and California to head up and close all depots.
* Acted as client liaison for all of the VP’s and executives
* Successfully closed all depots with a 100% satisfaction rate. (statistics based on user surveys that were sent out after the migrations)

**Desktop Administrator for Pentair Aquatic Eco-Systems (Apr 2013-Nov 2013)**

(Apopka, FL)

* Responsible for managing all software and hardware related issues for over 150 local employees on a daily basis
* As part of the infrastructure team, I performed level II duties which include, but are not limited to; Imaging, migrations, refreshes, profile rebuilds, deployments/workstation setups, printer configuration, wireless fixes, drive mapping, and installing/troubleshooting proprietary software
* Resolved hardware and peripheral issues with VoIP phones, fax machines and printers using Basic TCP/IP network troubleshooting skills
* Utilized remote tools such as Dameware, LogmeIn and Cisco’s WebEx
* Responsible for creating new user profiles, deprovisioning terminated employees, resetting network passwords and assigning associated computers within Active Directory/Active Roles
* Extensive experience supporting end-users in a Windows 7 environment
* Strong knowledge of Microsoft Excel, Word and Outlook
* Tracked, managed and closed all user issues using the ServiceNow ticketing system
* Logged in to the IT Helpdesk queue for 2 hours a day to support any day-to-day issues that would arise with our remote users

**IT Helpdesk Technician for My Florida Regional MLS (Jan 2012-Mar 2013)**

(Maitland, FL)

* Provided Tier II Desktop Support servicing the Central Florida Regional MLS systems and applications in a Windows 7 environment
* Provided phone support as well as remote desktop support (via Cisco WebEx) for MLS application setup & system configuration
* Resolved general computer issues such as spyware removal, Flash/Java updates, login issues/password resets, clearing error messages and software updates/upgrades
* Installed and provided support for MLS applications on mobile devices (tablets and smartphones), over the phone, via email and in person
* Assisted Realtors in performing general MLS functions such as; creating Comparative Market Analyses (CMA), mapping, agent website configuration, listing maintenance and mass-emailing
* Provided compliance and administrative solutions for Realtors with their MLS listings (short-sales, fines)
* Tracked and managed all incoming issues using Numara’s Track-It ticketing system
* Monitored incoming reviews & distributed external reviews, where applicable, to 3rd party sites, OTA’s (Online Travel Agencies) and Social Media sites

**Skill Set and Education:**

Active Directory

Exchange 2010

PowerShell (Azure and EXO)

SCCM

Extensive experience using the following ticketing systems: Numara’s Track-it, ServiceNow, BMC Footprints and BMC remedy

Microsoft Office 2010, 2013 & Office 365

Proficient in both Windows & Macintosh based applications & operating Systems

Can type 55-60 words per minute

Comp TIA A+ Certified *(attained certificate in Orlando, FL)*

**A/V**

Audio and Video experience includes proficiency with the following programs:

Final Cut Pro

Adobe Premiere Pro

Audacity

Movavi

Camtasia

Photoshop

Skype for business video conferencing setup