**SHAIK ASHIK**

**SUMMARY:**

* Experienced over6 years in implementing, designing and support of technologies in information technology field.
* Experience in different Microsoft products including **Exchange 2013, 2010, 2007, 2003 and Office 365, Lync, Skype for business and MS office suites.**
* Designed, configured, implemented and maintained an enterprise messaging environment including office 365, Exchange 2013/2010/2007.
* Deployed and implemented the different roles in the Microsoft exchange environment: **Edge transport, Mailbox, CAS array, Hub transport and unified messaging.**
* Responsible for all components of **Office 365** including **one drive, Skype for business, yammer and SharePoint.**
* Supporting the end user production environment with implementing and maintaining **Active directory environment.**
* Designing and implementing **AD cross forest migration or new forest** implementation across all windows server platforms.
* Experienced in configuring and deploying the **Mailbox servers.**
* Implementing and Managing **Client Access Servers.**
* Expertise in providing solutions for **High Availability in Exchange.**
* Planning, configuring and managing **Messaging security, Administrative security and auditing.**
* Experience in Monitoring, troubleshooting the server using tools such as **event viewer, MMC, Exchange Management shell, power shell.**
* Defining security boundaries with **GPO structure implementation.**
* Planning, provisioning and deploying **Office 365.**
* Experience Office 365 migrations and hybrid solutions.
* Expertise in migration of **Microsoft messaging technologies of newer versions.**
* Migration from On-premises to online Office 365, like**Exchange, SharePoint, Active Directory**, SCCM, Rights Management or SQL Server
* Knowledge in **Synchronizing Directory** from On-premises to Office 365 using different Identities as per business needs**.**
* Experience in Security and Compliance**by Managing Data loss prevention and Data governance.**
* **Proficient in message tracking and troubleshooting to resolve mail delivery issues.**
* Support assistance in public folder **creation, replication, rights assignments, free busy related issues, offline address book, and Calendaring services.**
* Team player in implementing and deploying MS infrastructure and MS Office 365.
* Experience in Administering Exchange Online using **ECP or EAC (Exchange Admin center).**
* Worked with business units to incorporate Office 365 and cloud-based solutions into business operations.
* Have provided support for server **2008/R2 2012/R2 on the components, exchange 2007/2010/2013, AD, Networking issues with DNS, DHCP, IIS etc.**
* Architectural Design of Hybrid SharePoint environment including 2010, 2013, Office365 instances in a cloud and on-premises environments.
* Design and support all SharePoint instance in 3 environments (**DEV, STAGE, PROD**).
* Design of new SP2013-based shared services project as a part of gradual upgrade of corporate **SharePoint** 2010 instance.
* Strong understanding of **Microsoft Azure Active director**y, including synchronization, conditional access, **ADFS**, **WAP**, business to business federation and operational and security controls.
* Exchange, SharePoint, Active Directory**, SCCM**, Rights Management or SQL Server.
* Experience with IBM Security Access Manager, IBM DataPower, **MobileIron, Azure PaaS** or SQL Server a plus.
* Interacted with Architect & implemented Cloud / **Azure** based systems as a part of POC in the pitching process

**TECHNICAL SKILLS:**

|  |  |
| --- | --- |
| **Cloud Technologies** | Office 365/ADFS/Dir. Synchronization/Microsoft Azure. |
| **Server** | Windows server 2003, 2008/R2, 2012/R2. |
| **Messaging System** | Lync 2010/2013, Exchange 2003, 2007, 2010, 2013 and Ofice365. |
| **Configuration/protocol** | DNS, DHCP, RAS, VPN, TCP/IP, SMTP, IMAP, POP3. |
| **Migration Exchange** | 2007 to 2010, 2010 to 2013, 2013 to Office 365. |
| **Scripting Languages** | PowerShell |

**EDUCATION:**

* Bachelor of Technology in Computer Science and Engineering from JNTU, India.**May 2013**

**PROFESSIONAL EXPERIENCE**

**Solutions Engineer/ O365 Engineer Oct 2017 – Present**

**Corus 360, Atlanta, GA.**

Implementing, migration and managing the On-premises of Office 365 Exchange environment. Project issues, leading the team and maintaining the project infrastructure. Deploying the SharePoint farms. Restoring the content from databases from Provided backups. Validate new farm configurations etc. Migrating the On-Premises to cloud/Hybrid environment. Troubleshooting the Client Connectivity issues through Internal and External network.

**Responsibilities:**

* Provide support and maintenance of **Microsoft Office Outlook Web Access and Microsoft Office Outlook, E-mail, Calendaring & Scheduling.**
* Implementation of **EOP**security in exchange environment.
* Maintaining the project infrastructure, meetings with clients and explaining them
* Performed a multiple administrative task in ECP and administering the **Users, SFB, Password, Exchange and Security Management.**
* Extensive experience in configuring and managing. Troubleshooting physical, Virtual infrastructure in cloud and **ON** premises on **Windows Server, Active directory, Networking Storage, VMware, Hyper-V.**
* Migration of Exchange 2010, 2013 to office 365, using some professional tools like **Bittitan Migrationwiz** and expertise in gathering information using PowerShell scripting.
* Migration of SharePoint to Azure by developing new farms and restoring the content from database.
* SharePoint migration using the tools like **Sharegate, Quest, Docave and Microsoft SharePoint tool.**
* Providing High Availability Solutions **(DAG)** for **User Mailbox Databases.**
* Installed and administered **Enterprise Vault** archiving environment.
* Manage and Administer **Microsoft Exchange/Skype for Business server and Active Directory Infrastructure.**
* Experience with **Active Sync** and **EWS** (Exchange Web services).
* Experience with windows clustering services and deploying **CCR, SCR, LCR.**
* Responsible for documentation of the **Microsoft O365/Exchange and Messaging-computing environment.**
* Create user accounts, assign group rights, create distribution lists, maintain windows folder security, create group policy etc.
* Troubleshoot with Symantec engineers on various issues and **Enterprise Vault** upgrades from 7.5 to 10.
* Cloning, deploying VMs to template, Templates to VMs, VMotion, Storage VMotion etc. Configured the NTPserver in ESX server for the time synchronization between ESX and VMs.

**Environment:** Office 365, IMAP, Windows server 2008/2012 servers, Microsoft Exchange Server 2007/2010/2013, Active Directory, DNS, Outlook Anywhere and Skype for Business, VMware.

**Senior Exchange/Office 365Engineer**

**Pitney Bowes, Shelton, CT. Jan 2016 – Oct 217**

Implementing and managing the ON premises and Office 365 exchange environment. Managed the Active directory with Synchronization to Office 365 cloud environment. Backup the Entire Exchange Network and Active directory. Troubleshooting the Outlook, OWA, Outlook Anywhere Issues. Migrating the Physical Environment to Virtual to Cloud Environment. Maintaining the Windows Servers.

**Responsibilities:**

* Working and Deployed with upgraded **Microsoft Exchange 2013 to Office 365 Environment.**
* Planned a Retention solution for Exchange server 2007/2013 and Backup for Enterprise Network and Active directory.
* Performed a multiple administrative task in ECP and administering the **Users, SFB, Password, Exchange and Security Management.**
* Implemented single-sign **ON** Authentication method with **Office 365 and configured DirSync and ADFS for Active Directory Synchronization.**
* Migration from 2007 to 2013 as well 2013 to Office 365.
* Troubleshooting Experience with **Outlook, Exchange server, ActiveSync, EWS and OWA.**
* Migrating from Physical Server to Virtual Server**.**
* Creating and deploying of operating system template images using **VMware** infrastructure clients.
* Migrated (P2V, V2V) servers by using **VMware converter** and updating **VMware tools** on guest.
* Extensive experience in configuring and managing. Troubleshooting physical, Virtual infrastructure in cloud and **ON** premises on **Windows Server, Active directory, Networking Storage, VMware, Hyper-V.**
* Troubleshooting Skype for Business issues**.**
* Manage and Administer **Microsoft Exchange/Skype for Business server and Active Directory Infrastructure.**
* Management of the Microsoft Clusters.
* Vast experience in troubleshooting and resolving both client and server-side issues.
* Implementation of Tenant Office 365 with Azure AD connect and ADFS for single Sign ON.
* **Upgrade form ADFS 2.0 to ADFS 3.0.**
* Responsible in maintaining the settings of connectivity with **Outlook and User Mailboxes.** Met with requirements for the External connectivity Exchange i.e. **OWA, EWS, ActiveSync and Outlook Anywhere.**
* Migrated all existing PST file data into archive repository and created Group policies preventing **PST creation to archive PST** eradication within the **Enterprise**.
* Performed trouble shooting issues of Office 365 including mail routing issues.
* Prepared on premises AD infrastructure for migration effort by using IDFIX tool for directory clean up.
* Responsible for documentation of the **Microsoft O365/Exchange and Messaging-computing environment.**
* Providing High Availability Solutions **(DAG)** for **User Mailbox Databases.**
* Experience with windows clustering services and deploying **CCR, SCR, LCR**
* Create user accounts, assign group rights, create distribution lists, maintain windows folder security, create group policy etc.
* 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.
* Creating and deploying of Operating System template images using VMware infrastructure client.
* Cloning, deploying VMs to template, Templates to VMs, VMotion, Storage VMotion etc. Configured the NTPserver in ESX server for the time synchronization between ESX and VMs.

**Environment:** Office 365, IMAP, Windows server 2008/2012 servers, Microsoft Exchange Server 2007/2010/2013, Active Directory, DNS, Outlook Anywhere and Skype for Business, VMware.

**Office 365/Exchange Administrator**

**Accenture, Hyderabad, India Jan 2015 – Nov 2015**

Deploying the Virtual Servers using VMware ESX/ESXi platforms. Managing the User Mailboxes, Databases. Configuring and Managing the DNS, DHCP, and Webservers. Troubleshooting the Client Connectivity issues through Internal and External network. Maintaining the Backup using Tivoli and NetBackup. Managing the Retention policies for the Users and their mailboxes.

**Responsibilities:**

* Decommissioned Exchange 2013 server from the network domain after Office 365 migration completed using Microsoft best practices.
* Provided a business solution for the small and enterprise level companies using Lync Online and combination of **Cloud-based Office 365 and On-premises Exchange servers.**
* Configuring a managing **DNS, DHCP, web servers and other Active Directory Services.**
* 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).
* Performing Exchange Server **Archiving -archive items** from **Microsoft Exchange User Mailboxes, Public folders.**
* **Experience in deploying virtual servers using VMwareESX/ESXi platforms.**
* Cleaned up Active Directory User Objects with inconsistencies that prevented them from synchronizing through DirSync to Office365.
* As a member of the team, participated installing Exchange 2010 servers, created & configured DAG, installed Mailbox, HUB and CAS servers.
* Worked with sr. Exchange engineers/ Architects to define policies to automatically archive email out of Exchange into **online Enterprise vault store**
* Installed and managed Active Directory, Created the GPO’s based on the requirements and placed them as an OU.
* Provide support and maintenance of **Microsoft Office Outlook Web Access and Microsoft Office Outlook, E-mail, Calendaring & Scheduling.**
* Black listed threats for incoming email by installing, configuring, and using Firewall Software.
* Designed the **Mail flow** for the Current Exchange Environment.
* Generate periodic reports on **Mail Flow**.
* Met with requirements for the External connectivity Exchange i.e. **OWA, EWS, ActiveSync and Outlook Anywhere.**
* Good understanding about backup applications like **Net backup and Tivoli** and the various methods of the backing and restoring Exchange Database and configurations.
* Designed and planned for the Archiving, legal hold, Journaling, **Retention** policies after Mailboxes moved to O365 online.
* Room mailboxes are for fixed locations such as meeting rooms or conference facilities from Resource Scheduler.
* Managed the deployment and migration of **Lync 2010 to Lync 2013.**
* Administered daily tasks both for the ON premises and the Cloud environment using PowerShell.

**Environment:**Office 365, Exchange Server 2007/2010/2013, Active directory, Outlook Anywhere, Lync 2010/2013, VMware, NetBackup and Tivoli

**Office 365/ Exchange Consultant**

**Infosys, Hyderabad, India Jul 2013 – Dec 2014**

Worked on both the Azure offerings IaaS, PaaS. Integrated with the Azure Backup. Working on the Lync communication issues for IM, Voice. Skype for Business from migrating Lync and Maintaining the Active Directory Infrastructure user created in Exchange, Providing the Security and Networking policies for the Users. Implemented the migration from 2010 to 2013.

**Responsibilities:**

* Monitors critical applications during US business hours as defined within the prevailing Service Level Agreement by performing health monitoring and maintenance activities to ensure service availability, integrity, and quality are upheld.
* Integration with Azure backup.
* Pre-migration test for user from Exchange 2013 to Office 365.
* Design and implement **Azure AD, Azure AD Connector, AD FS, OCS to Lync 2010 and Exchange Migrations, Migration of Exchange servers, Migration to Office 365.**
* Involving in configuring and managing virtual and physical infrastructure in cloud and ON premises on windows server, Active directory, Microsoft Azure. Ability to implement and deploy Azure offerings including both **the IaaS and PaaS offering.**
* Responsible in successful migration of the Microsoft Exchange 2010 environment to an Exchange 2013 scenario, provided support and administration and complete documentation.
* Installed and the managed the active directory, Created the GPO’s based on the requirements and placed them as OU.
* Maintained organization of new and removed **Active Directory users created by Exchange.**
* Support in responsible for the Active Directory (AD), GPO, Domain Users, Users and groups and given appropriate permissions, shares and privilege to access to LAN and Domain Environment.
* Setting up **Outlook Anywhere** for the environment and perform databases maintenance using **essential tools**.
* Operation management for **Lync/skype for Business, Using windows server: 2012, cloud server.**
* Establishing **user accounts and group policies with troubleshooting existing GPOs.**
* Create **DAG** configuration for High Availability of mailbox databases in a cross-site configuration.
* Tested Load Balanced configuration for High Availability of mailbox databases in a cross-site configurations.
* Met with requirements for the External connectivity Exchange i.e. **OWA, EWS, ActiveSync and Outlook Anywhere.**
* Verified user functionality and access to services via Outlook, OWA, and Outlook Anywhere and assisted in resolving issues.
* Participate in the verification of DNS and Exchange 2010 systems and made changes to infrastructure to better suite migration effort.

**Environment:** Office 365, Exchange 2007/2010/2013, Skype for business, Lync 2010/2013, DAG, Outlook Anywhere, AD, GPOs, Azure AD Connect.

**Office 365/Exchange Admin**

**Bosch, India Dec 2012 – Jun 2013**

Deployed and managed the Lync, Migrated the Exchange to Office 365, checking the daily health of the servers and the Exchange, implementing SMTP archive. Maintained Office 365, Exchange, Skype for business. Synchronizing the AD of Exchange to Office 365, SCCM.

**Responsibilities:**

* Used Exchange server profile Analyzer to understand the current environment.
* Deployment and migration of **Lync 2010 to 2013.**
* Deploying and managing enterprise voice for **Lync 2010/ Lync 2013/ Skype for business.**
* Migrated user mailboxes from **Exchange 2010 to Office 365.**
* Architected and deployed the technology infrastructure within the environment, including Microsoft Exchange Server and Windows Servers Performed mid-migration and post-migration support to the enterprise**.**
* Utilized Exchange calculator sheet for mailbox sizing.
* Manage storage groups, clustered servers and setup policies.
* Setting up **SMTP** archiving and Daily health checks for all Exchange servers.
* Room mailboxes are for fixed locations such as meeting rooms or conference facilities from Resource Scheduler.
* Design **AD infrastructure** which were **scalable, redundant and completely free of single point of failure.**
* Planned and implemented transition from **Exchange 2013 to Exchange Online of few hundred users.**
* Configuration, Service administration, account maintenance of **Office 365/Exchange /Forefront identity management/ Skype for Business Post Migration.**
* Identity manager **(FIM)** for medium and large business**.**Met with requirements for the External connectivity Exchange i.e. **OWA, EWS, ActiveSync and Outlook Anywhere.**
* Perform **Scripting Administration** tasks and reporting using PowerShell**.**
* Expertise in gathering, analyzing and documenting business requirements and developing business requirement documents and Functional Designs with in-depth knowledge of Software Development Life Cycle **(SDLC).**
* Install and configure users with VPN access & remote access experience with System Center Configuration Manager (SCCM). Patching updates/ Application Inventory/ deploying software etc.

**Environment:** Exchange 2007/2010/2013, Lync 2010/2013, Windows server 2008/2008r2/2012, Office 365, SCCM, SDLC, Mail Routing.

**Windows Server Admin**

**Indian Oil Corporation Limited, India Jul 2012 – Nov 2012**

Administrating the Windows server infrastructure for all the business requirements and managing the Users and Computer accounts, performing the Patches, Updates and solutions for the Security Related Issues. Providing the IM and Voice communication through the LYNC and restoring the Databases from the Online Backup, Offline and Shadow copy.

**Responsibilities:**

* Protecting from Spam Attack by implementing the anti-spam on the HUB-servers.
* Utilizing the Log files, Lync snooper, Wireshark and PowerShell for trouble shooting Lync related issues**.**
* Migrated Lync pilot environments to production. **Migrate Exchange 2007 messaging infrastructures to Exchange 2010 to provide site DR which included stretched DAGs.**
* Allowing the self-service for resetting passwords and unlocks by introducing **Password Management Tool.**
* Managing **AD and Network** to ensure the overall stability and performance**.**
* Configured and deployed **Lync mobility to IPhone/IPad and Droids.**
* Managed Servers patching with **SMS2003/SCM2007.**
* Developed the process to patch and support clients using software updates management in **SCCM.**
* Designed and implemented network design using TCP/IP.
* Perform Backup and restore data for end users and document process for overall efficiency.
* User account management and administration, troubleshooting **Users login & home directory related issues, reset password and unlock user accounts.**
* In depth knowledge and technical proficiency in **TCP/IP protocol stack and other network protocols such as: DNS, DHCP, Direct Access, VPN, IPV4/IPV6.**
* Installing Windows 2008 R2 also deploying server VM from Templates.
* Installing configuring knowledge of **ADS, DNS & DHCP.**
* Remote installation of **software’s & Patches**.
* Deploying Operating Systems through **Windows Deployment Service**.
* Taking server backup and **desktop imaging using Ghost backup utility**.
* Responsible for monitoring the status of the users.
* Handling incidents, troubleshoot, resolve or escalate to higher levels when required.
* Creating user and group accounts, resetting user passwords.
* Creating users, groups, and assigning permissions as per requirements.
* Managing Disk Usage and Disk Administration.
* Provided Risk Assessment and remediation guidance for **SCCM infrastructures**.

**Environment:** Windows 2008 r2, ADS, DNS, DHCP, Microsoft Outlook, Disk Utility, Deployment Server, SCCM.

**References:**Available upon request.