

## KEY SKILLS



### Microsoft 365 Services

- Active Directory + [Windows Server](#)
- Identity Management **Microsoft 365** EMS
- Windows Deployment, Design & Upgrades
- Microsoft 365 FastTrack**  
+ [Modern Workplace](#) / [Business Deployment](#)
- [Microsoft Service Adoption Specialist](#)



### Operating Systems

- [Microsoft Windows Server](#) + [Windows 10/11](#)
- [Endpoint Management](#) + [Mixed Reality](#)  
+ [Windows Modern Desktop \(PoC / Pilot\)](#)
- [Windows Updates & Management](#) + [Holo Graphic](#)



### Collaboration Content Management

- [Enable & Manage Office 365 Services](#)  
[Planning & Configuring a Messaging Platform](#)
- [moodle](#) [OneNote365](#) [WORDPRESS](#)
- [Google Sites](#) [SharePoint](#) [OneDrive](#)



### Virtual Infrastructure

- [Hyper-V & VMware or VirtualBox](#)
- [GNS3 & Cisco SMB Catalyst & ISR + ASA](#)
- [Windows Virtual Desktop \(WVD + CAF\)](#)



### Software & Systems Engineering

- [Cisco Routers & Switches](#), [Cyber Ops Security](#)
- [Endpoint Manager/SCCM/MEM/MDT](#)
- [PowerShell](#), Office **ProPlus** Enterprise **Apps**
- [Teams](#), [GitHub](#), [Visual Studio](#), [DevOps](#)



## CERTIFICATIONS+60

Microsoft Trainer + [Modern Desktop](#) + [Office 365](#)  
[AZURE Architect](#) + [Developer](#) + [Administrator](#)



## HIGHLIGHTS & Knowledge

Technical Consultant, Deployments & Implementations



### Microsoft Azure Solutions Architect Expert

**Advise** stakeholders & translate business requirements into secure, scalable, reliable solutions. Advanced experience and knowledge across various aspects of IT operations, including networking, virtualization, identity & security.

### Implementing Microsoft Azure Infrastructure Solutions

Design, implement, manage Azure App Services, Azure Resource Manager Virtual Machines, storage strategies, Azure Active Directory, virtual networks, & ARM templates

### Developing Microsoft Azure Solutions

**Designing**, programming, implementing, automating, and monitoring Microsoft Azure solutions. Ability to create & manage Azure Resource Manager Virtual Machines, design implement storage data strategy, manage identity, application, network services, design implement Azure PaaS compute web & mobile services

### Microsoft Windows Server Core Infrastructure

**Run** highly efficient and modern data center with expertise in identity management, systems management, virtualization, storage, networking

### System Center Config Manager Cloud Services Integration

Manage, and maintain PCs, devices, and applications across medium, large, and enterprise organizations



### Microsoft 365 Managing Modern Desktops

**Deploy**, configure, secure, manage, monitor devices & client apps

### MCSE Cloud Platform and Infrastructure + MCSE Mobility



LEVEL 12



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theITtpl Inc :-)

Consultant/Trainer/Owner ([Microsoft Online Services Advisor](#))

1984 – 20xx



**Microsoft Solution Provider Partner** : [Windows & Devices](#) + [Collaboration & Content](#) + [Application Development](#)

- [Azure Administrator / Solutions Architect](#)
- [Microsoft 365 Enterprise Administrator Expert](#)
- [Building Apps & Solutions with M365 Core Services](#)
- [OneDrive Adoption Campaign Project](#)
- [Cloud Adoption Framework](#)
- [Cloud Enablement / Change Management](#)
- [Designing & Implementing DevOps Solutions](#)
- [M365 Adoption : Teams, Yammer, SharePoint](#)



Book a [Meeting](#) (continued) ►



## OBS Global - Microsoft 365 Senior Systems Analyst

Remote/Manitoba, 2021-2022

- **Remote Contract Consultant: Senior Systems Analyst at MPI 365 Project Team**
- M365 Teams E5 deployment Azure AD Groups licensing setup, Azure PIM M365 roles delegation activation/enrollments
- Azure DevOps tasks & backlogs workloads to project manage the architecture deployment technical platform cloud services.
- Config & Document tenant & MFA Conditional Access policies, Teams templates, SharePoint templates & M365 Security & Compliance
- Envision, Onboard & Drive Value [Microsoft 365 Adoption Tools](#) [M365 Freelance Toolkit](#) [Champion Management Platform](#)



## ProserveIT - Microsoft 365 Consultant Teams Business Phone Remote, March 2021 – June 2021

- Teams/Rogers [M365 Business Voice](#) integration & setup, PSTN, SIP, PBX, Analog, DIDs, Voicemail, etc.
- Call Flow configuration & setup, [Auto Attendants](#), [Call Queues](#), [Resource Accounts](#), [Groups](#), created [Call Tree Diagram](#)
- Azure AD Identity Management, Licensing, User Setup via PowerShell, Tenant DNS config, [Voice Routing Policies](#), etc.
- Help build & configure [Teams Architecture](#) & [Modern Workplace Teamwork](#)
- Building internal documents for [Teams Cloud Partner](#) & [Teams Workshops](#), [M365 Business Voice](#), [Security Governance](#)
- [Microsoft Certified Trainers](#), [Secure Work from Anywhere Workshop](#)



## Capgemini - Microsoft 365 Apps Consultant Yammer

Remote/Toronto, Feb 2021

- **Remote Project:** Microsoft 365 Yammer Admin Consultant & Adoption Onboarding App Specialist
- Application Consultant - Yammer Admin/Implementation, [Yammer](#) Rollout Planning for H1 Toronto



## Mindwire - Microsoft 365 Consultant Productivity Apps Remote, August 2020 - January 2021

- **Remote Project:** school collaboration teams in both a technical consulting & training role.
  - Responsible for overseeing & assisting in the current business workflow implemented by using Office 365 tools/apps & recommending possible better implementations. Envision, Onboard & Drive Value with [Microsoft 365 Adoption Tools](#)
  - Reviewing the existing configurations of toolsets: Teams, Booking, Yammer, SharePoint, [M365 Learning Pathways](#)
  - Providing expert advice for business workflow, O365 apps, config & updates, user accounts, windows profiles
  - **Advice & consultation:** implementing Office 365 app deployments & third-party app integrating in Microsoft Teams
  - **Performed knowledge transfer:** Collaboration/Project team support configurations/implementations.
- [Azure Fundamentals](#) | [Azure Architect Technologies](#) | [Teams Administrator](#) | [M365 Enterprise Administrator](#) | [M365 Developer](#)



## SourcetekIT - Microsoft Windows Server Consultant

Toronto, February 2020

- **Project On-Site** Windows Server 2016 Hyper-V Datacenter Center Disaster Recovery
- Procedures with Active Directory Forest/Domain Restore
  - Dell PowerEdge R730XD LiteTouch MDT Deployment installs, Dell Perc Raid & Open Manage setup
  - Recovered customer SQL database using VHDx export with Dell Data Protection Rapid Recovery
- Windows 10 Group Policy [Security Baseline Templates](#) & Software Restriction Policies Implementation
  - Creating Technical Project & Deployment Task Lists, Phased Predefined Schedules, Security Compliance Toolkit & Policy Analyzer Templates



## Microsoft - Premier Field Engineer / Customer Engineer Travel/Remote, April 2018 – Jan 2020

- **Traveling/Remote** Canada & USA to delivery workshop training, labs & Microsoft software deployment solutions
- Technical Advisor & Architecture Project Delivery ([Security Compliance Toolkit](#) & [DoD STIG](#))
- AD Platform [RAP as a Service PLUS](#) for Active Directory + [Offline Assessment for Active Directory](#)
  - [Windows Server 2016 upgraded features](#), [TLS SSL protocol Registry settings](#) [Office 365 subscription setup](#), [Win10 Updates & Management Options](#), [Active Directory Replication Tools](#) **On-Site Workshops:** [Windows 10 Modern Desktop](#) , [Firstline Workers Windows Hello for Business](#) , The primary work (typically under 1 week or longer per client):  
[Microsoft Services Hub](#) [Delivery Catalog & Services](#)  
[Administering System Center Configuration Manager Cloud Services Integration](#) | [Implementing a Software-Defined Datacenter](#)  
[Windows Server Networking](#) | [Identity](#) | [Deploying Windows Desktops Enterprise Applications](#) | [Microsoft 365 Modern Desktop Administrator](#)  
[OEM Manufacturing Deployment for Windows 10](#) | [Microsoft 365 Identity & Services](#) | [Planning & Configuring a Messaging Platform](#)  
[Architecting Microsoft Azure Solutions](#) | [Microsoft Azure Infrastructure & Deployment](#)



## Softchoice - Associate Support Engineer

Oakville, Sept 2017 - March 2018

- Troubleshooting Office 365, config & updates, user accounts, windows profiles, licensing & Azure AD Sync. Contributed OneNote knowledge base for client files documentation, technical articles & tools/scripts.
- Managed internal team site for SharePoint documents library. Migrated file shares, ACLs and Report Logs.
- Monitor, Investigate, Action & Report; CA NimSoft UIM Infrastructure Manager Alerts, Events, Syslog, Probes.
- Document & Resolve ServiceAide Ticketing & CRM; Phone, Email, Incident, Services & Problems  
[Cloud+ Planning & Managing Devices in the Enterprise](#) | [MCSE Cloud Platform & Infrastructure](#) | [Developing Azure Solutions](#)  
[Cisco CyberOps Associate](#) | [Cybersecurity Fundamentals](#) + [Operations](#)



## Rogers - Business Internet Support Technician

Brampton, Feb 2017 - July 2017

- Technical Support for Small Business DOCSIS Modem Internet & Phone, SOHO digital phone services multi-line group. Office 365 Business user setup, DNS, configuration & troubleshooting network connectivity for dynamic/static IP. Cable internet degraded performance analysis.
- Network analysis to identify impacting events and call drivers. Wi-Fi troubleshooting & configuration for Rogers modem/router gateways.  
[MCSA Cloud Platform](#) | [Architecting Azure Solutions](#) | [MCSE Mobility](#)



## New Horizons Computer Learning Centers - IT Trainer Instructor

Toronto, July 2016 - Feb 2017

- Part-Time Teaching Courseware Content for Microsoft Windows 8.1 & Windows Server 2012 R2, Hyper-V, Active Directory, DNS, TCP/IP
- Teaching CompTIA A+ Network+ & Security+ Teaching & Assisting Cisco CCNA Routing & Switching ICND1 & ICND2  
[Designing & Implementing a Server Infrastructure](#) | [Installing & Configuring Windows Server 2012](#)  
[Implementing Azure Infrastructure Solutions](#) | [MCSE Cloud Platform & Infrastructure](#)  
[Designing & Implementing a Server Infrastructure](#) | [Implementing an Advanced Server Infrastructure](#)



## New Signature - Infrastructure Analyst

Toronto, Feb 2016 - June 2016

- Monitoring server & network infrastructure System Center Service Manager & Operations Manager, SCOM/SCSM. Research & troubleshooting or remediate error alerts & escalate to appropriate support teams. Work on projects to upgrade, troubleshoot & enhance customer systems, patch Windows updates. Troubleshoot AD replication topology errors & Azure DirSync analysis reports.  
[MCSA Office 365](#) | [Managing Office 365 Identities and Requirements](#)



## CompuCom - Service Desk Technical Analyst

Mississauga, Feb 2011 – Sept 2015

- Call center tech support for multiple CompuCom customer accounts & ID Administration. Assisted with Exchange Server user profile management, Active Directory security access management. Troubleshooting corporate & retail apps/networks. Point of Sale systems, laptops, desktops, tablets & mobiles. Resolve VPN client and Office application issues: Outlook profile migrations, NTFS permissions. Security access admin for ID management systems; Active Directory, SecurID RSA, Citrix XenApp, Cisco ACS/VPN  
[Server+ Windows Server 2008 Active Directory](#) | [Network Infrastructure](#) | [Applications](#) | [Enterprise Administrator](#)  
[ITIL Foundation IT Service Management](#) | [Enterprise Desktop Support Technician Windows 7](#) | [Enabling Office 365 Services](#)



## IBM - Service Desk Technical Analyst

Markham, April 2009 – Feb 2011

- Call center troubleshooting end user computer & systems support. Log tickets through phone & email, train new hires. Document technical materials for knowledge base. ID Admin tasks. ID Admin; Active Directory, Exchange, Unix/Linux, zOS RACF ID, RSA SecurID  
[A+ Security+](#) [Security on Microsoft Windows Server 2003](#)



## Microsoft - Active Directory Technical Support

Toronto, April 2007 - Dec 2007

- Performed call center support for Microsoft Directory Services Team 3<sup>rd</sup> Tier
- Worked with all aspects of Active Directory technologies for Installation, Configuration, Replication
- Provided customers with Microsoft Best Practices for Active Directory implementations
- Configured and interpreted various Windows XP/Vista and Server 2003 system debug logs
- Performed Active Directory disaster recovery, backup/restore operations, and Meta Data Cleanup
- Collaborated with other Microsoft Product Support Teams for a variety of customer issues



## Descartes - Network Analyst & Desktop Support Waterloo, Dec 2004 – Feb 2007

**Desktop Support Analyst:** Provided on-site Desktop Support for Windows XP/Server 2003 & mobile phones.

Troubleshooting with network/server connection issues, VPN, DSL, Wi-Fi, Password Lockouts, EFS.

User Profiles/Computers Domain Migrations between Active Directory Trusted Domains, ADMT. PC/Laptop computer config, Managed Active Directory, Windows 2000/2003 DFS File Servers

**Network Operations Center Analyst:** Support & Monitoring for Network Operations Center.

Performed scheduled checks of network server systems for errors & alerts, gather logs & troubleshoot.

Triage central point of contact for managers/administrator's helpdesk, VPN connections to remotely networked systems.

Updating internal incident management ticketing system & monitoring inventory.

[Network+](#) [Microsoft Certified Professional](#)



## RIM - Blackberry Electronics Assembly

Waterloo, Dec 2004 – Feb 2004

- Blackberry device and parts assembly, Performed software installations, firmware installations and hardware testing



## NCR - Bank Machine Electronics Assembly

Waterloo, Feb 2004 – July 2007

- NCR ATM bank machine assembly of all hardware parts & cabling. Performed installations using Windows NT/XP Embedded



## EDUCATION

General Education Development (GED) certificate + Philosophy



1 Year

Software Engineering Technician

Sheridan

1 Year

Computer Programming



Waterloo Collegiate Institute – 5 Years 1999 + Co-Op

Computer OS Windows NT .Net Server Novell Linux & Cisco Routing + Switching + Security

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