

## Robert Gabos

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### OVERVIEW HIGHLIGHTS & KNOWLEDGE

- **Enabling Office 365 Services**

Plan for and configure Exchange Online and Skype for Business online, provision SharePoint Online site collections, and manage clients and end-user devices, Teams and Yammer collaboration for social media communications, document organization, corporate intranet implementation

- **Managing Office 365 Identities and Requirements**

Provision Office 365, implement networking and security in Office 365, monitor and troubleshoot Office 365 availability and usage, manage cloud identities using Azure AD Connect, and manage federated identities for SSO

- **Microsoft 365 Identity and Services**

Perform Microsoft 365 tenant management tasks for an enterprise, including its identities, security, compliance, and supporting technologies

- **Microsoft Azure Architect Technologies**

Advise stakeholders and translate business requirements into secure, scalable, and reliable solutions.

Advanced experience and knowledge across various aspects of IT operations, including networking, virtualization, identity, security, business continuity, disaster recovery, data management, budgeting, and governance

- **Implementing Microsoft Azure Infrastructure Solutions**

Design, implement, and manage Azure App Service Apps, Azure Resource Manager Virtual Machines, storage strategies, Azure Active Directory, virtual networks, and ARM templates

- **Developing Microsoft Azure Solutions**

Designing, programming, implementing, automating, and monitoring Microsoft Azure solutions

Create and manage Azure Resource Manager Virtual Machines, design and implement storage and data strategy, manage identity, application, network services, design implement Azure PaaS compute web and mobile services

- **Microsoft Azure Infrastructure and Deployment**

Knowledge to manage cloud services spanning storage, security, networking, and compute cloud capabilities

- **Azure Integration and Security**

Make recommendations on services to use for optimal performance and scale, as well as provision, size, monitor, and adjust resources

- **Azure Administrator Associate**

Manage cloud services spanning storage, security, networking, and compute cloud capabilities.

Recommend services to use for optimal performance and scale, as well as provision, size, monitor, and adjust resources.

- **Microsoft Windows Server Core Infrastructure**

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

- **Designing and Implementing a Server Infrastructure**

Plan & deploy a server infrastructure, Design & implement network infrastructure services Design & implement network access services

Design & implement an Active Directory infrastructure

- **System Center Configuration Manager Cloud Services Integration**

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

- **Implementing a Software-Defined Datacenter**

Implementing & managing highly available SCVMM infrastructures as well as implementing software-defined storage, compute, networking

- **Planning for and Managing Devices in the Enterprise**

Plan & design cloud hybrid identities and support identity infrastructure for managing devices

- **Deploying Windows Desktops and Enterprise Applications**

Implement the Operating System Deployment (OSD) infrastructure, a Lite Touch deployment, and a Zero Touch deployment

- **Microsoft 365 Managing Modern Desktops**

Deploy, configure, secure, manage, and monitor devices and client applications in an enterprise environment

- **Planning and Configuring a Messaging Platform**

Manage modern messaging infrastructure, manage mail flow topology, and manage recipients and devices

### CERTIFICATIONS

**Microsoft 365 Identity and Services & Office 365**

**Azure Developer & Administrator**

**MCSE Cloud Platform & Infrastructure**

**Microsoft Certified Trainer**

**Cisco CyberOps Associate**

**CompTIA A+ Network+ Security+ Server+ Cloud+**

## EXPERIENCE

### theITppl Inc.

#### Microsoft Certified Trainer (owner/consultant)

✓ Microsoft Competency in the following areas: Silver Windows and Devices + Collaboration and Content

- Freelance Microsoft Solution Provider Partner : Consulting Services, SMB Office 365, FastTrack
- Education & Training Library. OneNote365.com , Moodle, SharePoint & LMS custom portals
- Portfolio & Resume Technical Branding. IT Pro Training & Certification Bootcamp 1:1 Onboarding/Mentoring
- Desktop Deployment Planning Services , Partner Technical Services , Modern Workplace Modern Desktop
- Modern Desktop Windows and Office Deployment Lab Kit (Partner Advisor)
- Member and contributor for the Microsoft Office 365 Yammer Groups

#### Solutions & Deployment Guides

- EMS Identity & Access Management
- Microsoft Azure Administrator
- Microsoft 365 Enterprise Administrator Expert
- Cloud Adoption Framework
- Microsoft Change Management
- Secure Remote Work
- Microsoft 365 Business Technical Deployment Kit
- Microsoft Cloud Enablement
- Surface Hub IT Pro Academy Training
- Windows IoT for Device Builders
- Windows Virtual Desktop
- Managing Microsoft Teams

### Mindwire

#### Microsoft Consultant Office 365 Productivity Apps

August 2020 – Oct 2020

##### Tasks Performed:

- Working Part-Time with the school collaboration teams in both a consultative and training role.
- Responsible for over-viewing & assisting in the current business workflow implemented by using Office 365 tools/apps and recommending possible better implementations.
- Reviewing the existing configurations of toolsets (Teams, Booking, Yammer, etc.)
- Providing expert advice for a better business workflow, troubleshooting Office 365 apps, configuration & updates, user accounts, windows profiles.

**Advice & consultation:** Provided expert advice in implementing Office 365 app deployments & third-party app integrating in Microsoft Teams.

**Performed knowledge transfer** activities for the Collaboration/Project team & to ensure support teams are knowledgeable of the current configurations/implementations.

### Systems Center Consultants

#### Microsoft Consultant Cloud Solutions Advisor

January 2020 – July 2020

##### Tasks Performed:

- Microsoft SAM Partner-to-Partner (P2P) – Tools + Scripts + Documents (Partner Practice Cloud Enablement Advisor)
- Software Assurance Planning Services & SATV + Cloud Enablement Desk Go-to-Market Training Services

### SourcetekIT

#### Microsoft Consultant Server Infrastructure Engineer

February 2020 – March 2020

##### Tasks Performed:

- Windows Server 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 Essentials setup
- Recovered \$100 million dollar customer SQL database using VHDx export with Dell Data Protection Rapid Recovery
- Windows 10 Group Policy Security Baseline Templates & Software Restriction Policies Implementation
- Security Compliance Toolkit & Policy Analyzer Templates, Creating Technical Project Proposals & Deployment Tasks Lists
- Phased Predefined Schedules & Customer Documents
- Collaborated file sharing via SharePoint Online & sub-sites for separate project documentation

**Microsoft / Trimax Americas**

**Microsoft Premier Field Engineer**

**May 2019 – January 2020**

**Tasks Performed:**

- Traveling Across Canada & USA to delivery workshop training, labs & Microsoft software deployments
- Working with Microsoft Consulting Services (MCS) and other PFE team members ensuring enhanced cooperation, effectively documented project action plans and status updates for the customer and Microsoft cases
- Modern IT (Windows 10/Azure AD) & SCCM/EMS/Intune, Windows 10 Upgrade Design Planning & Technical Settings,
- Demonstrate usage & guidelines for SCCM OSD, Security Templates, Image Creation, ADK WinPE drivers, etc
- WorkshopPLUS Windows Modern PC Management, Onboarding Accelerator Windows Hello for Business PoC/Pilot
- Technical Remote Advisor Consulting & Architecture Design Project Management
- Infrastructure Services, Identity Management, Microsoft Security & upgrade best practices implementations
- Windows 7, Windows 8, Windows 10 operating systems (Security Compliance Toolkit & DoD STIG)
- Windows Server, Current Versions and earlier versions Microsoft Windows Server Hyper-V
- Microsoft System Center Virtual Machine Manager (SCVMM) DNS, DHCP, TCP/IP, routing, and network security
- Active Directory, Active Directory Federated Services, Active Directory Certificate Services
- Microsoft System Center Configuration Manager (OSD, MDT) Windows Imaging and Configuration Designer
- Identity Management (Cloud, Synced, Federated Identities, Azure AD)
- M365 O365 deployments / Intune EMS Enterprise Mobility Suite
- Tech Screen Interview Experience. Team Building Role Based Technical Templates for QA & Skillsets Assessments
- Onboarding co-workers and tools setup, mentoring new hires with documentation access & solution delivery guides
- SharePoint Team Site admin/creator. Custom company team site built, menus, KB, template pages, test/dev scripts
- Completed Microsoft Essential Educate Trainer Skills 2019 and MCT readiness 2019/2020
- Windows Client Modern Desktop PC Management WorkshopPLUS Activate Hands On Labs v1910 MD365
- Constantly learning the most innovative technologies related to cloud computing in the areas of infrastructure, application development, web platform apps & serverless computing to apply towards best out-come customer deliverables.

**Microsoft / JDA Technical Services Group**

**Microsoft Premier Field Engineer**

**April 2018 – February 2019**

**Tasks Performed:**

- Accredited & Delivered Active Directory & Windows Support and Consultation: RAP as a Service PLUS for Active Directory, Offline Assessment for Active Directory, RAP as a Service Plus for Windows Client Security
- Phone Advisories for AD Platform (Windows Server 2016 upgraded features, TLS SSL protocol Registry settings
- AD Domain Services Forest DMZ design, Group Policy Preferences mapped drives
- Office 365 subscription setup, Win10 Updates & Management Options
- Active Directory Replication Troubleshooting Tools, Azure IAAS Virtual Machine Best Practices
- On-site training workshops: Windows 10 Modern Desktop PoC
- System Center Configuration Manager Onboarding Accelerator Deployment and Migration Assistance for Windows Client, WorkshopPLUS Securing Windows Client
- The primary work (typically under 1 week or longer per client) includes:
- Lead Standard Product Work Shops – Training & In-Depth Product Reviews - White Board (Chalk Talk) Sessions
- Performed Health Checks / Assessments, Post Operational Review of Product Implementations
- Onboarding Accelerators, Product Upgrade / Migration Assessments, Systems Performance Reviews
- Acted as the primary onsite technical contact, providing customer visibility, advanced technical support & problem solving

**Softchoice**

**Associate Support Engineer**

**September 2017 – March 2018**

**Tasks Performed:**

**EUSD/Tech Support:**

- 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 over 300GB SMB file shares, ACLs and Report Logs

**EST/NOC:**

- Monitor, Investigate, Action & Report; CA Nimsoft UIM Infrastructure Manager Alerts, Events, Syslog, Probes
- Document & Resolve Service Aide Ticketing & CRM; Phone, Email, Incident, Services & Problems
- Contributed OneNote knowledge management documents, templates, reports & dashboards
- Created documentation web pages using SharePoint web sites & wiki pages, apps & web parts

**Rogers Communications**

**Business Internet Support Technician**

**February 2017 – July 2017**

**Tasks Performed:**

- Technical Support for Small Business DOCSIS Modem Internet & Phone
- Office 365 Business user setup and DNS configuration. IBLC/SOHO digital phone services multi-line hunt group configuration
- POP/IMAP/SMTP configuration and troubleshooting network connectivity for dynamic/static IP customers
- Creating service calls for field technicians to resolve RF and equipment issues
- Supporting technicians in the field to ensure successful installs/upgrades
- DHCP and DNS troubleshooting & reverse DNS configuration for static IP customers
- Cable internet degraded performance analysis. Network analysis to identify impacting events and call drivers
- Wi-Fi troubleshooting and configuration for Rogers modem/router gateways
- Working closely with Business Service Delivery, Small Business Premium Support and sales teams

**New Horizons Computer Learning Centre**

**IT Trainer Instructor**

**July 2016 – February 2017**

**Tasks Performed:**

- Teaching Courseware Content for Microsoft MCSA Windows 8.1 & Windows Server 2012 R2
- Teaching CompTIA A+ Network+ & Security+ and Teaching & Assisting for Cisco CCNA Routing & Switching ICND1 & ICND2
- Organized content using Moodle Cloud learning management system & Office 365 OneDrive + Sway
- Communicating & educating using 21st century learning methodology collaboration styles

**New Signature**

**NOC Infrastructure Analyst**

**February 2016 – June 2016**

**Tasks Performed:**

- Monitoring server & network infrastructure System Center 2012 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 Active Directory replication topology errors & Azure DirSync analysis reports
- Track project plans using Outlook Groups, Office 365 Planner & One Drive for Business
- Documented training & learning material into SharePoint Online

**CompuCom**

**Service Desk Technical Analyst**

**February 2011 – September 2015**

**Tasks Performed:**

- Tech Support for multiple CompuCom customer accounts; Tier 1-2 & ID Administration
- Assisted with Exchange Server user profile management, Active Directory security access management
- Troubleshooting corporate and retail app/network issues; Health Industry patient information systems, Point-Of-Sale back office Radiant systems, Citrix remote printing, Windows system performance analysis, Application deployments for Windows SCCM
- 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

**IBM / Kelly Services**

**Service Desk Analyst Tier 1-2**

**April 2009 – February 2011**

**Tasks Performed:**

- Troubleshoot end user computer and network issues. Log tickets through phone and email communications
- Document technical materials for internal knowledge base
- Generate reports for calls, tickets, emails & ID Admin tasks
- ID Administration; Active Directory, Exchange Server, Unix/Linux OS's, zOS RACF ID, RSA SecurID
- Training new hires for phone & email, software, information gathering, escalation processes and technical how to guides

**Microsoft – VOLT VMC**

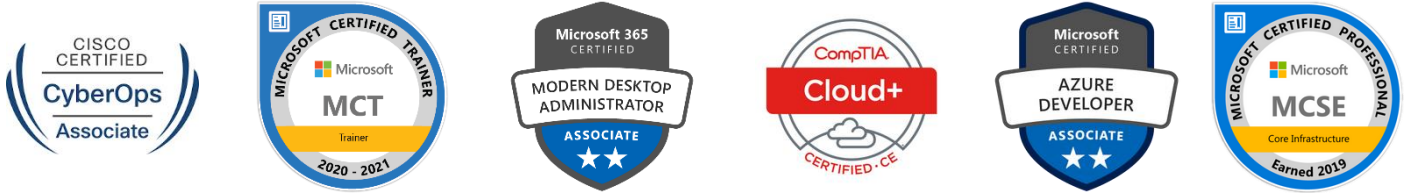
**Active Directory Service Technical Support Tier 3**

**April 2007 – December 2007**

**Tasks Performed:**

- Performed call center support for Microsoft Directory Services Team 3rd 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

## PROFESSIONAL DEVELOPMENT



### Microsoft Learn

- Azure Fundamentals , Microsoft Azure Identity , Microsoft 365 Fundamentals
- MVA Challenge Office 365 , MVA Challenge Identity & Access Management
- Upgrading Skills to Windows Server 2012 Jump Start , What's New in Windows Server 2012 R2 Jump Start Failover Clustering in Windows Server 2012 R2 , Infrastructure Monitoring with System Center 2012 R2 Virtualizing Your Data Center with Hyper-V and System Center
- Advanced Tools & Scripting with PowerShell 3.0 Jump Start , Upgrading Your Skills to MCSA Windows 8.1 What's New in Windows 8.1 for IT Professionals , Windows 8.1 Deployment Jump Start Networking Fundamentals Academic Edition , Microsoft IPv6
- Managing Office 365 Identities and Services , Administering Office 365 for Small Business , Azure Active Directory Core Skills Jump Start , Azure Resource Manager DevOps Jump Start , Software Development Fundamentals , Developing in HTML5 with JavaScript and CSS3 Jump Start , HTML5 & CSS3 Fundamentals Development for Absolute Beginners , Deploying Microsoft Enterprise Mobility Suite
- Microsoft 365 - Modernize your enterprise deployment with Windows 10 and Office 365 ProPlus, Manage security with Microsoft 365
- Microsoft 365 Fundamentals, Manage security with Microsoft 365
- Microsoft 365 - Modernize your enterprise deployment with Windows 10 and Microsoft 365 Apps
- Modernize your workplace with Microsoft 365 and Surface for Business
- Explore Microsoft Azure cloud concepts, Distinguish Microsoft Azure Core Services

### Microsoft Partner Training

- MPN Competency Enterprise Mobility Offerings Mobile Device & Application Management for Technical
- Windows and Devices for Technical , Microsoft 365 Business Deployment for SMBs Technical Readiness
- Certified Microsoft Innovative Educator , Authorized Education Partner
- **Internal Accreditations** : Essential Educate Trainer Skills , Onboarding Accelerator Deployment and Migration Assistance for Windows Client , Activate Windows 10 Enterprise WorkshopPLUS Windows Client Modern PC Management , RAP as a Service PLUS for Active Directory Modern Desktop PoC WorkshopPLUS Azure Fundamentals AZ-900

### LinkedIn Learning

- Microsoft Azure for Developers , Up and Running with Azure , Understanding Microsoft Azure Core Functionalities , Amazon Web Services Essential Training ,
- Up and Running with Cisco CLI Switch Configuration , Up and Running with Cisco CLI Router Configuration Cisco Certified Entry Networking Technician Essential Training , Advanced Topics in Cisco Routing RIPv2 EIGRP and OSPF
- Up and Running with Office 365 , Administration for Cloud-Based Office 365 , Up and Running with the PowerShell Integrated Scripting Environment , Deploy Windows 10 with Microsoft Deployment Toolkit 2013 , SharePoint Server 2013 Essential Training , SharePoint Online Essential Training , Foundations of Programming Fundamentals , Up and Running with C# , ASP.NET Essential Training Office 365 Administration , Microsoft 365 Security Administration Implement Manage Identity and Access
- Advance Your Skills as an Azure Administrator

## Pluralsight

- Managing Infrastructure with Microsoft Azure , Understanding and Using Azure Storage , Deploying and Integrating Azure AD , Implementing Active Directory for Azure Infrastructure , Implementing Storage for Azure Infrastructure , Implementing Virtual Networks for Azure Infrastructure , Architecting Azure Solutions Management Monitoring and Business Continuity , Architecting Azure Solutions Design an Advanced Application , Architecting Microsoft Azure Solutions Design Web Apps , Create and Manage Virtual Machines for Azure Solutions , Architecting Azure Solutions Application Storage and Data Access Strategy , Architecting Azure Solutions Secure Resources , Architecting Azure Solutions Infrastructure and Networking , Implementing Web Apps for Azure Infrastructure , Design and Implement Web Apps for Azure Solutions , Implementing Cloud Services for Azure Infrastructure , Extending Active Directory to the Cloud , Architecting and Implementing Azure Networking , Deploying and Managing Azure IaaS Virtual Machines , Azure Resource Manager Deep Dive , Amazon Web Services (AWS) Fundamentals for System Administrators , AWS VPC Operations , AWS Certified SysOps Administrator Associate , AWS Certified Solutions Architect Professional , Becoming a .NET Developer , Windows 10 Client Administration Windows 10 Troubleshooting , Deploying Windows 10 Anniversary Edition with MDT
- Design a Compute Strategy for Microsoft Azure

## CBT Nuggets

- Developing Microsoft Azure Solutions , Implementing Microsoft Azure Infrastructure Solutions Architecting Microsoft Azure Solutions , Microsoft Programming .NET 4 Software Development
- Cisco CCENT CCNA ICND1 , Cisco CCNA ICND2 , Cisco CCNA ICND2 , Cisco CCDA Design Configuring Windows 8.1 , Supporting Windows 8.1 , Implementing a Desktop Infrastructure With Windows Server 2012 , Microsoft Windows Server 2012 with R2 Updates , Administering Windows Server 2012 , Configuring Advanced Windows Server 2012 Services , Designing and Implementing a Server Infrastructure , Implementing an Advanced Server Infrastructure , Database Fundamentals Exam MTA Administering Microsoft SQL Server 2012 Databases , Systems Center Configuration Manager 2012 R2 Microsoft System Center 2012 Private Cloud Configuring and Deploying a Private Cloud , Microsoft System Center Configuration Manager SCCM

## IT Pro TV

- Installing and Configuring Windows Server 2012 , Administering Windows Server 2012 Configuring Advanced Windows Server 2012 Services , Designing and Implementing a Server Infrastructure Implementing an Advanced Server Infrastructure

## Cisco Networking Academy

- Cisco CCNA Routing & Switching 6.0 Course , Packet Tracer 101 , Cisco Channel Partner Program
- Cisco Global CCNA Cyber Ops Scholarship NetAcad Courses
- Understanding Cisco Cyber-Security Fundamentals (SECFND)
- Implementing Cisco Cybersecurity Operations (SECOPS)

## Skillsoft

- IEEE Transcript Courses , ACM Transcript Courses , Windows 10 , Windows Server 2016 , Azure

## CompTIA

Secure Cloud Professional CSCP / Secure Infrastructure Specialist CSIS / Network Infrastructure Professional CNIP  
Cloud Admin Professional CCAP / IT Operations Specialist CIOS

