Dedicated IT Professional, proficient in Exchange and Messaging Engineering. Adept at designing and architecting messaging solutions in large-scale, enterprise environments. Consulting experience includes Exchange Engineering, Messaging, Administration, Infrastructure Development, Wireless Technology, and Migrations.

**Hardware:** Dell PowerEdge Servers, PowerVault Servers, Blade Servers, Rack-mounted Servers, HP Proliant DL Servers, SAN Storage, DAS Storage & NAS Storage, IDE hard drives, and SCSI devices

**Software:** Microsoft Exchange 5.5/2003/2007/2010/2013, Lync 2010/2013, Microsoft Office SharePoint 2007 (MOSS), SharePoint 2010, Active Directory, DNS, DHCP, WINS, BIND, Windows Server 2000/2003/2008, TrendMicro Antivirus, McAfee Antivirus, Symantec Antivirus, Zone Alarm, VERITAS NetBackup, Ghost Imaging Software, Wireshark, Citrix 4.5/5, Windows XP Pro, Track-It, Kaseya, Windows PowerShell scripting, VB Scripting

**Operating Systems:** Windows Server 2000/2003/2008, Windows 2000/XP/Vista/Windows7

**PROFESSIONAL EXPERIENCE:**

**CVS Health, Woonsocket, RI - 08/2014 – Present**

**Sr. Exchange Administrator/Messaging Consultant**

* Test, fine-tune, and optimize new deployment of Exchange 2013 prior to massive launch into production
* Work within the migration transition team to provide support for users migrating from Exchange 2003 to 2007 in a large and complex enterprise environment of over 40,000 users
* Resolve issues with mail transport and relay between mailboxes across multiple domains
* Maintain the retail domain migration/consolidation and expansion
* Support users to facilitate collaboration and eliminate connectivity issues using OCS 2007 R2
* Work with numerous initiatives and projects going on simultaneously and meeting deadlines
* Troubleshoot mobile device issues with devices managed by AirWatch, with enterprise data protected in separate container from personal data (Secure Content Locker)
* Manage, administer, and deploy BlackBerry smartphones running BlackBerry 10 and legacy BlackBerry OS using BES10 and BES v5, respectively
* Work directly with end users to train and assist during all stages of Active Directory or mailbox migration, to ensure high productivity and minimize issues post-migration

**LGS Innovations, Westminster, CO - 05/2014 – 08/2014**

**Messaging Architect & Exchange Migration Specialist**

* Consulted with multiple engineers on company needs for new Exchange environment
* Architected highly available and site resilient Exchange 2013 environment spread out across multiple sites
* Successfully deployed approved Exchange 2013 CU5 architecture in Windows Server 2012 R2 Hyper-V environment at multiple sites
* Performed environment stress testing to confirm stability of Exchange architecture
* Architected and implemented Lync Server 2013 into new domain environment with a focus on high availability and high performance across multiple sites
* Performance tested Lync Server 2013 architecture during high load and simulated failover
* Fully integrated Exchange 2013 and Lync Server 2013 to maximize benefits of newest technology
* Consulted with third-party vendors with respect to Exchange migration/consolidation from multiple domains into new single domain
* Planned and designed migration of Exchange 2003 and Exchange 2010 mailboxes to new domain with Exchange 2013 environment using third-party tools
* Consulting with engineers, managers, and end users, designed successful migration strategy to migrate 900 users, workstations, and Exchange mailboxes from two legacy domains into new single domain
* Leveraging Microsoft's ADMT tools and third-party tool from Priasoft, performed successful migration of user data to new environment
* Worked with client support services following successful migration to support end users with questions and resolving any outstanding issues

**Glocap Search, New York, NY - 05/2012 – 04/2014**

**Sr. Exchange Engineer**

* Architected and implemented Exchange 2007 to 2010 migration of mailboxes across sites using Microsoft’s Best Practices
* Provided SME support for POC of Exchange 2010 to 2013 migration
* Delivered Administration support for BlackBerry Enterprise Server
* Provided Architect and Engineer level support for Lync 2010 Enterprise for Exchange Server 2007/2010 users
* Worked with multiple IT vendors alongside IT Manager as a decision influencer and assisted COO in bringing various hardware, software, and cloud-based solutions to organization
* Administered and maintained Active Directory environment in central office and remote offices on West Coast utilizing Windows Server 2003/2008/2008 R2, including account administration, Group Policy, DNS, DHCP, and NTFS security
* Maintained Microsoft Exchange/Outlook environment using Microsoft Exchange Server 2010
* Seamlessly integrated and managed employee-owned smartphones of various platforms to allow access into corporate resources, including iPhone, Android, and BlackBerry devices
* Configured and maintained stack of Cisco Catalyst 3750 series switches which served multiple data VLANs
* Monitored, optimized, and maintained site-to-site VPN tunnels between central office in New York and remote offices on West Coast using Cisco ASA and SonicWALL security appliances
* Maintained hosted VoIP telephone system using Cisco Unified IP Phone 7900 series handsets connected to Cisco Catalyst 3560 series switches
* Created detailed network and server diagrams using Microsoft Visio
* Championed troubleshooting, installing, upgrading, and repair of Windows-based workstations and servers at central office and remote offices
* Reduced IT spending by bringing in a reliable print services company to manage all printer related services, including printer maintenance, toner, repair, and replacement
* Maintained and optimized hybrid environment of physical and virtual servers hosted on VMWare ESXi, including physical to virtual conversion
* Provided routine scheduled updates to workstations on LAN through WSUS
* Performed regularly scheduled local and cloud-hosted data backups of critical servers using Dell AppAssure, StorageCraft ShadowProtect, and Carbonite’s Zmanda to improve stability, minimize recovery time, and have reliable disaster recovery
* Performed major network management tasks including security, performance, and uptime monitoring in order to maintain a stable 24x7 environment
* Using LogMeIn, performed remote administration and remote assistance for users in West Coast Offices

**Police Athletic League, New York, NY 03/2011-04/2012**

**Exchange Engineer**

* Led migration and installation of Exchange Server 2003 to 2010
* Provided Subject Matter Expert support for the design and implementation of an OCS 2007 R2 to Lync 2010 Migration
* Provided QOS support using Lync 2010 Snooper tool for IM and Enterprise Voice
* Provided IT Director with solutions which affected all hardware and software purchase decisions
* Performed major network management tasks such as security monitoring, performance tuning, file server backup, and server administration
* Maintained Active Directory network infrastructure in headquarters and branch locations utilizing Windows Server 2003/2008 R2, including Group Policy, DNS, and DHCP management
* Maintained Microsoft Exchange/Outlook environment using Microsoft Exchange Server 2003/2010
* Successfully designed, installed, and performed administration on Blackberry Enterprise Server and deployed BlackBerry smartphone to executive management, department managers, and IT staff
* Responsible for installing, upgrading, and repair of Windows-based workstation and servers on LAN
* Performed several forms of data backup for all users to increase stability, productivity, and minimize recovery time
* Using imaging techniques, provided and implemented IT staff solutions for seamless systems deployment
* Provided level 3 engineer level support to user community via telephone, e-mail, and in person
* Produced training documentation and conducted training on various hardware and software tasks
* Planned and implemented a system for updating workstations with timely security updates
* Installed and optimized Terminal Server for remote users to access resources

**Hitt Contracting, Atlanta, GA - 08/2010-02/2011**

**Messaging Professional, Exchange**

* Implementation Lead and architect for Exchange 2007 to Exchange 2010 migration of 3,000 user mailboxes.
* Utilized existing VMware ESX environment to conduct proof of concept for migration
* Adhered to Microsoft’s standards by performing capacity planning for all mailbox servers
* Deployed Citrix Netscaler as hardware load balancing solution for CAS array
* Implemented Database Availability Group (DAG) for high availability and site resiliency
* Configured Exchange Client Access including OWA, RPC over HTTP, ActiveSync and Autodiscover
* Designed and implemented multiple AD, DNS, DHCP across Windows server platforms
* Installed SQL databases for BlackBerry Enterprise Server
* Performed site analyses for existing environment to improve efficiency

**EDUCATION**

State University of New York at Albany, Albany, NY

Bachelor of Arts in Information Science

Major: Information Science & Policy

Minor: Business