

Sebastien Joseph

Auburndale, FL 33823 | +1 407 480 1344 | sebastienjoseph1@gmail.com

IT Professional and Software Developer with 5+ years in system administration, Microsoft 365 management, and full-stack development. Skilled in managing Microsoft 365 (Exchange, SharePoint, Teams, Azure AD) and developing with Java, JavaScript, React, CSS, and HTML. Strong in troubleshooting, PowerShell scripting, and performance optimization. Recognized for collaborative approach and delivering secure, scalable solutions that meet business needs.

Work Experience

Koclat (Non-profit), Remote - System Administrator

October 2023 to present

- Installed and maintained IT infrastructure, ensuring optimal performance and up-to-date security measures.
- Delivered technical solutions that aligned with organizational goals, improving operational efficiency.
- Implemented Microsoft 365 across the organization, focusing on identity, access management and security to provide a safe and productive environment.
- Responsible for IAM through Microsoft Entra admin center, Microsoft Exchange, Teams, SharePoint and OneDrive for users in organization for efficiency in communication and file sharing.
- Managed data protection and retention policies for compliance and security across Microsoft 365 applications.

Zones, Remote – Support Engineer 2

September 2021 to June 2023

- Provided technical leadership and advisement, for optimal customer experience.
- Stayed updated on Microsoft 365 technology changes, improving troubleshooting efficiency.
- Demonstrated expertise in troubleshooting Microsoft 365 applications (Exchange, SharePoint, Teams, Microsoft Entra Connect) using GUID and PowerShell, leading to faster ticket resolution.
- Review traces, console logs source code and other type of logs for troubleshooting bugs and resolving customer issues.
- Assisted in backlog management, reducing ticket resolution time and improving customer satisfaction.

Zones, Remote - Microsoft Support Engineer

September 2020 to September 2021

- Delivered exceptional customer service to Microsoft Premier customers, expertly configuring and troubleshooting Microsoft 365 security and compliance and applications (Exchange,

SharePoint, Teams, Microsoft Entra Connect, Purview) using GUID and PowerShell, resulting in expedited ticket closures.

- Reviewed traces and logs containing XML or JSON files to help identify issues and provide resolutions.
- Accurately documented work through the ticketing system with comprehensive issue tracking and resolution.
- Identified trends and reported recurring problems, contributing to continuous service improvement.
- Fostered effective collaboration with engineering teams to enhance customer experience.
- Managed Microsoft 365 licenses, subscriptions, and user accounts, guaranteeing seamless operations.
- Shared knowledge and assisted teammates with complex technical issues, fostering a collaborative environment.
- Strategically planned and executed Organizational Unit (OU) syncing with Microsoft Entra Connect with pass-through authentication, or SSO allowing successful connection with local and cloud directories and security for organizations.

Concentrix, Lake Mary, FL - Microsoft Technical Support Engineer

August 2018 to December 2019

- Provided great customer service to Microsoft Premier customers, troubleshooting SharePoint, Exchange and Outlook, resulting in expedited ticket closures.
 - Accurately documented work through the ticketing system, with comprehensive issue tracking and resolution.
 - Identified trends and reported recurring problems, contributing to continuous service improvement.
 - Fostered effective collaboration with engineering teams to enhance customer experience.
 - Managed Microsoft 365 licenses, subscriptions, and user accounts, for seamless operations.
- Shared knowledge and assisted teammates with complex technical issues, fostering a collaborative environment.

Alorica, Lake Mary, FL - Dell - Help Desk Support

July 2018 to August 2018

- Field incoming requests from end users via telephone, e-mail, or other established support channels.
- Proactively engaged with the required resource to exceed the customer's expectation in a timely manner.

Sun State Ford, Orlando, FL - Sales Consultant

March 2018 to July 2018

- Create and maintain excellent relationships and assist the customers in finding the right vehicle that fits their wants and needs.

- Maintained good knowledge of all vehicles makes and models to be up to date with new features and provide the best customer satisfaction.
- Follow up on sales leads from a variety of sources to bring sales revenue up and meet quota.

Vixxo Corporation, Orlando, FL - Dispute Specialist

November 2016 to November 2017

- Receive, investigate, and resolve client's complaint for incorrect billing.
- Use repair and maintenance contracts as reference to determine the correct billing amount for customers.
- Keep active contact with service provider through phone or email on repairs made, and request evidence of repair made, if necessary, to help provide the best determination possible for client's dispute.

Vixxo Corporation - Orlando, FL - Customer Service Representative

November 2015 to November 2016

- Dispatch and manage relationships between clients and service providers while providing high level of customer service.
- Provide alternative solutions for clients when Estimated Time of Arrivals has not been met.
- Main point of contact for customers and service providers.

BOOKING.COM, Orlando, FL - Customer Service Representative

June 2013 to September 2015

- Manage relationships with hotels and guests by providing high level of customer service and account management support.
- Act as a Point of contact for guests and hotels and serve as a liaison with the appropriate departments to gain relevant information, resolve problems, or support.

Education

Bloomtech

Backend Software Development

Completed: 2024

Penn Foster

Computer Support Technician

Completed: 2013