

JONATHAN MANN

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An experienced, accomplished Senior IT Professional, with exemplary operational, problem solving and project management skills.

SUMMARY OF QUALIFICATIONS

- * Over 15 years of senior-level IT experience, with specialization in Microsoft systems and network design, management, administration and technical support.
- * Has personally migrated over 150 companies to Microsoft Office 365. Has experience with Azure, Azure AD, ARM, Microsoft Azure Site Recovery (Backup and Site Recovery OMS), Exchange Online, EO ATP, AWS, Skype for Business, PBX replacement using Skype for Business, Lync, SharePoint Online, Powershell, Intune, Windows Advanced Threat Protection, Advanced Threat Analytics. Windows Auto Pilot, SMS, Microsoft Dynamics CRM, Install, maintain and administer MS SQL server,
- * Detail-oriented multitasker, with strong organizational abilities.
- * A committed team player, with a proven ability to meet and exceed set goals and deadlines.
- * Exceptional focus and follow through abilities, with a track record of efficiency and productivity.
- * Diverse professional development, including project management, system administration, operations, hardware/software implementation and installation, and technical support issues.
- * Strategic thinker and planner, skilled in the design and execution of effective onsite and cloud-based IT systems, projects and solutions.

MICROSOFT CLOUD

Daily for the last seven years answer technical questions related to sale of Microsoft Cloud products and manage Microsoft Cloud Migrations for Microsoft Office 365 services such as Exchange Online, Azure AD, Azure AD Premium, ARM, Azure AD Domain Services, SharePoint Online, Microsoft Lync Online, Skype for Business, EMS Microsoft Enterprise Mobility Security and Microsoft Azure IAAS. These sales leads were assigned directly from Microsoft through the C2PC Microsoft Partner Portal. I personally handle almost all technical presales questions for Microsoft's customers for the Northern California territory. I am also lead all deployment and migration projects.

Technical advisor on noteworthy Office 365 Exchange Online enterprise projects. Samples include County of Napa Office of Education, Netflix, Enphase Energy, UARC NASA Ames, The Alpine Group, BioPharm Systems / Life Sciences Business Unit at Perficient, Blue North Fisheries.

PROFESSIONAL DEVELOPMENT

IT MANAGEMENT

- * Create and maintain project management documentation for assigned projects, unit and user test plans and schedules; provide functional interpretations of product, applications and services.
- * Train and mentor subordinates, develop training documentation, and provide aid as required.
- * Manage day to day support for all front end, routing, vendor, and crossover issues; integrate requirements on system, evaluate customer issues and propose solutions.
- * Effectively interface between project team, client staff and senior management.
- * Generated significant client savings through innovative use of new technologies and methodologies, resulting in lower costs and increased productivity.
- * Reduced operating costs through re-structuring programs, increasing efficiency of existing systems, and researching cutting-edge methods of improving productivity.
- * Successfully completed projects within specified deadlines and budgets.
- * Responsible for assessment, recommendation and order placement for all IT purchases including servers, workstations and peripherals.
- * Managed Information systems through multiple locations simultaneously; handled procurement and license management for software and hardware.

SYSTEMS ADMINISTRATION

- * Responsible for all aspects of network/database deployment, security and administration including, management, maintenance and infrastructure design; provided framework for fulfilling development of ongoing reporting requirements.
- * Handle all aspects of network and software package migration and subsequent user/client support; coordinate physical plant changes as well as logical integration into existing network.
- * Perform software deployment encompassing applications consolidating information across multiple database formats and platforms, software package extension applications, and adding functionality to off-the-shelf applications.
- * Conducted ant-virus application implementation throughout entire lifecycle; maintained and enhanced applications as required.
- * Research, recommendation and introduction of new software products and processes to enhance efficiency, communication and workflow.
- * Responsible for assessment, order placement and installation for all IT purchases including servers, employee workstations and peripherals.
- * Direct installation, integration and operation of all IT related systems.

PROFESSIONAL EXPERIENCE

COLLABRA NETWORKS, A Microsoft Partner, Petaluma, CA Senior Systems Engineer, MCNPS - Microsoft Certified Network Product Specialist and Microsoft Small Business Specialist	2003 -2018
INTUIT/CBS, Sebastopol, CA Information Technologies and Integration Project Manager	2002
SONIC SOLUTIONS, Novato, CA Manager of Information Technologies and Integration Project Manager	2001
DAIKIN US COMTEC LABORATORIES, Novato, CA Manager of Information Technologies/Department Head	1999 – 2001
RESOURCEPHOENIX.COM, San Rafael, CA Software Quality Assurance Engineer	1996 – 1997
MARIN NET, San Rafael, CA Partner	1995 – 1998

EDUCATION

Advanced Microsoft Partner Cloud Training and engagement on the Microsoft Silicon Valley, San Francisco and Redmond Campuses and the Chicago (MTC) Microsoft Technology Center. From mid-2008 too present. Currently working on PBX replacement using Skype for Business with Polycom phones and equipment from other vendors provided by Microsoft.

IMIT: INFORMATION MANAGEMENT INSTRUCTION TRAINING

Computer Network Design & Administration, Systems Engineering and Administration. MCSE and NCE as part of the curriculum. Graduated 1999. Sonoma County, California.

Boston University: Humanities 1982 to 1983

Marin Catholic and Redwood High Schools. College Preparatory in Marin County. Graduated in 1982 from Redwood High School.

After graduating from IMIT, I have continued to update my education. In addition to obtaining the professional designations MCSE and MCP in the years 1999 and 2000. I went on to obtain the MCNPS designation which is a Microsoft Partner specific designation in 2003 by passing the test at Empire College in Santa Rosa. The MCNPS designation meant to Microsoft that I was qualified to Architect a complete organizational technical directory-based computer network solution for a small to medium size organization with up to 1000 staff. The MCSE designation allowed me to do the same for Enterprise level organizations with a 1000 or more staff. Since the end of 2003 after signing a partnership with Microsoft and after becoming a consultant. I have continued to receive a high-level education directly from Microsoft employees and other partner companies. Microsoft paid for most of this education. It took place on Microsoft campuses in San Francisco, the corporate campus in Redmond Washington and the MTC in Chicago Illinois. I have been primarily involved in Microsoft cloud solution since mid-2008 before launch and have worked on over one hundred and fifty projects relating to the cloud since that time. During this time, I have earned the Microsoft Partner Cloud Accelerate designation and the Microsoft Partner Silver Small and Midmarket Cloud Solutions award. I am also part of the Microsoft SMB Cloud Champions Club.

Social Responsibility and Organizations

BSA Boy Scouts of America Leader Redwood Empire Council Sonoma California

In 2015 I completed my Boy Scouts of America Scout Master position specific leader training. I am currently a (ASM) Assistant Scout Master under Eric Masterson in Boy Scout Troop 8 www.troop8.us in Petaluma.

I am the current Cub Master of Cub Scout Pack 84 in Petaluma. I completed my Cub Master specific training in late 2015. Before that time, I was a Den Leader. www.pack84.us

Wood Badge Course 2017

SAE Sigma Alpha Epsilon Massachusetts Beta Upsilon Chapter 1983

SAR Sons of the American Revolution 200287

Project Management.

Since December of 2008 I have managed well over one hundred individual companies complete or hybrid cloud migration projects. Microsoft funded a case study of the first cloud migration project I did in 2008 for a small law firm in New York City. All the projects involved at least an Email server usually an old MS Exchange server and advanced DNS administration. Since 2013 I have been able to meet the project contractual requirement that there be no downtime when migrating from one email server to a cloud-based email service without any downtime regardless of the amount of staff and locations involved. Some projects have involved cloud directory synchronization and issues relating to an organizational requirement for single sign on and federation. Migrations in China and Australia

CERTIFICATIONS AND TRAINING

MCNPS Microsoft Certified Network Product Specialist for Windows Server 2003

Windows Server 2008: Advanced Microsoft Partner training.

Microsoft Small Business Specialist

MCSE 4.0 Track

Microsoft Certified Professional as follows: (Designing, Deploying and Managing a Network Solution for the Small and Medium size business, Windows NT Server, Windows NT Workstation, Inter networking with TCP/IP, Networking Essentials)

Computer Network Technical Support, Brainbench.com

MS Windows 2000 Server Administration, Brainbench.com

COMPUTER SKILLS

Applications: Microsoft Office, Word, PowerPoint, Excel, Access, MS Project, Publisher, Visio

Professional and Enterprise, FrontPage 2002, Crystal Reports, Ecora Configuration Auditor for Microsoft SQL and IIS Servers, HF Net Check Pro, NT Utilities, Groove Work Space

Servers & Systems Short List: Scribe Insight, Citrix Metaframe, Terminal Services, Telnet, FTP, WEB DAV, SEP Symantec Endpoint Protection and other managed AV products, Oracle Financials, Share Point Portal Server, Share Point Team Services, IIS, FTP Servers, MS Exchange, Imail 6.0, Windows Server and assorted CMS. Linux Server, BSD Server, CPanel. Joomla, Word Press, Square Space.

Languages: HTML, ASP, VB Scripts for .Net, Scripts using WMI, Windows Power Shell Tools by Quest

Operating Systems: DOS, UNIX, Windows 95, 98, ME, NT, 2000, XP, Vista, Windows 7, BSD, Linux

Routers & Managed Switches: Lucent/Livingston, Juniper Netscreen, IOS, D Link, HP, Dell and Linksys.

Databases: MS SQL, My SQL, MS Access, Filemaker Pro, Intuit Quick Base, PHP & ASP Runner

Protocols: TCP/IP, Net BEUI, IPX SPX, SNMP, SMTP, NFS, HTTP, FTP, SMB

KEYWORDS

Systems Specialist, Systems Engineer, IT Manager, Information Technologies Manager, Network Administrator, Systems Administrator, Network Engineer, Systems Analyst, Microsoft Azure, Microsoft Office 365,