2325 Willowbrook Dr. Murfreesboro TN, 37130

## Summary

SKILL	EXPERIENCE
Server / Network	10+ years

# About Me

I am an experienced Information Technology Consultant for over 10 years. A demonstrated history of working in the IT and cloud industry. I'm skilled in many Microsoft 365 products and have several certs. Personally, I enjoy going to the beach to unplug from the computer driven world. I am also the owner of WFH Tech Solutions providing V-CTO services.

## Certifications

National College (Stow, Ohio) Computer science, Bachelor's Degree Network+ and A+ Received in 2013 70-346, 70-347 MS-900, MD-100,101, MCSE

Technical Summary

<ul> <li>M365</li> <li>Verify domains with M365</li> <li>Migrate Businesses to the cloud</li> <li>Troubleshoot license for Administrators</li> <li>Microsoft 365 Deployment</li> </ul>	<ul> <li>Server 2019 / Azure Migration</li> <li>VPN Setup for external access</li> <li>Group Policy /Endpoint manager (In-tune)</li> <li>DLP</li> <li>SharePoint Migrations</li> </ul>
<ul> <li>M365 Exchange Migration / Management</li> <li>M365 to M365 Migration</li> <li>Set up Proper DNS records for M365</li> <li>Set up Hybrid Exchange service</li> <li>IMAP, PST, Cutover, and staged Mailbox Migrations to the cloud</li> <li>Mail Flow Rules</li> <li>Troubleshoot connection issues</li> </ul>	<ul> <li>Virtual Machines</li> <li>Set up a Hyper-V Email Spam filter server</li> <li>Set up Hyper-V to consolidate server usage</li> <li>Set up test environments with VMware, Hyper-V</li> <li>Virtual Switch Configuration</li> <li>Windows Backup and Recovery</li> </ul>
<ul> <li>DNS</li> <li>Internal / Public configuration</li> <li>DMRC / DKIM configuration</li> <li>Forward and reverse Lookup Zones</li> </ul>	<ul> <li>M365 Licensing</li> <li>Understand M365 plans</li> <li>User restrictions through Licensing</li> <li>Terminal server VLK approval</li> </ul>
<ul> <li>Azure Active Directory</li> <li>Set up Hybrid AD environments</li> <li>AD connect setup (AD migration)</li> <li>Office 365 Group setup</li> <li>Dynamic groups Sync</li> <li>Password Write back</li> </ul>	<ul> <li>Networking</li> <li>Static WAN configuration</li> <li>Meraki, Sophos and Ubiquiti Management</li> <li>Site to Site VPN connections</li> <li>VLANS</li> <li>Firewall customization</li> </ul>
Microsoft Teams Migration / Management <ul> <li>Teams to Teams Migration</li> <li>Outbound calling</li> <li>Call Que's</li> <li>DID / SID Configuration</li> <li>Port Numbers</li> <li>Public meetings</li> </ul>	<ul> <li>Click to Run M365 install</li> <li>Create XML Document for M365 install</li> <li>Office Deployment tool customization</li> <li>Shared M365 Install for Terminal servers</li> <li>Deploy M365 Through GPO using Click to run</li> </ul>

### EXPERIENCE

#### 9/22 – Present: IT Field Tech Supervisor

#### TOA Tennessee Orthopedic Alliance (Full Time)

I currently supervise a team of techs to service all our 31 locations. I work closely with the IT Director and CIO, to construct automated ways to resolve technical issues. I direct and help the Systems Engineer to implement these solutions. Since I have started, we have changed our: Ticketing system, RMM tool, Public Wi-Fi Access, PC Imaging process, and currently migrating Redirected folders to OneDrive.

#### 2/22 – 6/22 Microsoft FastTrack Targeting Manager

Microsoft Work from home (Contract)

I Helped customers to enable Microsoft 365 workstreams in their environment. This was more of a pre-sale's role. I helped with Maximizing the customer return from investment in Microsoft 365. I worked with the key customer decision-makers that managed the adoption activities around M365 products. I Worked with customers around: Front-Line Workers engagement, E5 workloads apps, Cloud Managed Endpoints, Microsoft Teams, and other M365 apps.

#### 6/21 – 12/21 M365 Migration Specialist

Inhabit IQ (Contract)

I worked on the M365 Migration for this company. They recently acquired another company and needed a M365 Specialist to do the migration. This was a M365-to-M365 migration, this also included Teams calling. I was able to migrate all six hundred mailboxes to the new environment. I was also able to migrate all the SharePoint and Teams data. This included all Teams chats and files. I also condensed the SharePoint data into fewer sites. This migration helped the IT department focus on a single environment for all user issues.

#### 7/20 – 5/21 Field Tech / Help desk Escalations

Network Technology Partners (Full Time)

Kept up tickets and worked on escalations. I worked on Projects and upcoming deployments. I would send out the license renewals for the Meraki environment. I went onsite to deploy computers, Networking equipment and fix minor issues, which couldn't be done remotely. I am acquainted with the owners and decision makers, of many businesses in the area. I took courses on how a V-CTO should betray themselves.

#### 10/17 – 7/20 Microsoft 365 Project Manager

Five Iron Technologies (Full Time)

Kept up with customer relations and services. Collaborated with them on creating project plans for O365 deployments. Streamlined migration process, Increased speed of deployments growing profits by 30%. Helping the customers understand the benefits of O365. Explaining the security benefits of working with ADFS and AD connect deployments. Able to control each client through the O365 Partner center. This gave us insight and received alerts to be initiative-taking to upcoming issues, in the O365 portal.

#### 12/15 – 10/17 *Office 365 Concierge team*

Microsoft Work from home (Contractor)

Made sure all ambassadors on my team are meeting the call Quota. Worked with Microsoft customers on trouble shooting O365 cloud services Set up meeting with Administrators to help them migrate the mailboxes to the cloud Made sure to setup the Proper DNS connections, for all O365 Products Troubleshoot Licensing issues with customers so that they can utilize O365 to the Max potential. Helped setup AD Connect for Administrators to control the users from local servers. Explained the diverse ways the customers can utilize Exchange servers. Tech Soup to Verify Non-Profit Free O365 License