

Danny B.

SUMMARY

- 12+ years of overall IT experience
- 9+ years of network support experience
- 5+ years of experience in technical project management
- 10+ years of experience with M365 / Azure
- 5+ years of experience with Azure Virtual Desktop (AVD) Via Nerdio
- 7+ years of VPN experience
- Experience working with 3 Managed Service Providers (MSPs)
- 10 Certifications
- Bachelor's degree in computer science

EXPERIENCE

Commercial Real Estate Acquisitions, REI Commercial Properties (Self Employed) 1/25 – 3/25

- REI Commercial Properties, where we don't just invest in real estate; we redefine it!
- With over 200 doors under our belt, we're not just playing the game; we're changing the rules.
- Our team of savvy investors knows the ins and outs of commercial real estate like the back of their hands, and we're here to share that expertise with you.
- Working with Property owners, investors and property manager to make all things possible for housing needs.

IT Manager / System Admin, iSAFE Complete Managed Services (MSP) 1/24 – 12/24

- Work closely with our sales team and our highly valued clients
- Design and implement stable core infrastructures on Prem and Cloud. (Nerdio)
- Responsible for the overall direction, coordination, implementation, execution, control, and completion of projects ensuring consistency
- Setting goals is the primary point of customer contact for all project issues
- Ensure that all products and services are properly applied and meet project specifications and contractual obligations.

IT Field Tech Supervisor, Tennessee Orthopaedic Alliance (TOA) 9/22 – 1/24

- Supervised a team of techs to service all our 31 locations.
- Work closely with the IT Director and CIO, to construct automated ways to resolve technical issues.
- Direct and help the Systems Engineer to implement these solutions.
- Since starting work at TOA, we have upgraded our: Ticketing system, RMM tool, Public Wi-Fi Access, and PC Imaging process, Used GP to push out OneDrive to all Devices to Sync automatically.

Microsoft FastTrack Targeting Manager, Microsoft (Contract) 2/22 – 8/22

- Helped customers to enable Microsoft 365 workstreams in their environment. This was more of a pre-sale role.
- Maximized the customer return from investment in Microsoft 365.
- Worked with the key customer decision-makers that managed the adoption activities around M365 products.

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- Worked with customers around: Front-Line Workers engagement, E5 workloads apps, Cloud Managed Endpoints, Microsoft Teams, and other M365 apps.

M365 Migration Specialist, Inhabit IQ (Contract) 6/21 – 12/21

- 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.
- Migrated all six hundred mailboxes to the new environment.
- Migrated all the SharePoint and Teams data. This included all Teams chats and files.
- Condensed the SharePoint data into fewer sites. This migration helped the IT department focus on a single environment for all user issues.

Field Tech/Help desk Escalations, Network Technology Partners (MSP) 7/20 – 5/21

- Kept up tickets and worked on escalations.
- Worked on Projects and upcoming deployments.
- Sent out the license renewals for the Meraki environment.
- Deployed computers, Networking equipment and fixed minor issues onsite.
- Acquainted with the owners and decision makers of many businesses in the area. Took courses on how a V-CTO should betray themselves.

Microsoft 365 Project Manager, Five Iron Technologies (MSP) 10/17 – 7/20

- 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%.
- Helped customers understand the benefits of O365.
- Explained 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.

Office 365 Concierge team, Microsoft (Contractor) 12/15 – 10/17

- Made sure all ambassadors on my team are meeting the call Quota.
- Worked with Microsoft customers on trouble shooting O365 cloud services.
- Set up a meeting with Administrators to help them migrate the mailboxes to the cloud.
- Make sure to set up the Proper DNS connections, for all O365 Products.
- Troubleshoot Licensing issues with customers so that they can utilize O365 to the Max potential.
- Helped set up 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.

EDUCATION

Bachelor's degree in computer science
American National University, Stow, Ohio

CERTIFICATIONS

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Network+ and A+ - Received in 2013

70-740: Installation, Storage Server 2016, 70-741: Networking Server 2016, MCSA: Windows Server 2016, MS-900: Microsoft 365 Fundamentals, MS-100,101

Control 4 Cert - Automation Programmer and Associate Installer Received in 2021

TECHNICAL SKILLS

System Administrator

- User account management
- Performance monitoring
- Patch management
- Capacity planning
- System upgrades and updates
- Compliance management

M365

- Verify domains with M365
- Migrate Businesses to the cloud
- Troubleshoot license for Administrators
- Microsoft 365 Deployment

M365 Management

- M365 to M365 Migration
- Set up Proper DNS records for M365
- Set up Hybrid Exchange service
- IMAP, PST, Cutover, and staged Mailbox Migrations to the cloud
- Mail Flow Rules
- Troubleshoot connection issues
- Understand M365 plans
- User restrictions through Licensing
- Terminal server VLK approval
- Group Policy /Endpoint manager (Intune)
- DLP
- SharePoint Migrations

DNS

- Internal / Public configuration
- DMARC / DKIM configuration
- Forward and reverse Lookup Zones
- MX Proxy filter (Email Filtering)

Azure / Active Directory

- Set up Hybrid AD environments
- Manage role-based access control

- Configure Azure policies
- Configure resource locks
- Assign roles to provide access to Azure resources
- AD connect setup (AD migration)
- M 365 Group setup
- Dynamic groups Sync
- Password Write back

Microsoft Teams Migration / Management

- Teams to Teams Migration
- Outbound calling
- Call Que's
- DID / SID Configuration
- Port Numbers
- Public meetings

Virtual Machines

- Hyper-V Email Spam filter server
- Nerdio Cloud deployment
- Hyper-V to consolidate server usage
- Test deploys with VMware, Hyper-V
- Virtual Switch Configuration
- Windows Backup and Recovery

Networking

- Static WAN configuration
- Meraki, Sophos and Ubiquiti Management
- Site to Site VPN connections
- VPN Setup for external access
- S2S IPSEC Tunnels Multiple locations
- Star S2S and Pin Spoke
- VLANS
- Firewall customization

Click to Run M365 install

- Create XML Document for M365 install
- Office Deployment tool customization

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- Shared M365 Install for Terminal servers
- Deploy M365 Through GPO

Control 4

- Automation Programmer
- Associate Installer