

## Summary

SKILL	EXPERIENCE
Server / Network	8+ years

## About Me

I'm an experienced Information Technology Consultant for over 8 years. A demonstrated history of working in the computer networking industry. I'm skilled in Microsoft products, but I also have several certs. I enjoy going to the beach to unplug from the computer driven world.

## Certifications

National College (Stow, Ohio) Computer science, Associate Degree  
Network+ and A+ Received in 2013  
70-346 and 70-347 Cert.

## Technical Summary

<b>Office 365 / Office 2016</b> <ul style="list-style-type: none"> <li>• Verify domains with O365</li> <li>• Migrate Businesses to the cloud</li> <li>• Troubleshoot license for Administrators</li> <li>•</li> </ul>	<b>Server 2008 to 2016</b> <ul style="list-style-type: none"> <li>• DHCP Configuration</li> <li>• VPN Setup for external access</li> <li>• Group Policy setup for users to access Printers and shared drives</li> <li>• AD OU and Security Group Setup for GPO</li> </ul>
<b>Office 365 Exchange</b> <ul style="list-style-type: none"> <li>• Set up Proper DNS records for O365</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>	<b>Virtual Machines</b> <ul style="list-style-type: none"> <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>
<b>DNS</b> <ul style="list-style-type: none"> <li>• Internal / Public configuration</li> <li>• DMRC / DKIM configuration</li> <li>• Forward and reverse Lookup Zones</li> </ul>	<b>Volume License Keys</b> <ul style="list-style-type: none"> <li>• Assigned Keys to O365 for administrators</li> <li>• Purchased License for users within the Organization</li> <li>• Worked with Terminal server VLK approval.</li> </ul>
<b>Azure Active Directory</b> <ul style="list-style-type: none"> <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>	<b>Networking</b> <ul style="list-style-type: none"> <li>• MX Security Port Forwarding</li> <li>• Meraki Wi-Fi Management</li> <li>• Setup Meraki and Aero Hive environments</li> <li>• Managed VLANS</li> </ul>
<b>Skype for Business</b> <ul style="list-style-type: none"> <li>• Set up all Public Sip records</li> <li>• Trouble shoot Connection issues</li> <li>• Hybrid Setup with Lync server 2010 and 2013</li> <li>• Contact Migration</li> </ul>	<b>Click to Run Office 365 install</b> <ul style="list-style-type: none"> <li>• Create XML Document for Office 365 install</li> <li>• Office Deployment tool customization</li> <li>• Shared Office 365 Install for Terminal servers</li> <li>• Deploy Office 365 Through GPO using Click to run</li> </ul>

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### EXPERIENCE

#### 10/17 – 9/19 **Office 365 Project Manager**

Five Iron Technologies (Full Time)

Kept up with customer relations and services. Collaborated with them on created project plans for Office 365 deployments. Implemented defect remediation and enhancement processes that improved delivery by introducing stability, scalability, and repeatability. Trouble shoot Office 365 cloud services when issues occurred. Helped the customers understand the benefits of O365. Worked with ADFS and AD connect deployments and explained the security benefits. Able to control each client through the O365 Partner center. This all needed to be done, in strict timeline quotas.

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

Microsoft Contract (Work from home Contractor)

Made sure all ambassadors on my team are meeting the call Quota. Worked with Microsoft customers on trouble shooting Office 365 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 Office 365 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 different ways the customers can utilize Exchange servers Worked with Tech Soup to Verify Non-Profit Free Office 365 License

#### 12/14 – 12/15 **Computer / Network Help Desk**

Technical Transportation Inc. (Contractor)

Maintained and installed computers within the Multi location WAN network (ADTRAN and Barracuda network connections). Utilized VLK for windows and office and Adobe products. This company had all servers in house. This was a SQL Server environment. It was an on-site Exchange, Terminal services, Multiple WSUS and VPN Connection. I installed and upgraded the 2003 and 2008 R2 servers to 2012 R2 (depending on hardware). Trouble shoot Internet Printing issues for the different WAN locations. We utilized the McAfee GPO and McAfee Email Gateway for Antivirus protection.

#### 8/14 – 12/14 **Acosta Help Desk**

Fujitsu, Richardson, TX (Contractor)

Helping employees with computer problems when they call in for equipment not working properly. Changed needed information in AD, Exchange, for user's specification. Remote into devices Via Mobi control, diagnose connection problems. Help new employees set up user accounts and anything else I could do over the phone. Ran data recovery from local backups within the app on mobile devices (Local database software)

#### 3/14 – 8/14 **Computer / Server IT Contract Service**

ComHome Networks, Frisco, TX (Contractor)

Advised customers to make the right decision, for their type of network. Explain how the network will perform better for them with newer devices. Also explained the importance of antivirus and internet security. Worked with Meraki managed switches, Office 365, Ring Central VoIP phones, POE Access points and Cisco Fiber Switches. Set Customers up with Office 365 accounts through Go Daddy Troubleshoot Connection Problems within Customers network. Used *Connect wise* and *LabTech* to diagnose computer problems.