Experience in leveraging technology to address business challenges, resulting in substantial gains in business operations performance. Accomplished multiple projects successfully on time and Innovation of technology solutions.

Professional Skills with total 15+years of hands-on IT experience

* Experienced in Implementation Cloud IAAS/Azure AVD/Cloud Backups/Email Security Solutions /Migration Applications/VOIP systems/VM’s.
* Experienced Managing Network Infrastructure On-Prem and Azure Cloud.
* Experienced overseeing Helpdesk Staff and Ticketing system.
* Experienced working with Leadership on yearly budgeting.
* Experienced vendor contract negotiation.
* Experience in implementation, support, and troubleshooting of VLAN’s including operational knowledge and hands on.
* Excellent knowledge of OSI Reference Model, TCP/IP
* Azure Active Directory Services / Implementations
* In-depth understanding of IPV4 and implementation of Subnetting.
* Managed and Configured DHCP Scope and DNS Servers.
* Highly skilled windows troubleshooting and Help Desk Support Level i-iii
* Highly motivated with the ability to work independently or as an integral part of a team and Committed to the highest levels of professional.
* Results driven for challenging situations.
* **Worked with RANSOMEWARE (Black Matters) attack. Rebuilt the entire infrastructure within 3 weeks and brought business operations up to 80%.**

Technical Skills

* Desktop Operating Systems: Windows 98-Windows 10
* Server Operating Systems: Windows 2003/2008/2008 R2/2012/2012 R2/2016
* Expert at: ADDS, DHCP, DNS, File Servers, Print Servers, Remote Desktop, Group Policy Deployment, NTFS Permission, PGP file share Permissions and Drive encryption Expert
* Office365 Admin center/Exchange Center
* Applications: Microsoft Office 2000/XP/2003/2007/2010/2013/2016, Office 365 – 365 Migration
* Endpoint protection: MacAfee, Symantec, AVG, Microsoft Security Essentials, ESET
* Remote support: Lab Tech, Remote Desktop, VNC, Go To Assist, LogMeIn, Splash top
* Backup Software: Dell Net Vault, Cloud Backup, Storage Craft, Crash Plan, Mozy Backup
* Dentrix Dental Software - DSN Dental Software - Eagle Soft Dental Software Troubleshooting
* MS-Exchange E-Mail, Outlook Setup POP/IMAP/SMTP
* Port Forwarding, FTP, NAT

Core Competencies

* Working with People
* Applying Expertise and Technology
* Analyzing / Learning & Researching
* Taking Leads on Projects, Planning & Organizing
* Delivering Results and Meeting Customer Expectations
* Achieving Personal Work Goals and Objectives

Experience

July-2022 - Present  
KTL Solutions– Cloud Systems Engineer

* Deploying Azure Enclave Infrastructure for Government contractors
  + Creating All resources required for AVD environment
  + FSLogix profile mapping
  + FortiGate Virtual Appliance setup
  + AADDS Configuration
  + Conditional Access Policy setup
  + Managing On-Prem File server environment
* Managing M365 subscription with over 200 users
* Managing M365 Exchange Online with ATP (E5 Licenses)
* Managing SharePoint/OneDrive
* Managing Azure AD-Connect for many clients
* Managing Public DNS

Jan-2022 – April 2022  
Planet Technology, Client - Business RoundTable - IT Infrastructure Manager

* Managing M365 subscription with 100 users and end points.
* Managing M365 Exchange Online with ATP (E5 Licenses)
* Managing Azure AD
* Managing On-Prem Infrastructure over 20 Meraki Switches and 30 Meraki Access Points
* Managing On-Prem Hyper-V Environment
* Leading SharePoint Migration Project with User Training Guides
* Managing On-Prem File server environment.

January 2021- Jan-2022  
Clements Worldwide – Downtown – DC – Lead Systems and Security Administrator

* Overseeing the Service Desk, Managing Service Desk Staff
* Approving IT invoices up to $5000
* Expense coding in financial systems
* Implementing and Improving Security on all environment
* Inclusive all SA job functions

August 2020 – December 2020  
Clements Worldwide – Downtown – DC – Systems Administrator

* Maintain Azure Environments, Staging – Production
* Migrating servers to Azure
* Maintaining Hybrid environment
* Cloud Backup solutions
* SaaS implementations/integrations
* Including Jr SA duties below

August 2018 – August 2020   
Clements Worldwide – Downtown – DC – Jr Systems Administrator

* Administer and maintain the network, routers, switches, firewalls, software deployment, security updates, Automation applications and patches across London-UK, and DC servers
* Maintain file server / shared drives access / local storage devices
* Manage firewall configuration and access
* Manage VPN Tunneling
* Manage creation and deletion of user accounts (Exchange, Active Directory); modify & update existing generic accounts.
* Manage network projects and migrations as needed
* Research and recommend approaches for system administration tasks and improving the overall infrastructure
* Creating procedures for Internal and External users as well as IT team
* Administration of Hyper-V servers and hosts
* Install new / rebuild / maintain existing servers
* Maintain Microsoft active Directory network functionality
* Troubleshoot network issues
* Maintain and Administration of Microsoft Office 365
* Maintain and Administration of SharePoint
* Manage Web filtering
* Manage DHCP and DNS servers
* Registrar Entries for DNS records using Cogent Co, Network Solution and GoDaddy
* Encryption Devices and File share encryption using Symantec PGP
* Creating Security GPOs in AD
* Power Shell Scripting
* Creating Firewall rules
* Managing over 50 SSL certs and 15 domains
* Azure Administrations, NSG, ACL, Site-Site/Site-Client VPN set up
* Linux/CentOS/Unix Basics
* VoIP Phone systems implementations (8x8)
* DNS management

February 2017 – August 2018  
Clements Worldwide – Downtown – DC – Service Desk Associate

* Serve as the single point of contact within Clements Worldwide as well as Clements Europe IT related issues
* Dealing with hardware and application support queries and issues reported to the support desk and ordering workstations and parts for upgrade workstations.
* Taken ownership and responsibility of issues from the start through to a successful resolution
* Analyze and Escalate issues and involve experts wherever required to resolve issues as quickly as possible
* Ensures that supported customer accurately completes the approved work request with the date and time of submission
* Repair Warranty expired laptops/workstations/ Replace any electronic parts/ Monitor, Keyboards
* Develop a sound understanding of IT operations and related applications and IT systems as well as business-related processes and procedures and creating Procedures, KB articles.
* Maintain adequate knowledge of operating systems and application software used to provide a high level of support, Applied Epic, Sage 300, Office 365

May 2016 – February 2017   
iConnect Group – Sterling – VA – Network Technician

* Responsible for entire LAN/WAN maintenance and troubleshooting of the company network. Involved in the Team of Operations to perform duties like administration and deployment of Cisco Routers and Switches according to the organization requirements.
* Performed network administration tasks such as creation and management of VLANs.
* Implementing anti-threat applications such as [firewall](about:blank)s, [antivirus software](about:blank), and [spyware](about:blank)-detection programsWorked with Routing Protocols of EIGRP and OSPF  
  IP Allocation & Maintenance for users and other needs throughout the company.
* Visiting Customer sites
* Remote support to clients over 600
* Windows Help Desk support
* Server Racking
* Installing new Switches & Routers

**March 2012 – November 2015, Production Manager,   
Cambridge Security Seals (CSS), Pomona, NY 10970**

* Managed a team of up to 20 employees.
* Troubleshoots and adjusts production parapets to improve efficiency.
* Configured laser etching and injection molding software.
* Preventive Maintenance

Educational & Professional Qualifications

* Bachelor of Science in Information Technology (2016-2020)

(GPA 3.5-Honor Roll)

Strayer University - Concentration in Networking Technology

* Azure Administrator Associate (AZ103) x 2
* Azure Architect Technologies (AZ 304) and Azure Architect Design (AZ 303) x 2
* Azure Solutions Architect Expert Badge 2020 x 2
* Azure Administrator Associate Badge 2020 x 2
* Associate in Arts Business Administration - 2019
* CCNA R+S (CSCO13047310) 2016 - 2019
* Microsoft Certified Professional (MCP ID 3578708) (270/298/284) 2006
* Working on Azure Security Exam towards end of 2022