

Thomas Mitchell

Contact Information

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e-mail : xxxxxxxxxxxxxxxx

Address

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Profile

Objective NA

Availability NA

Key Skills

Significant senior-level working experience with a vast array of concepts & technologies, including (not limited to):

Active Directory 2K – 2K19	Windows 2K - 2K19	PowerShell	Azure / AWS / GCP
Exchange 5.5 - 2K19	VMWare / Hyper-V	SAN / Clustering / EMC	Dell / IBM / HP Hardware
O365 / Exchange Online	Project Management	DNS / WINS / DHCP	Certificate Svcs / PKI
OWA / ActiveSync	Mimecast / Anti-Spam	Microsoft WSUS	Okta / SSO / MFA

In addition to the above skill sets, I possess very strong oral and written communication skills and I require very little to no direct supervision to perform my job functions effectively. I am a solutions-oriented self-starter.

Education

1991 to 1993 **A.S. Degree – Computer Engineering Technology**
CHI Institute, *Southampton, PA*

Certifications

MCSE: Cloud Platform & Infrastructure (Azure)
MCSA: Windows Server 2012
MCSA: Windows Server 2008
MCT (Microsoft Certified Trainer)
Numerous MCP Certifications, including Messaging
VMWare VCP 5.1
Exam: Managing Office 365 Identities and Requirements

Work Experience

xxxxxxxxxxxxxx, *San Francisco, CA*

Azure Course Producer

Employee

2018 to Present

- Design and Publish Online IT Courses that Cover Microsoft Azure

Freelance Work, Multiple Locations

Consultant

Azure Architecture, Design, and Training**2017 to Present**

- Design and Deploy Multi-Region, N-Tier Application Architectures in Microsoft Azure
- Produce and Publish Online Azure Courses
- Provide Consulting Services Related to Azure, Active Directory, Exchange, O365, SSO, and More
- Perform Migrations to Azure, AWS, and GCP

xxxxxxxxxxxxx, East Norriton, PA**Employee****Senior Systems Engineer****2017 to 2018**

- Provide Senior-Level Architecture Design, Implementation, and Troubleshooting for Clients in Multiple Disciplines, Including Azure, AD, Exchange, RDS, Hyper-V, O365, and Various Others
- Lead Engineer / Subject Matter Expert for AD, Azure, Exchange, DNS, OKTA, and Office 365
- Lead Engineer - Mimecast Anti-Spam and Okta SSO Solutions (Deployment and Support)
- Lead Engineer – Azure-Based Deployments of RDS Farms
- Lead Engineer – Extension of On-Prem Networks and Environments into Microsoft Azure
- Review Existing AD Infrastructure & Suggest / Implement Improvements Internally and for Clients
- Design and Implement Various Infrastructure Projects Internally and for Clients
- Manage AD / DNS / DHCP Infrastructure Internally and for Clients
- Lead Engineer - Active Directory Migrations / Consolidations / Deployments
- Lead Engineer / Architect – Several O365 Migrations from Various Platforms, Including On-Prem Exchange, Hosted Exchange, and Gmail
- Manage Multiple Projects Simultaneously and Effectively
- Lead Engineer / Architect – Microsoft Azure
- Deploy and Support Multi-Factor Authentication via Azure AD

xxxxxxxxxxxxx, Wyomissing, PA**Employee****Server Engineering Team Lead****2014 to 2017**

- Manage team of 5 Server Engineers
- Provide Senior-Level Architecture Design, Implementation, and Troubleshooting for Clients in Multiple Disciplines, Including Azure, AD, Exchange, RDS, Hyper-V, O365, and Various Others
- Lead Engineer / Architect - Design and Implementation of a Completely Redundant and Geographically Diverse Exchange 2010 Infrastructure for a Key Client (2010 was chosen at Client's request)
- Lead Engineer / Subject Matter Expert for All Versions of AD, Exchange, DNS, and O365
- Review Existing AD Infrastructure & Suggest / Implement Improvements Internally and for Clients
- Design and Implement Various Infrastructure Projects Internally and for Clients
- Manage AD / DNS / DHCP Infrastructure Internally and for Clients
- Performed Complex Cross-Forest / Cross-Org Exchange 2007-to-Exchange 2013 Migration
- Lead Engineer / Architect - Exchange-to-O365 Migrations
- Manage Multiple Projects Simultaneously and Effectively

xxxxxxxxxxxxx, Las Vegas, NV**Contractor****Systems Manager****2014 to 2014**

- Recruited from Pennsylvania by SLS to Assist with Casino Build-Out
- Primary Role is to Provide Senior-Level IT Management / Expertise to Current IT Staff
- Lead Engineer - Redesign / Implement Enterprise WSUS Infrastructure & Group Policy Strategy
- Lead Engineer - Design/Implement EMC Avamar / Data Domain Backup Solution & Provide Training
- Review Existing 2012 AD Infrastructure & Suggest / Implement Improvements
- Provide VMWare 5.5 Expertise and Assist with Implementation / Support of Multiple Clusters
- Lead Engineer - Re-Architect & Manage 2012 PKI Infrastructure
- Provide Assistance with Office 365 Management
- Manage AD / DNS / DHCP Infrastructure
- Assist with Data Center Migration

xxxxxxxxxxxxx, Wyomissing, PA

Employee

Senior Systems Administrator

2006 to 2014

- Senior Enterprise Administrator for a diverse (and inherited) 19-domain nationwide Active Directory forest
- Performed AD Upgrade to 2012 R2 and Collapsed Several Domains
- Lead Engineer - Multiple Successful VMWare ESX Design & Implementation projects
- Manage VMWare Infrastructure Consisting of multiple ESX clusters (hundreds of virtual machines)
- Manage large-scale EMC VNX SAN storage solution
- Provide Senior-level Exchange and Active Directory support for localized IT staff for all properties
- Support 14-server Exchange 2003 environment, including OWA & ActiveSync (migrated to E2K10)
- Manage infrastructure services such as PKI (CA), DHCP, DNS, and WINS
- Manage backups, using EMC Avamar Disk-based solution & VERITAS Backup Exec
- Make recommendations on budgeting and hardware selection
- Microsoft Windows 2008 R2 Cluster / NLB support
- Citrix XenApp 6.0 / MS Terminal Server Design, Implementation, and Support
- Application support (Great Plains and ADP)
- Lead Engineer - Cisco UCS Blade Server Technology Deployment
- Manage enterprise-wide SharePoint Services implementation
- Provide weekly reporting to management regarding ongoing projects and activity
- Administer and support WSUS patch management environment using LANguard GFI
- Plan, Implement, & Manage NetIQ AppManager monitoring for AD / Exchange Servers

xxxxxxxxxxxxx, Blue Bell, PA

Employee

Senior Systems Analyst

2001 to 2006

- Project Manager and lead technical contact for a very successful global migration of several hundred BIND DNS zones (forward and reverse) from several BIND servers to Active Directory.
- Successfully planned and performed migration of approximately 15,000 users off of Exchange IM and onto Live Communication Server platform while producing zero downtime.
- Managed & supported a global 30K-seat Microsoft environment consisting of Windows NT4, Windows 2000, and Windows 2003 servers/workstations as well as Windows XP workstations. Hardware consisted

mainly of Dell and Unisys servers and workstations. Active Directory environment consisted of 5 domains and approximately 100 sites.

- Architected, Administered, and Troubleshot complex global Exchange organization consisting of various versions of Exchange (E55, E2K, and E2K3). One of 5 Enterprise Admins in the entire organization.
- Project Manager & Lead Architect for highly visible implementation of two Exchange clusters & subsequent migration of 5,000 users from 10 distributed Exchange servers to these clusters.
- Also responsible for required research and subsequent Business Justification that secured management approval for this project.
- Lead administrator and analyst of multiple clustered Exchange and File/Print servers attached to EMC SANs via fiber channel Brocade switches. These clusters were backed up via Veritas NetBackup, which I architected, implemented, and provided second level support on.
- Senior Architect / Administrator of worldwide implementation of NetIQ AppManager monitoring suite as well as Quest MessageStats reporting suite.
- Worked as part of a geographically distributed, yet extremely cohesive group of 5-10 analysts to ensure day-to-day operations of our Microsoft environment continued to run smoothly, opening support calls with Microsoft and various vendors when necessary. Shared rotating 24x7 on-call responsibility.
- Streamlined and automated manual processes such as metrics reporting in effort to reduce labor requirements, freeing resources for other tasks as required.
- Assisted with the hiring process of several successful employees and interns and provided training and guidance of said individuals.
- Maintained ownership and management duties of internal Unisys IT lab environment that heavily utilized Virtual Server technology.

xxxxxxxxxxxxxx, Philadelphia, PA

Employee

Senior Systems Analyst

1999 to 2001

- Supported entire Amtrak infrastructure, including hundreds of servers (NT4, W2K, Exchange 5.5, Exchange 2000, etc)
- Supported internal hardware consisting mainly of Compaq systems.
- Installed /Administered Citrix Metaframe & associated HP Thin Clients / Applications.
- Worked as part of a geographically distributed group of 4-6 analysts to support day-to-day operations. Interfaced with CIO regularly.
- Planned / implemented centralized backup strategy utilizing LiveVault backup software utilizing Compaq disk arrays and Exabyte tape libraries.

xxxxxxxxxxxxxx, Philadelphia, PA

Employee

Field Engineer

1997 to 1999

- Provided on-site support (troubleshooting and administration) for various clients throughout the Delaware Valley. Platforms consisted primarily of Windows NT4, Windows 9x, and Exchange 5.5.
- Planned and implemented several SOHO networks including cable installation and termination.
- Provided hardware troubleshooting & repair.

xxxxxxxxxxxxxx, Philadelphia, PA

Employee

Point-of-Sale Engineer**1993 to 1997**

- Provided hardware & software support for retail point-of-sale systems to clients throughout the Philadelphia area.
- Planned and installed new POS systems for large supermarkets and retail chains.
- Managed personal parts inventory of approximately \$20K and worked with no supervision.

References

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Senior Manager Network Operations, XXXXXXXXXXXXX

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Director of IT, XXXXXXXXXXXXX

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