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| ***Senior System Engineer / Senior Infrastructure Engineer*** |
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|  | Professional Career Experience |
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| ***Server/Workstation Software*** |
| * Microsoft Windows Server 2022, 2019 and 2016 Server
* Microsoft Windows 2008, 2012 Server Standard, Datacenter and R2
* Nutanix (4/5)
* VMware ESX/ESXi hosts (2.5/3.5/4.0/4.1/5.1/5.5/ 6.0/6.5/6.7)
* VMware VCenter Servers (4.0/4.1/5.1/5.5/6.0/6.5/6.7)
* Microsoft Hyper-V (2008 r2/ 2012 r2 / 2019)
* Internet Information Server (IIS) (4.0/5.0/6.0)
* ConnectWise support Solutions
* Microsoft Windows 10/11 Pro/Enterprise
* Microsoft Windows 8/8.1 (x64) (Pro and Enterprise)
* Microsoft Windows 7 (x64 and x32) (Pro, Enterprise and Ultimate)
 |
| ***E-Mail Servers/Software*** |
| * Proofpoint and IronPort Email Scanning appliances
* Microsoft Exchange Office 365
* Microsoft Exchange (Up to 2016 server)
* Microsoft Office (All Versions)
* Microsoft Outlook (All Versions)
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| ***User Account and Login Management*** |
| * Active Directory (2k/2k3/2k8/2k12/2k16)
* CyberArk PAM (11.2+)
* Spirion Security Management
* Azure Active Directory
* Active Directory Federation Services (ADFS)
* Group Policies (NT4/2/2k3/2k8/2k12/2k16)
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| ***Backup/Disaster Recovery*** |
| * Veeam Backup/Recover (9.5)
* EMC Networker Data Protection (8.1)
* DATTO Backup / Recovery
* Symantec Backup Exec (17)
* Barracuda backup appliance
* VERITAS Backup
* HP Data Protector
* HP Fast Recover Systems
* Symantec NetBackup
* Windows NT Backup
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| ***Deployment Software*** |
| * Azure Dev Ops
* Azure Resource Manager (ARM)
* Terraform
* Visual Studio Code
* WSUS (2012r2/2016/2019)
* Microsoft SCCM
* IVATI IT Software
* ManageEngine Deployment / Monitoring
* KACE K1000 Appliance
* Symantec Ghost Server Corporate
* Altiris
 |
| ***PC/Networking Hardware*** |
| * Lenovo Server’s (Nutanix)
* HP and Compaq ProLiant Servers
* CISCO UCS servers
* Dell PowerEdge Servers
* IBM Servers
* HP, Compaq, Dell, Gateway, and IBM ThinkPad Laptops
* HP EVA8000 storage arrays
* Sonic Firewall
* HP ProCurve Switches
* Cisco Catalyst 3750 and 2950 Switches
* Cisco Fiber Optic Switches
* Cisco 1700, 2600, and 2800 routers
* Dell Power connect Switches
* D-Link Switches/Hubs
* Cisco Aironet 1240 AG Access Points
* 3Com / Linksys Switches/Hubs
* HP, D-Link, Linksys, and Netgear Wireless Access points
* Other assorted Cisco Firewall’s, Switches and Hubs
* HP EMLe Robotics Backup system
 |
| ***Networking/Management*** |
| * F5 Load Balancers
* Kemp Load Balancer (virtual)
* Fiber Optic connections/zoning TCP/IP (Setup and Configuration)
* DHCP (setup and Configuration)
* DNS (Setup and Configuration)
* AppleTalk
* CiscoWorks,
* TFTP/FTP
* RSA ACE Server
* Wireless connectivity /w Security Encryption (WEP/WPA)
* Bluetooth Connectivity
* HP Insight Management
* Command View EVA
* HP Command View TL (EMLe)
* Symantec PCAnywhere
* Microsoft Remote Desktop
 |
| ***Graphic/Web Design Software*** |
| * WordPress
* HTML Coding
* Adobe Creative Cloud
* Adobe Dreamweaver (CC)
* Adobe Photoshop (CC)
* Adobe Flash (CC)
* Adobe Illustrator (CC)
* Plus More…
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| ***Trained In*** |
| ACT TrainingGlenview ILPMP Certification Training |

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| ***Certifications*** |
| Proofpoint – Administrator / Email Fraud Defense / Information ProtectionAZ-900 |

 | May. 2019 – Present Microsoft Corporation Redmond, WA / Chicago IL***Senior Consultant (MCS)*** * Work with multiple customers to help move them to Azure Cloud services
* Handled Active Directory infrastructure upgrades, rebuilds, and securing them to best possible methods of security available
* Identity and Security in Azure Active Directory (AAD) and Active Directory Domain Services (ADDS)
* Design, planned and implemented
	+ Hybrid Data Center infrastructures
	+ Azure IaaS infrastructure Landing Zones build via ARM Code
	+ AAD Connect servers and SOA transfers
	+ Tiered Active Directory Domain Services Domains
* Rolled out IaaS and Azure configurations via ARM and Terraform coding
* Privileged Access Workstations and both On-prem and Azure
* Helped build a Focus Time Training Community where co-workers can share the tips and tricks to help us with custom and customer configurations
* Worked with many co-workers and Microsoft communities to help fix several problems and advance configurations.

Apr. 2019 – May 2020 Beam Suntory, Inc. Chicago, IL***Senior Infrastructure Engineer / Windows Tower Lead (TCS)*** * Work with a global infrastructure team managing over 700 server / 90 domain controllers
* Architecting CyberArk Privilege access system for Beam Security
* Architecting with Protiviti, A Spirion scanning security software for scanning documents for PIV info
* Replacing VMware sites with Nutanix AHV
* Manage multiple different environments over a global infrastructure
* Mixed environments, which include a single global domain with Multiple Subdomains Domain and Segmented Domains that are secured access only
* Windows servers (2019, 2016, 2012r2, and 2008r2); VMware VCenter and Hosts (5.5/6.0/6.5/6.7); Nutanix (4 / 5); VMware running on Nutanix Clusters
* User base is around 9000
* Manage multiple sites for Beam Suntory and manage their servers within TCS Data centers
* Projects include currently:
* Replace 2008 server with 2016 servers (End of life project)
* SKYPE for Business upgrade modifications of DHCP and DNS scopes for service provide switch
* Rebuilding and restructuring a new global domain
* Managing all server updates for Non-Production and Production servers using WSUS 2012r2 and WSUS 2019
* Manage vulnerability updates and restructure to correct all past and present vulnerabilities
* Building new domain controllers to remove all 2008 domain controllers
* Support all end users that reach Tier 3/4 support
* Customer projects and updates as needed through the organization
* Change Management is used for all projects, configurations, and server builds

Apr. 2019 – May. 2020 Tata Consultancy Services, Inc. (TCS)***Senior Infrastructure Engineer / Windows Tower Lead*** * Global manage service company
* Team Lead members globally from the US
* Work with multiple customers and clients to help with managed services
* Manage three main datacenters that host our customers infrastructures

Nov. 2018 – Apr. 2019 Tokio Marine Kiln / WNC Ins. Company, Inc. Chicago, IL***Infrastructure Engineer (Consultant)*** * Supported and planned, redesigned new Windows and VMware Infrastructure
* Designed O365 migration plan from legacy Exchange 2010
* Implemented Proofpoint Cloud spam filtering system to replace Spam Titan
* Worked with VEEAM 9.5 to implement a solid configuration
* Worked on current and designing Group Policies (GPO) for ZScaler implementation
* ZScaler implementation for Web security throughout the entire organization
* Working with Security AVP on planning the most and best secure process for organization

Oct. 2018 – Nov. 2018 Anixter, Inc Glenview, IL***Senior Exchange Engineer/Administrator (Consultant)*** * Worked with Anixter, Inc. until IT transitions to IBM managed services
* Worked with users on configuration issues for all Office 365 / Office 2016 configurations
* Built shared mailboxes and distribution lists for users
* Worked with Service Now ticketing system
* Worked advanced problems with exchange system that have not been resolved including SKYPE for Business
* Worked on a root cause analysis for major problem with Outlook 2016 client to office 365

Jun. 2018 – Sep 2018 Experian Health (Experian) Schaumburg, IL***Senior Systems Engineer (Consultant)*** * Completed infrastructure upgrade, rebuild, and security overhaul
* Upgrading VMWare hosts, 5.1 and 5.5 to 6.0
* Corrected and updated Dell Blade servers and hosts with most current BIOS
* Cleaned up 2008 Active Directory domain controllers and promoted Forest level to 2012 R2
* Worked with a lot of the application systems to get updated and complaint
* Configured registry and patching for meltdown vulnerability to secure infrastructure
* Secured Windows via Group Policy (some of the protocols enabled were UNC lockdown pathing, LDAP authentication lockdown, NTLMv2 encryption, and CredSSP security after patching installed)
* Work with Office365 issues configurations after upgraded to O365

Mar. 2018 – Jun. 2018 AIM Specialty Health Deerfield, IL***Sr Windows Administrator / Engineer (Consultant)**** Implemented and configured on-premise Proofpoint Protection Appliances in Primary and DR data centers to migrate from Cisco IronPort Appliances
* Worked with Security Team to setup multi-domain LDAP configurations for security products like Symantec DLP
* Built Windows, physical and virtual, servers through a standard process and procedure
* Worked with Active Directory, in multi-site domain configuration for projects and support
* Managed server updates with IVANTI on scheduled patch days
* Worked with software TrendMicro DepSec and EMC Networker Data Protection to managing servers, plus more
* Worked with the Exchange 2013 and assist in planning future of Office365
* Migrated a purchased company over from Google Gmail to Microsoft Exchange 2013

Nov. 2017 – Mar. 2018 Experian Health (Experian) Schaumburg, IL***Senior Systems Engineer (Consultant)*** * Completed infrastructure upgrade, rebuild, and security overhaul
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May 2017 – Aug. 2017 Advanced Resources Chicago, IL***Systems Engineer (Consultant)*** * Built and designed ManageEngine Desktop Central 10 system, which is similar SCCM, to manage software and patch management to end user’s computers
* Rebuilt the DNS infrastructure due to the no Scavenging rules being set.
* Worked with Microsoft Azure and systems that were connecting to Azure
* Active Directory (AD) Cleanup and OU configuration re-organization.
* Worked on a FIM 2010 r2 problem with connecting to exchange and AD
* Worked on Exchange 2010 issues and Active Directory cleanup
* Designed new multi domain infrastructure merge and migration

Feb. 2016 – Apr. 2017 FlexManage Chicago, IL***Technical Specialist / Systems Integration*** * Worked with multiple clients, in Chicago and around the country
* Completed VMWare upgrades, implementation and configuration projects
* Completed Microsoft Azure cloud and ExpressRoute implementations.
* Disaster recovery planning and implementations
* DNS and networking migration projects
* Dell KACE support system design and implementation
* Active Directory upgrades and stabilization projects
* 2003 to 2008 to 2012 file server migrations
* Design, upgrade, and build Microsoft Exchange and office 365 Environments

Oct. 2015 – Feb. 2016 22nd Century Technologies Inc. Lemont, IL***Senior System Engineer*** * Worked for the Department of Energy at Argonne Labs
* Helped manage windows environment running 2008r2/2012r2
* Built and configure new servers to run 2008r2 or 2012r2
* Tier 3/4 support for end users and other support services
* Manage, Configure, and support Microsoft Exchange 2010 Multi-site infrastructure
* Manage Active Directory, Security Rights, Users, GPOs, and OU’s
* Supported and connected users to Lync (Skype for Business)
* Work with current Cisco Switches and network support for Chicago Campus
* Configured and deployed servers on VMWare 5.5

Jun. 2015 – Sep. 2015 Ulta Beauty Inc. Bolingbrook, IL***Senior System Engineer (Consultant)**** Helped manage and upgrade current windows environment to 2012r2 from 2003/2008
* Helped manage and upgrade current windows environment to 2008r2/2012r2 from 2003
* Built and configured new servers for running 2008r2 or 2012r2
* Tier 3 support for end users and other support services
* Configured, supported, and migrated Exchange users from Exchange 2010 to Office 365
* Supported and connected users to Lync (Skype for Business
* Worked with CISCO UCS and HP Blade hardware and deployment of servers on them
* Configured and deployed servers on VMWare 5.5
* Worked with SCOM customizing rules and deploying agents

Dec. 2014 – Apr. 2015 United Air Lines Mount Prospect, IL***Senior Windows Server / System Engineer (Consultant)**** Working on a server migration of Continental Airlines to United Airlines domains
* Managing servers with SCCM, SCOM, HP OM, virtual and physical
* Supporting applications and functions on servers for app owners
* Certified servers for United Airlines according their standard operating procedures
* Managed 600 VMware and Hyper-V virtual servers, clustered, SQL, and other applications involved

Mar. 2014 – Jul. 2014 Signode Industrial Group Glenview, IL***Senior System Engineer / Architect (Consultant)**** Built a new physical and virtual infrastructure from company separation
* The Selling company is splitting their network into two separate entities on campus
* Built Windows server infrastructure on Dell AS200 System running VMWare 5.1.2
* Installed, configured, and administrated Windows 2012 r2 and 2008 R2 VMware severs and Physical Servers
* Helped Project Managers with different aspect of Application system builds in infrastructure, such as SAGE, a customer CRM system, ADFS.
* Designed and implemented full Veeam and Symantec Backup Exec 2014 backup solution to DAS and Tape for Archiving
* Implemented a duel Connect VPN Network Solution that can connect to Secure24 for HFM and handle users file shares
* Architected GPOs for file share, WSUS, and printing functions for new domain
* Documented and Did Run Books and Visio’s for the entire network we designed

Feb. 2013 – Jan. 2014 Veterans Administration Chicago, IL***Windows Exchange Engineer / Support (Constellation West)**** Maintained and supported a 500,000 user Microsoft Exchange Environment
* Work with a team of ten in that supported the VA 365 days a year 24 hours day
* Provided supported all users if there are any questions with email, blackberry, Microsoft Office Communicator, ADFS or connectivity
* Mailbox moves, merges, blackberry, LYNC, support users outlook issues
* Setup users with Microsoft Office LYNC and LYNC Meeting accounts for users
* Environment highly secured, Exchange 2003 and 2007, Windows 2003 and 2008 server
* Monitor network and connections with all exchange servers using SCOM
* Worked with the backup team to restore mailboxes when needed

Dec. 2012 – Jan. 2013 Flexco Downers Grove, IL***Windows Systems Engineer (Consultant)**** Three projects involved where setting up a monitoring system using SolarWinds,
* Getting help desk software solution configured named SysAid
* Miscellaneous tasks as on user account setup in Active Directory, Exchange 2010 user maintenance and configuration
* Environment highly secured, Exchange 2010, Windows 2003 and 2008 servers, VMware 5.1

Jul. 2012 – Nov. 2012 Veterans Administration Chicago, IL***Windows Exchange Engineer / Support (CSSS.net)**** See description of position from Feb 2013 – Jan 2014
* This Work with a team of ten in that supported the VA 365 days a year 24 hours day, worked 2nd shift

Sep. 2009 – Jul 2012 Apostolic Church of God Chicago, IL***Senior Windows Active Directory/Exchange Engineer /Support**** The objective is to maintain, upgrade, and support the server, network, and computer infrastructure for this non-profit organization
* Designed a full network upgraded with HP ProCurve Switches from 3 Com Switched network
* Assisted in design of fiber optic extension for backup infrastructure
* Full design of 8 VLan Network for private and public use
* Full design of public and staff wireless network with POE switching
* Designed custom Public Access Wi-Fi login page using Dreamweaver
* Upgrade firewalls from ASA5505’s to Sonic Wall 4500’s
* Designed and implemented full Windows 2008 Domain upgrade from 2003 Servers
* Upgraded windows 2000 Domain structure to a Windows 2003 Domain structure
* Completed migration to 2008 servers from 2003 will be completed in 2012
* Eliminate Windows 2003 domain servers and upgrade them to Windows 2008 Domain controllers
* Designed full Windows Exchange 2010 upgraded from Exchange 2003
* This including migrations of user data, and Outlook anywhere
* Rebuilt Group Policy structure to handle all new up and coming changes for enhanced security
* Implemented Windows 2008 Datacenter R2 Clustered with Windows Hyper-V R2 for enhanced virtual environments on Dell Powervault Drive array and Dell R610 Servers
* Daily job includes:
* Handling all user support issues
* Documenting all tickets
* Server, and computer maintenance
* Troubleshoot all network speed and communications issues
* Setup new accounts and make sure proper filtration is setup with MXToolBox/Postini Data scan services
* Setup and designed Disaster Recovery plan with Backbone NetVault Backup (Ver 7.6) included in back up was Exchange, and SQL with proper backup methods.
* Installed 2008 Server Hyper-V (Virtual) Environment for other Services such as printing, WSUS, Windows 2008 Domain controller, Printing, and other functions
* Setup Multiple types of machines with Windows 7 Professional x64 and x86
* Upgraded Systems to run application to purchase products called Bookstore Manager
* Manager Exchange Environment with proper restrictions and reporting for mailbox sizing
* Redesigned Active Directory infrastructure to grow and expand
* Redesigned DCHP and DNS configurations for proper routing and network communications
* Projects stages are on the way for:
* Upgrade or install new workstations to Windows 7 Professional, Office 2010, CA Total Defense R12,
* Designed shares for the entire organization where users’ data would be backed up on servers and not stored on local workstations
* Setup Xerox Docu-Center printers with network scans, shares, and emails
 |
| **Education**University of Phoenix Online and Kaplan/Purdue University Only – Have not completed degree program yet for Information Technology Bachelor’s Degree Program Oct 2007 to Nov 2010Apr 2021 to April 2022 |
| **Not all employment information is listed on this resume, please go to** [**www.nicholasorlando.info**](http://www.nicholasorlando.info) **full career details.** |
| **LinkedIn Profile** [**https://www.linkedin.com/in/mrnicholaso/**](https://www.linkedin.com/in/mrnicholaso/) |