

Nicholas A Orlando

Cell: (224) 817-9954

Email: NicholasO@naocf.com WWW: <http://www.nicholasorlando.info>

Senior System Engineer / Senior Infrastructure Engineer

Server/Workstation Software
<ul style="list-style-type: none">• Microsoft Windows Server 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 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
<ul style="list-style-type: none">• Proofpoint and IronPort Email Scanning appliances• Microsoft Exchange Office 365• Microsoft Exchange (Up to 2016 server)• Microsoft Office (All Versions)• Microsoft Outlook (All Versions)
User Account and Login Management
<ul style="list-style-type: none">• 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)
Backup/Disaster Recovery
<ul style="list-style-type: none">• 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

Professional Career Experience

May. 2019 – Present **Microsoft Corporation** **Redmond, WA**

Senior Consultant (MCS)

- Global managed software company
- Home office is Chicago, IL
- Work with multiple customers to help move them to Azure Cloud services
- More to come

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 SpamTitan
- 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

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<ul style="list-style-type: none">Windows NT Backup
Deployment Software
<ul style="list-style-type: none">WSUS (2012r2/2016/2019)Microsoft SCCMIVATI IT SoftwareManageEngine Deployment / MonitoringKACE K1000 ApplianceSymantec Ghost Server CorporateAltiris
PC/Networking Hardware
<ul style="list-style-type: none">Lenovo Server's (Nutanix)HP and Compaq ProLiant ServersCISCO UCS serversDell PowerEdge ServersIBM ServersHP, Compaq, Dell, Gateway, and IBM ThinkPad LaptopsHP EVA8000 storage arraysSonic FirewallHP ProCurve SwitchesCisco Catalyst 3750 and 2950 SwitchesCisco Fiber Optic SwitchesCisco 1700, 2600, and 2800 routersDell Power connect SwitchesD-Link Switches/HubsCisco Aironet 1240 AG Access Points3Com / Linksys Switches/HubsHP, D-Link, Linksys, and Netgear Wireless Access pointsOther assorted Cisco Firewall's, Switches and HubsHP EMLe Robotics Backup system
Networking/Management
<ul style="list-style-type: none">F5 Load BalancersKemp Load Balancer (virtual)Fiber Optic connections/zoning TCP/IP (Setup and Configuration)DHCP (setup and Configuration)DNS (Setup and Configuration)AppleTalkCiscoWorks,TFTP/FTPRSA ACE ServerWireless connectivity /w Security Encryption (WEP/WPA)Bluetooth ConnectivityHP Insight ManagementCommand View EVA

- 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
- Upgrading VMWare hosts, 5.1 and 5.5 to 6.0
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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 where 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, GPO's, and OU's
- Supported and connected users to Lync (Skype for Business)
- Work with current Cisco Switches and network support for Chicago Campus

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- 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...

Trained In

ACT Training
Glenview IL
PMP Certification Training

Certifications

Proofpoint – Administrator
/ Email Fraud Defense /
Information Protection

- 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 servers 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 dual Corente VPN Network Solution that can connect to Secure24 for HFM and handle users file shares
- Architected GPO's 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 (ConstellationWest)**

- 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 SolarWind, s
- 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

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- 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 WiFi 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 BakBone 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 DHCP 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

Kaplan University Online – Have not completed degree program yet for Information Technology Bachelor's Degree Program
Oct 2007 to Nov 2010

Not all employment information is listed on this resume, please go to www.nicholasorlando.info full career details.

LinkedIn Profile <https://www.linkedin.com/in/mrnicholaso/>