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| ***Senior System Engineer / Senior Infrastructure Engineer*** | |
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|  | Professional Career Experience |
| |  |  | | --- | --- | | ***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) | | | ***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) | | | ***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 | | | ***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… | |      |  | | --- | | ***Trained In*** | | ACT Training  Glenview IL  PMP Certification Training |      |  | | --- | | ***Certifications*** | | Proofpoint – Administrator / Email Fraud Defense / Information Protection  AZ-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 * 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   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 2010  Apr 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/) | |