

CERTIFICATIONS

- Microsoft 365 Certified: Teams Administrator Associate
- Microsoft Teams Voice Engineer Expert
- Microsoft 365 Certified: Collaboration Communications Systems Engineer Associate
- Teams Calling Technical Assessment Certification
- Oracle Cloud Infrastructure 2022 Certified Foundations Associate
- Windows Server, Microsoft Certified Technology Specialist
- Windows Server Microsoft Active Directory Configuration
- ITIL Foundation V3

SUMMARY

- **Over 20 years of IT experience** in IT administration, management, and deployment across enterprise environments, including Microsoft Intune, Entra ID, Exchange (2003–2019/Online), Microsoft Teams, Skype for Business, and Cisco Webex
- Deep expertise in enterprise mobility management with a focus on Microsoft Intune, including deployment of compliance policies, security baselines, app protection policies, and conditional access configurations
- Led full-scale Microsoft Teams implementations with voice integration, Direct Routing, Auto Attendants, Call Queues, and telephony migrations to streamline communication and enhance collaboration
- Delivered secure, scalable, and standard-aligned IT solutions that drive operational efficiency and long-term success
- Performed end-to-end problem identification, resolution, capacity planning, and performance management for unified communications and messaging systems
- Extensive experience with Active Directory setup, administration, troubleshooting, and integration with collaboration platforms
- Integrated Teams with Exchange Online, SharePoint, and OneDrive to enhance collaboration and compliance
- Administered Microsoft Teams Rooms and managed Teams policies, meeting configurations, and compliance settings
- Delivered Tier 3 support and developed PowerShell scripts for reporting, automation, and system health monitoring
- Managed Cisco Webex environments, including Unified Call Manager, Hybrid Calling, Telepresence devices, and Webex Boards
- Implemented and monitored network applications and tools, for proactive issue detection
- Experienced with Exchange high availability (DAGs), disaster recovery planning, and mail flow troubleshooting
- Designed and maintained backup and replication architectures to support business continuity and worst-case scenarios
- Built and supported load-balanced, highly available systems to ensure uptime and performance across critical services
- Continuously evaluated and recommended new technologies, upgrades, and enhancements to improve infrastructure efficiency

EXPERIENCE

- ➔ Led full-scale Microsoft Intune MDM deployments, including initial environment setup, policy design, and tenant configuration
- ➔ Designed and implemented compliance policies, security baselines, update rings, and app protection policies to align with organizational security standards
- ➔ Managed Windows Autopilot profiles, including deployment profiles, hybrid join configurations, and device enrollment strategies
- ➔ Configured and maintained Conditional Access policies, MFA enforcement, and role-based access control (RBAC) for secure access management
- ➔ Delivered Intune-based remediation projects, resolving misconfigurations and aligning environments with Microsoft best practices
- ➔ Guided customers through drive mapping via PowerShell and Intune, and supported printer configuration deployments
- ➔ Implemented BitLocker encryption and Windows Defender settings through Intune and GPO integration
- ➔ Conducted Intune tenant assessments, identifying gaps in configuration, security posture, and device compliance
- ➔ Configured Intune with Entra ID, Microsoft Defender for Endpoint, and Endpoint Analytics for unified endpoint visibility and threat protection
- ➔ Led Microsoft Teams implementations, including environment setup, readiness assessments, and voice integration using Microsoft Calling Plans, Operator Connect, and Direct Routing
- ➔ Managed number porting, Teams Rooms, E911 setup, and call flow configurations (queues, auto attendants, policies)
- ➔ Conducted Teams environment assessments, video conferencing troubleshooting, and QoS/firewall rule optimization
- ➔ Set up and administered Microsoft Teams environments, including Teams policies, app permissions, meeting configurations, and compliance settings
- ➔ Led user onboarding and adoption initiatives for Microsoft Teams, including training sessions, documentation, and support resources
- ➔ Managed Teams voice features including Auto Attendants, Call Queues, greeting schedules, etc.
- ➔ Configured and maintained Teams Rooms devices and ensured seamless meeting experiences across hybrid workspaces
- ➔ Assessed and optimized Cisco Unified Call Manager (CUCM) configurations
- ➔ Planned, supported and executed CUCM to Webex Calling migrations including number porting
- ➔ Led Webex environment setup, configuration, and implementation projects for enterprise communication solutions
- ➔ Provided Tier 3 support for customers with complex Skype for Business environments
- ➔ Led AD implementation, assessment, and remediation projects
- ➔ Worked extensively with Group Policy Objects (GPOs) for endpoint security and configuration
- ➔ Implemented GPO-based solutions including BitLocker deployment and application push strategies
- ➔ Delivered Exchange 2019 to Exchange Online migrations, including mail flow troubleshooting, EOP assessments, and hybrid environment optimization

UNIFIED COMMUNICATIONS ENGINEER, Mid-Sized PaaS

January '18 – August '21

- ➔ Conducted comprehensive environment discovery and documentation across unified communications platforms
- ➔ Identified and resolved issues to stabilize and maintain Skype for Business (SFB) infrastructure
- ➔ Ensured high availability through server pools and managed certificate renewals
- ➔ Developed and executed migration plans from SFB on-premises to Skype Online and Microsoft Teams
- ➔ Managed and maintained AudioCodes SBCs and SBAs, and led the planning for decommission
- ➔ Configured and managed Microsoft Teams environments, including policy creation, app permission settings, meeting configurations, and compliance enforcement

- ➔ Provided Tier 3 support and developed comprehensive PowerShell reports to monitor usage metrics, call redirection patterns, and overall system health
- ➔ Planned and carried out the full decommissioning of the on-premises Skype for Business environment, ensuring a smooth transition and minimal service disruption
- ➔ Administered and configured Cisco Unified Call Manager and Webex environments
- ➔ Supported Webex Hybrid Calling services, telepresence devices, and Webex boards
- ➔ Provided Tier 3 support for Webex Teams, Meetings, and productivity tools
- ➔ Analyzed and traced call flows using syslog software and ladder diagrams
- ➔ Monitored environments using tools such as CatchPoint and EventZero

EXCHANGE ENGINEER, Retail Company

June '17 – December '17

- ➔ Planned and executed the migration from Exchange 2010 to Exchange 2016 in a hybrid environment
- ➔ Set up Exchange 2016 servers in both test and production environments, ensuring readiness and minimal disruption
- ➔ Implemented Data Loss Prevention (DLP) using the Exchange 2016 Edge Transport role to enhance information security
- ➔ Administered secure mail flow through Cisco IronPort appliances
- ➔ Documented the new Exchange environment and updated network flow diagrams for operational clarity
- ➔ Provided Tier 3 support to end users during and after the migration process, including mail flow troubleshooting, EOP assessments, and hybrid environment optimization
- ➔ Delivered Exchange 2019 on-prem to Exchange Online migrations

COMMUNICATIONS ENGINEER, State/Local Government

December '16 – June '17

- ➔ Migrated a hybrid environment from Exchange 2007 (on-prem) and Exchange 2010 (hosted) to Exchange Online/Office 365
- ➔ Authored technical documentation for migration processes, including SWRC and cutover procedures
- ➔ Provided Tier 3 support to post-migration Exchange users and AD administrators
- ➔ PowerShell Automation & Scripting
- ➔ Developed PowerShell scripts to:
 - Monitor, analyze, and update Exchange and AD attributes across 32 domains
 - Import, resize, and export thumbnail photos to Active Directory
 - Retrieve and validate attributes of migrated accounts
 - Generate consolidated mapping files for account and data migration
 - Extract AD data required for OneDrive migration planning
- ➔ Utilized tools like IdFix to identify and resolve mailbox issues
- ➔ Worked with unique AD configurations across 32 domains
- ➔ Set up and supported Mac users in all domains, including issue resolution and documentation
- ➔ Created the official "Outlook for Mac" configuration guide for the Governor's help desk
- ➔ Collaborated with the SharePoint team to create mapping files for SharePoint 2013 to Office 365 migration

IT MANAGER, Industrial Equipment Firm.

May '09 – July '16

- ➔ Managed IT department operations, overseeing infrastructure, systems, and communications across 10 branch locations

- ➔ Designed and implemented network cabling, switching, routing, and inter-branch interoperability
- ➔ Planned and deployed CCTV security systems for headquarters and multiple branches
- ➔ Managed mobile devices and hotspot fleet for company-wide connectivity
- ➔ Designed and implemented Cisco Unified Call Manager with full voice and video integration
- ➔ Led the deployment of Lync 2013/Skype for Business, managing data, voice, and messaging components
- ➔ Mentored team members and transitioned support responsibilities post-implementation
- ➔ Implemented Webex to support external communications with customers
- ➔ Deployed and migrated Exchange environments from 2010 to 2013, ensuring high availability and performance
- ➔ Engineered and maintained Exchange 2013 configurations, domains, and security
- ➔ Planned and maintained Active Directory structure, including domain administration and GPO automation for security and software deployment
- ➔ Installed, configured, and secured Windows Server 2012 environments
- ➔ Conducted server and workstation maintenance, ensuring operational continuity
- ➔ Developed sandbox environments to test and validate software and infrastructure solutions prior to deployment
- ➔ Planned and implemented CCTV security systems for headquarters and several branches in the company.

IT ANALYST, Branding Firm

February '06 – May '09

- ➔ Provided daily operational support for a distributed enterprise environment running Exchange 2003 and Active Directory
- ➔ Implemented and supported SharePoint 2003 to enhance internal collaboration and document management
- ➔ Designed and maintained regional websites to support localized business operations
- ➔ Mobile Telephony & Remote Access
- ➔ Administered and maintained PBX telephony systems
- ➔ Supported remote access tools for the sales team, including VPN setup, handheld sales software, and database updates
- ➔ Disaster Recovery & Business Continuity
- ➔ Managed and administered the company-wide Disaster Recovery Plan (DRP), ensuring continuity across all departments

EDUCATION

VALLE DE MEXICO UNIVERSITY

Bachelor of Computer Systems Engineering

VALLE DE MEXICO UNIVERSITY

LAN / WAN Advanced Technologies Diplomat

Skills

VoIP * Excel * Outlook * Intune * Azure AD* MDM*Active Directory *Entra ID*Microsoft Windows Servers 2003, 2008, 2012, 2012R2, 2016 * Microsoft Infrastructure * Microsoft Exchange 2010, 2013, 2016, 2019/Online*Office 365 * Skype-for-Business* Microsoft Teams * SQL * Microsoft Operating Systems * DNS Server * DHCP * TCP/IP