

Thomas Mitchell

Contact Information

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Address

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Profile

Objective: Interested in opportunities to leverage my vast understanding of the IT landscape

Availability: 2 Weeks

Key Skills

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

Active Directory 2K – 2K22
Exchange 5.5 - 2K19
O365 / Exchange Online
OWA / ActiveSync

Windows 2K - 2K22
VMWare / Hyper-V
Project Management
Mimecast / Anti-Spam

PowerShell
SAN / Clustering / EMC
DNS / WINS / DHCP
Microsoft WSUS

Microsoft Azure
Dell / IBM / HP Hardware
Certificate Svcs / PKI
Okta / SSO

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

- Azure Security Engineer Associate
- MCSE: Cloud Platform & Infrastructure (Azure), MCSA: Windows Server 2012, MCSA: Windows Server 2008, MCTS (expired)
- Numerous MCP Certifications, including Messaging
- VMWare VCP 5.1
- Managing Office 365 Identities and Requirements
- **Microsoft Certification Transcript:**
 - <https://learn.microsoft.com/en-us/users/wolfmmiii/transcript/v26g0clp3jp3eo1>

Work Experience

Cloud Academy / QA Ltd, Remote

Employee

Senior Azure / Microsoft 365 Instructor

2018 to Present

- Create Azure courses
- Create Microsoft 365 courses
- Create GCP courses
- Manage Multiple Projects Simultaneously and Effectively
- Have taught over 300,000 students worldwide

Freelance Work, Multiple Locations

Consultant

Azure Architect

2018 to 2022

- Designed and Deployed Multi-Region, N-Tier Application Architecture in Azure
- Featured 40+ Virtual Machines, AD Integration, Multiple Subnets, VPN Connectivity, Availability Sets, Multi-Level Network Security, etc
- Provide Consulting Services Related to Azure, Active Directory, Exchange, O365, SSO, and More
- Migrate Servers from On-Prem to Azure via Azure Site Recovery

Highpoint Solutions, 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
- Considered the Resident Subject Matter Expert for All Versions of AD, Azure, Exchange, DNS, OKTA, and Office 365
- 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
- Perform Active Directory Migrations / Consolidations
- Perform Exchange-to-O365 Migrations
- Manage Multiple Projects Simultaneously and Effectively

Distributed Systems Services, 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 AD, Exchange, RDS, Hyper-V, O365, and Various Others
- Recently Designed and Implemented a Completely Redundant and Geographically Diverse Exchange 2010 Infrastructure for a Key Client (2010 was chosen due to Client's request)
- Considered the Resident 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
- Performed Exchange 2010-to-O365 Migrations
- Manage Multiple Projects Simultaneously and Effectively

Igmas Technologies / SLS Casino, 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
- Redesign / Implement Enterprise WSUS Infrastructure & Group Policy Strategy
- 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

- Re-Architect & Manage 2012 PKI Infrastructure
- Provide Assistance With Office 365 Management
- Manage AD / DNS / DHCP Infrastructure
- Assist with Data Center Migration

Penn National Gaming, Wyomissing, PA

Employee

Senior Systems Administrator

2006 to 2014

- Enterprise Administrator for a diverse (and inherited) 19-domain nationwide Active Directory forest
- Performed AD Upgrade to 2012 R2 and Collapsed Several Domains
- 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)
- Implemented / Manage Cisco UCS Blade Server Technology
- 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

Unisys Corporation, 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 Troubleshoot 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.

Amtrak, 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.

Computer Network Fixer, 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.

IBM, 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 Available Upon Request**