

Randy M. Bell
Senior System Engineer

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Professional Summary

Dynamic, performance-driven professional Senior Systems Engineer with over 22 years of proven experience in customer technical support, Project management, cross-functional leadership in implementation, validation and deployment of large complex systems in enterprise environments. Exceptional knowledge of Microsoft technologies and enterprise services. A passion for Microsoft O365 technologies, Enthusiastic team player, self-motivated, recognized as a leader with excellent customer service skills. Outstanding interpersonal, motivational and presentation skills.

Skills

Microsoft Cloud O365 Administrator	Microsoft Team Administrator
Microsoft Active Directory/Azure AD Admin	Microsoft Exchange Engineer
Microsoft Windows Server Administrator	Microsoft 365 technologies
Microsoft SQL Server	Technical Advisor
Citrix Netscaler Engineer	Cisco IronPort System Engineer
Exceptional Customer Service	Veritas Enterprise Vault

Experience

BellTecc (Independent Consultant) - Washington, DC Nov 2014 – Present

*45 hours worked per week from 9-6 pm eastern.

*Provide Technical recommendations and keep executive management informed on existing and new technologies. Collaborate with Managers, application developers on systems upgrades, implementations, performance, system health and monitoring.

*Support the Senior Program Manager and customer with developing project schedules, presentations, and reporting as necessary. This includes leading and presenting to the customers' business and technical representatives to provide status updates, explain project issues and risks, provide training, or provide recommendations and guidance.

* Planned and managed customer's integration and full O365 Hybrid configuration, endpoints, Azure AD connect. Office 365 mailbox migration scheduling of migration batches and process management. Implementation and migration of Exchange Archiving and Journaling. Develop and train Service Desk and Endpoint Support to resolve level 1 and level 2 Office 365 issues.

* Planned and manage upgrade of the Active Directory Domain controllers from 2012 to 2016 across six sites.

*Assist customer with vendor proposals reviews, provide pre-sales Engineering support as needed.

*Exchange Subject Matter Expert to both advise and guide the customer and the technical members of the team on how to successfully navigate the migration process from the current environment to the new environment. Supported the migration effort by developing customized mailbox migration scripts that automate and or streamline repetitive tasks such as building Migration Batches, Checking the status of Migration Batches, Migrating customer's mailboxes.

*Provided high-level training / knowledge transfer to the customer at a Tier I, II, III Support and or Operations and Maintenance staff in addition to producing well written, technically detailed documents that are tailored specifically to the customer's environment, objectives, and requirements

* Provide advanced level enterprise support on all IT issues relating to the Microsoft Windows Server 2012-2019, Active Directory, Group Policies, and O365 Products and services in hybrid environment.

Provide advance support on Exchange Server 2016, Veritas Enterprise Vault, Citrix Netscaler, Cisco IronPort Security and Skype for Business.

*Utilize Microsoft Exchange PowerShell scripts needed to manage Exchange 2013/16, Exchange Office 365 features, roles, mailboxes, migrations, performance and troubleshooting.

* Responsible for implementing & enforcing Security standards, remediating Audit and security findings to provide a secure and resilient Messaging and Windows systems.

* Implement, configure, and maintain performance of critical SQL Server systems, including monitoring of system health, availability, security and maintenance plans.

*Build and configure Windows Server VMware template, apply DISA STIGS on Domain Controllers and member servers for compliance and to improve system security.

*Responsible for following change control procedures to plan/test/implement infrastructure and application changes in coordination with clients and vendors.

* Keep Department and Divisions Chiefs informed with current and new technologies to improve business function.

----- **Accomplishments** -----

*Automated AD and Email Account creation, deletion for Service Techs.

*GPOs clean up and organized according to sites in the AD structure to be properly manage and for admins to easily troubleshoot GPO processing issues.

*Acted as a key contributor in the re-design and re-construction of Active Directory upgrade from 2012 to 2016, OU and GPO reconstruction in Production environment without causing any downtime to customer or prohibiting productivity. This reconstruction allows Admins to manage Objects and troubleshoot Active Directory and GPOs more efficiently.

* Acted as a key contributor in the design, planning and implementation of exchange server hybrid environment and migrating (2200) users to the cloud. Collaborated and worked with Microsoft, Local Network, Security, and Datacenter team during this effort to successfully complete project. Communicated plans and progress to upper manager throughout the process.

----- **Degree** -----

University of Maryland – College Park, Md.
Bachelors of Information Technology