Michael A. Abbaticchio

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OBJECTIVE:

Self-motivated Computer Professional with strong problem-solving background seeks a challenging and rewarding position in Computer and Networking Support/Management.

SKILLS:

Enterprise Solutions:	Microsoft Exchange Online, Microsoft Exchange 2016 and previous versions, Microsoft Active Directory, Email Mobility solutions. Lync 2010, Lync 2013, Kroll Ontrack Data Recovery, Unified Communications Analytics, Proofpoint Email Security, Cisco ESA/SMA/CRES (Ironport), Windows PowerShell Scripting.
Certifications:	Cisco Certified Network Associate **(CCNA): 1999**
Recognition Awards:	Microsoft Most Valuable Professional, (MVP) 2001-2005.
Other Skills:	Knowledge and management of DMARC, SPF, and DKIM configurations and DNS records, Email and Network Security. Management of SMTP Perimeter. Integration and assimilation of corporate acquisitions into Messaging Infrastructure.
Personal Skills:	Very Strong Analytical Troubleshooting skills, Network Diagnostics, Excellent Mechanical Skills, Works well under pressure, Very Good Communications Skills, Very Team Oriented.

EMPLOYMENT:

Marsh and McLennan Companies (MMC)
Hoboken, NJ
Title: Exchange Messaging Operations Engineer   **September 2008 – Present**
Responsibilities: Management of SMTP perimeter and security, Management of DMARC, SPF, and DKIM records for several hundred internal domains. Management of CISCO (ESA and SMA), Management and Administration of an Exchange 2013 hybrid messaging environment, supporting over 120,000 mailboxes. Migrations to Exchange Online. Provisioning of physical and virtual servers, Build Exchange Clustered Mail Servers, Peer Review of processes, procedures scripts and documentation. Change Management. Installation of Service Packs, Hot fixes, and Cumulative Updates, Tier III Trouble Ticket Resolution of server and Outlook client, Documentation and Reporting of server utilization and statistics. Provide statistics and performance metrics for upper management, Merging newly acquired operating companies, Development of Powershell scripting to automate repetitive tasks wherever appropriate, Process Improvement, Research and recommend third party solution, Planning and Budgeting.

Projects:
♦ Transition perimeter gateway from Cisco ESA to Proofpoint Security
♦ Move to DMARC enforcement for internal domains
♦ Integration of Office 365 with On Prem Environment
♦ Deployment of Unified Communications Analytics
♦ Exchange 2016 rollout to replace version 2013
♦ Exchange 2007 Decommission
♦ Exchange 2007 to Exchange 2013 Upgrade
♦ Ironport ESA Hardware Swaps and software upgrades
♦ DLP Integration
♦ Exchange 2003 Decommission
♦ Exchange 2003 to Exchange 2007 Migration.
♦ Notes to Exchange 2007 Migration
♦ Train former Notes Administrators in developing skills needed to manage Exchange
♦ Replace EMC Recover Point with CCR / SCR HA solution with Exchange 2007
♦ Disaster Recovery testing and regular drills using EMC Recover Point solution for SCC Clusters
♦ Conversion / Transition of Exchange SCC clusters to FSW CCR / SCR clustersEmail encryption technologies and Data Loss Prevention.

Hughes, Hubbard & Reed, LLP
New York, NY
Role: Messaging Engineer   **October 2007 – September 2008**
Responsibilities: Management and Administration of a native mode Exchange 2003 environment, Architectural Design and Planning, Documentation and Project Management, Maintenance and Integration of Hand Held Blackberry devices and BlackBerry Enterprise Server, Administration of Blackberry applications, Email continuity management via Messageone EMS and Disaster Recovery planning, Management of local Archive system and E-Discovery, Management of main branch clustered Exchange server and remote Exchange servers, Management and administration of Corporate SMTP gateway. All upgrades of messaging related systems, including planning for Exchange 2007, Tier III support management and training of helpdesk personnel to better support the desktops for messaging applications.

Projects:
- Planning for Exchange 2007 upgrade.
- Rollout of Zantaz EAS Enterprise Archiving Services
- Migrate and merge Blackberry MSDE databases to a single SQL database.
- Added Blackberry Emergency Continuity Services.
- Deployed Antigen Exchange 2003 Antivirus solution
- Deployed Messageware Outlook Web Access (OWA) security suite
- Deployment of Message One DR solution for Exchange
- Deployment of Message One DR solution for Blackberry devices
- Build of Blackberry and Exchange Servers
- Decommissioning of use of PST file archives
- Deployment of Message Labs SMTP gateway

Schering-Plough Corporation
Summit, NJ
Role: Lead Exchange Messaging Engineer/Architect   **October 2001 – October 2007**
Responsibilities: Management and Administration of a mixed mode Exchange 2003 / Exchange 5.5 International Email Organization spanning over 60 countries and consisting of over 45,000 users. Architectural Design and Planning, Approval and Signoff of all messaging related changes, Documentation and Project Management for large scale rollouts of Messaging related services, Provide leadership, mentoring, and technical training of team members. Provide upper tier support to International Administrators. Messaging related Research and Development.

Projects:
- Planning for Exchange 2007 upgrade.
- Planned, Designed, and implemented organization wide migration of Exchange 5.5 to Exchange 2003
- Replaced Mimesweeper SMTP gateway with Ironport
- Logical consolidation of 60 Exchange 5.5 Sites to 4 Exchange 2003 Administrative Groups.
- Consolidation of Exchange 5.5 physical locations to a more highly centralized Exchange 2003 Topology, requiring significantly less hardware reducing the number of required data centers.
- Designed, Developed and Tested Messaging Backup Strategy.
- Global Disaster Recovery Planning.
- Developed and documented Exchange Database Disaster Recovery procedures.
- Participated in the design of a Legato / EMC based archiving solution.
- Implemented a dynamic distribution list generation process using third party solution.
- Mimesweeper SMTP Gateway Integration
- Tivoli monitoring solution
- Decommission of CC Mail
- Decommission of Exchange 5.0

Bernard Hodes Group
New York, NY
Position: Senior Systems Administrator   **March 2000 – October 2001**
Responsibilities: Management and Administration of Clustered Microsoft Exchange Servers, in a multi-server Microsoft Exchange 5.5 Organization, hosting over 1200 users, nationwide. System performance analysis, NT Domain Administration, Tier 3 client support, Documentation of all aspects of corporate messaging system. Maintenance of E-Mail related DNS records, Development of corporate policies, Development, testing, and documenting administrative and configuration procedures, Research and Development of new messaging-based products, and new versions of Exchange.

Projects:
- Designed, planned, and implemented new Exchange Topology which took better advantage of added data collocation center, and network infrastructure redesign.
- Built an additional clustered Exchange 5.5 server to host national user mailbox data
- Migrated National and International users to Collocation mail server.
- Built two additional IMS/OWA Exchange servers for fault tolerant Internet Messaging for main Corp Data Center, and National Collocation.
- Implemented Anti-Virus solution for Messaging system.
- Built Recovery Server for disaster recovery exercises and testing of database integrity
- Implemented automated reporting software solution to analyze Exchange Mail server usage and performance.
- Authored full documentation for all changes.

Fairmont Hotels and Resorts
New York, NY
Position: Systems Manager   **March 1999 – March 2000**
Responsibilities: Administration and support of Windows NT 4.0 Servers, Administration and maintenance of Corporate Exchange 5.5 organization, Monitoring of all Exchange site connectors and directory replication Connectors, Monitoring of Exchange IMS queues, Maintenance of Exchange bridgehead hub site servers, Monitoring of Internet Proxy Server and visited web sites. Roll out of new equipment and services, Management of fast Ethernet network and support of over 700 users, Develop and test procedures for pass down to technical staff. Provide high-level end user desktop and application support. Assist Corporate Network Administrator in troubleshooting WAN problems and other technical issues.

Projects:
E-Mail Systems Integration
- Worked with consultants and Canadian Pacific Networking staff on plans to integrate e-mail systems and facilitate a corporate merger with Canadian Pacific Hotels.
- Installed router connected to Toronto via a T1 line.
- Changed internal IP addressing schemes to better integrate with Canadian Pacific Schemes and made associated adjustments to router interfaces and equipment on those networks.
- Aided consultants in setting up a test site in Canada to evaluate integration options
- Assisted MIS personal at all sites in Exchange upgrade to version 5.5
- Created new IMS server to better suit increased Internet mail load due to merger.
- Created new Exchange Bridgehead server on upgraded hardware and moved all existing connectors to new server.

Year 2000 readiness plan
- Identified and replaced all outdated computer and network equipment.
- Upgraded all Server BIOS and firmware to compliance status.
- Applied all required service packs and patches to servers and network equipment.
- Updated BIOS on desktop systems to compliance status.
- Documented all procedures as well as actions taken.
- Performed internal audits of desktop software installation and made corrections where necessary
- Worked with external auditors in resolving outstanding issues.

Roll out of Microsoft NT workstations and system policies
- Created standard desktop image.
- Implementation of Cheyenne Anti-Virus protection with automatic distribution of updated virus signatures.
- Created NT system policy file.
- Implemented roaming NT user profiles.
- Implemented Microsoft Proxy Server.

Teachers Retirement System   **March 1997 – March 1999**
New York, NY
Position: LAN Administrator
Responsibilities: Maintenance and Administration of Microsoft Exchange Site, Administration of four Novell Netware Servers, Microsoft Exchange administration, Roll out of new equipment and services, Management of two token ring LANs and support of over 350 users, Second line end user support.

Projects:
- Designed Microsoft Windows NT domain structure and integration into Novell environment.
- Designed, implemented, and tested Exchange backup strategy and disaster recover plan.
- Implemented Exchange test site.
- Designed Outlook client deployment and integration into Windows NT desktop environment.
- Documentation of all plans, layouts, and test results.
- Tested all existing desktop applications on Windows NT platform.
- Resolved issues with legacy applications and NT operating system where needed.
- Created standard desktop master image, and documented all contents.
- Distributed standard desktop image to new workstations and deployed.
- Built and configured OS/2 and Windows NT based workflow servers.
- Integration of workflow system with AS/400 document management system.
- Translated AS/400 scripts into Flowmark workflow processes.
- Tested and debugged workflow processes.

International Business Machines Corp. (IBM)   **August 1989 - March 1997**
East Fishkill, NY
Position: PC and Networking Technical Support Specialist
Responsibilities: Installation, debug, configuration, and setup of PC's and RS/6000 systems, LAN Administration of several buildings on site, Lotus Notes Client /Server Setup and Configuration, TCP/IP and LAN client/server Setup and Configuration, over Windows, OS/2, DOS, and AIX environments, Testing and Configuration of new hardware and software.

EDUCATION:

SYRACUSE UNIVERSITY extension at Marist College
Poughkeepsie, NY.
Completed graduate level courses *(Computer Engineering Curriculum)*

DEVRY TECHNICAL INSTITUTE
Woodbridge, NJ.
Awarded: June 1989
BACHELOR of Science in Electronics Engineering Technology

REFERENCES:

Technical and Professional references available upon request