

MARCUS RIVERA

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SUMMARY

With over 27 years of experience in the Healthcare sector over the last 17 years, Marcus has worked on designing and implementing Windows Server & Desktop systems, Active Directory, Group Policy, Exchange Server, Certificate Services and managing complex AD & exchange systems and remediation projects, for healthcare systems and small to medium size businesses.

He demonstrates a strong emphasis on security and best practices and a focused effort on process improvement, team building and communication. He has participated in three major healthcare EMR system implementations, possesses a broad spectrum of experience with email security & archiving, Windows systems security and Windows client/server networking infrastructure (DNS, DHCP, WINS, File and Print). Currently he is focusing on helping businesses adopt the Microsoft Cloud, Azure AD and migration to Office 365.

Marcus holds a BS in Information Technology from Barry University, certifications from Microsoft, CompTIA and has been certified as an IT Professional by the University of Miami, College of Engineering.

RECENT PROJECTS:

- Microsoft Azure Multifactor
- Microsoft Azure AD Implementation
- Windows 10 Group Policy Design and Desktop Deployment
- Designed Group Policy for Windows 7 and Windows 10 on Xen Desktop VDI
- Self-Service Password Reset solution
- Active Directory Upgrade to 2012 R2
- Infoblox DDI Hardware Refresh and Code Upgrade

PAST PROJECTS:

- Exchange 2010 redesign & remediation project for NCHS
- Active Directory and Exchange Upgrade Assessment for Beacon Partners
- VDI Group Policy Design for Citrix Xen Desktop for NCHS
- Citrix Xen Server Group Policy Design for NCHS
- Active Directory Certificate Services infrastructure for NCHS
- Implementation of Dell Change Auditor for Active Directory for NCHS
- AD/Exchange migration/transition project for NCHS
- Corporate Active Directory infrastructure design and implementation for NCHS
- DNS/DHCP migration from Microsoft to Infoblox DDI

EDUCATION & TRAINING

BACHELOR OF SCIENCE WITH A MAJOR IN INFORMATION TECHNOLOGY

Barry University Miami, Florida

DIPLOMA IN INFORMATION SYSTEMS & TECHNOLOGY

University of Miami College of Engineering Miami, Florida

FOCUS AREAS

Systems Design, Implementation & Administration:

Microsoft Azure

Office 365

AD Domain Services

AD Group Policy

AD Certificate Services

AD Risk Assessments

Exchange Server

AD/Exchange Migrations

Windows Security

Desktop Administration

Infoblox DDI Design & Implementation

Email Security, Archiving and Discovery

Administrative, Educational and Interpersonal:

Customer Service Excellence

Public Speaking

Classroom Instruction

Supervision & Team Building

Project Management

Leadership and Guidance

MCSE CERTIFICATION PROGRAM

University of Miami School of Continuing Studies, Miami, Florida

MICROSOFT IGNITE 2016

Microsoft Corporation Atlanta, GA.

MICROSOFT IGNITE 2015

Microsoft Corporation Chicago, IL.

MICROSOFT TECHED 2012, NORTH AMERICA

Microsoft Corporation Orlando, FL.

EXPERIENCE & ACCOMPLISHMENTS

NICKLAUS CHILDREN'S HEALTH SYSTEM, MIAMI, FLORIDA

Team Lead, Technology Development

March 2012 – Present

Network Analyst II, Domain Services Architect 2010 – 2012

Marcus was promoted to Team Lead of Technology Development in 2012. He currently leads a team of system engineers that are responsible for supporting Microsoft platforms, Linux, UNIX/AIX and Citrix, including Xen Desktop and XenApp. As a Team Lead, Marcus continues to facilitate and improve skill development and knowledge transfer to his peers, by providing workshops and in-service training on production systems and new implementations. Because of his ongoing efforts and accomplishments, he was nominated by senior leadership as a Team Champion, participating in Health System-wide transformation committees and employee engagement projects for the organization. Marcus is currently on a leadership successor track, as part of the professional development program at NCHS.

While the primary focus of his position is to research, prototype technology solutions, he is regularly consulted for subject matter expertise on Microsoft Active Directory, Exchange Server, Certificate Services and their related wrap-around technologies by parallel teams, consultants and service providers. He must also continually review system infrastructure for ongoing functionality enhancement and opportunities for improving security. The following is a short list of his signature accomplishments over the last seven years:

- Planned the design and implementation of Microsoft Azure AD Connect.
- Planned the design for Azure AD published applications leveraging SSO.
- Technical Lead for the migration of the Miami Children's Hospital Foundation's Active Directory and Exchange environments. Migrated all users and mailboxes to the Health System's AD Forest and Exchange Organization.
- A total re-design and overhaul of the health system's existing Exchange Server 2010 infrastructure. This was needed to meet new business requirements, an increase in demand for better performance and preparation of the system for the eventual progression to Exchange Server 2013.
- Conducted an Active Directory risk assessment and provided recommendations, presented to senior and executive IT leadership for enhancing security and functionality of the infrastructure.
- Assumed a Technical Lead role for the Health System's Active Directory domain redesign and consolidation project. Successfully led the organization's transition to a new AD forest, as well as migrating the organization's Exchange system from 2003 to 2010, within a 1-year time frame, coinciding with the design and deployment of new Windows desktops and a redesigned Group Policy deployment strategy. The desktop deployment and server migration consisted of over 4000 desktops and 550 servers.

CERTIFICATIONS

MCP, MCTS

IST Certified Professional

CompTIA A+ Certification Program

OTHER

TECHNOLOGY/ PRODUCT EXPERIENCE

*Systems
Management
Software:*

Dell's Desktop Authority & Active Administrator

3rd Party AD Tools:

Dell Recovery Manager for AD,

Manage Engine AD Manager Plus

*Microsoft
Networking
Technologies:*

DNS, DHCP, WINS

File & Print Services

Migration Tools

Quest Migration Manager for Exchange and AD

Message Stats

ADMT

Skykick

BitTitan

*Corporate Security
Tools & AV
Solutions:*

EOP

MBSA

MSRT

MSCM

WSUS

- Created a new delegation of control framework for access control and user provisioning within Directory Services.
- Instrumental while working with Infoblox Professional Services on migrating the organization's Microsoft DNS and DHCP infrastructure, to a high-availability solution using Infoblox DDI Grid technology.
- Designed and Implemented AD Certificate Services for internal application of PKI enabled services, including SSL, TLS, NDES and EAP-TLS for WiFi authentication of client devices.
- Established process improvement workflows to help the team better coordinate POC (Proof of Concept) initiatives for new IT projects.

BROWARD HEALTH, FORT LAUDERDALE, FLORIDA

Enterprise Messaging and Directory Services Engineer

Aug. 2007 – Mar. 2010

- Worked directly with Microsoft Consulting Services to conduct a risk assessment of Active Directory and Exchange. Developed and presented a plan to senior leadership to act on identified risks and recommendations.
- Remediated and managed an Exchange 2003/AD environment and its supporting Microsoft Network Infrastructure for 8,500 Mailboxes/10,000+ users.
- Designed and Implemented a Windows Server 2003 Public Key Infrastructure (PKI)
- Implemented the health system's email Encryption and security/anti-spam solutions utilizing ZixCorp and Message Labs.
- Designed and implemented new security framework for the health system's Active Directory Delegation of Control model, as well as their Group Policy administrative process and procedure.
- Authored system administration and support documentation for AD/Exchange systems; provided training for systems administrators.
- Contributed to the development of peers by providing various in-service training sessions (Lunch & Learns and Chalk Talks) on topics including Microsoft networking, Exchange Server, Email Archiving and Windows security.

MERCY HOSPITAL, MIAMI, FL.

Exchange & AD Network Systems Engineer

Apr. 2004 – Aug. 2007

- Contributed to the design and execution of a corporate-wide Active Directory and Exchange migration/domain consolidation project for Catholic Health East, comprised of over 25 regional health centers.
- Designed implemented and maintained Active Directory, Group Policy, Exchange, Windows 2003 PKI and created the desktop administration model for the hospital.
- Design and implemented Script Logic's Desktop Authority solution for an environment comprised of over 100 servers, 4000 workstations and over 3,000 user accounts; supported multiple OS platforms ranging from Windows NT to Windows 2003, including a small implementation of VMWare ESX server v3, running 30 VMs.
- Assisted with implementing and supporting Cisco Unity messaging and the Vocera communications system for the hospital.
- Provided guidance and assisted the organization with their migration from Novell GroupWise to Exchange 2003 (As a consultant prior to accepting a full-time position).

Dell Change Auditor

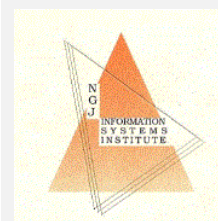
Virtualization Technologies:

VMWare, VMWare Workstation, Hyper-V

Barry University PACE
School of Professional And Career Education



UNIVERSITY OF
Miami
ENGINEERING



Microsoft
CERTIFIED
Professional

Microsoft
CERTIFIED
Technology Specialist

Windows Server®
2008 Active Directory,
Configuration
Microsoft Exchange
Server 2007,
Configuration



ENTERPRISE MESSAGING ADMINISTRATOR, SR. NETWORK ANALYST MAR. 2003 – APR. 2004

Jackson Health System, Miami, Florida

- Authored technical, systems administration and architectural documentation for Jackson Health System's data and voice network infrastructure
- Recommended and implemented improvement strategies for their Microsoft-based network systems
- Maintained their Microsoft Network infrastructure and Exchange 5.5 site consisting of 5 Exchange Servers and 4 domain controllers running NT4. Exchange Org was shared with the UM Medical Campus and consisted of over 10,000 mailboxes across 2 different sites.

NETWORK SPECIALIST II, EXCHANGE ADMINISTRATOR SEPT. 1997 – MARCH 2003

NETWORK SPECIALIST I, COMPUTER TECHNICIAN SEPT. 1996 – SEPT. 1997

SECURITY OFFICER II, ASSISTANT SHIFT COMMANDER DEC. 1989 – SEPT. 1996

University of Miami School of Medicine, Miami, Florida

- Planned, developed and executed the cc: Mail/Lotus Organizer desktop migration strategy of approximately 5000+ users to Microsoft Exchange/Outlook.
- Co-Architect of the Microsoft Exchange environment for the UM/Jackson Medical Campus consisting of 15 MS Exchange servers across 4 different sites with over 9,000 mailboxes, a Windows network comprised of over 200 servers and 12,000 user accounts, running on a mixture of Windows NT 4 and Windows 2000 server systems.
- Developed and authored campus desktop configuration standards, technical notes for server and desktop installations, administration and security configurations; responsible for level 2 technical support for desktop technicians and system administrators.

ACTIVITIES & AWARDS

BSA South Florida Council, Hurricane District, Scouter's Training Award for Cub Scouting (2017)

BSA South Florida Council, Hurricane District Sparky Award (2017)

BSA South Florida Council, Hurricane District Committee: Member at Large (2017 - Present)

Member of the Boy Scouts of America Alumni Association (2016 - Present)

Barry University PACE – BSIT Program Curriculum Advisory Board: Member at Large (2014 - Present)

Member of Phi Eta Sigma National Honor Society (2005)

Outstanding Service and Dedication Award for IT support (Univ. of Miami, 1998 – 2003)

American Heart Association – CPR/BLS Instructor (Univ. of Miami, 1998 – 2000)

Outstanding commitment to quality service and customer satisfaction (Univ. of Miami, 1997)

Professional Association of Diving Instructors – Obtained Asst. Instructor Rating, 1995)

Charter Member of Project Aware (Professional Association of Diving Instructors, 1994 – 1996)

Volunteer Services Department, Univ. of Miami Bascom Palmer Eye Institute, 1984

References available if requested, or you can visit my linkedin.com profile to view recommendations and more: <http://www.linkedin.com/in/marcusrivera/en>