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Objective:

To obtain a challenging SharePoint-related position, where I can utilize over twenty five years of working knowledge on over thirty web sites, providing Technical Support, managing and developing internet, intranet and software development projects.

Qualifications:

- Experience as a Office 365 Global Administrator, Senior SharePoint Technology Consultant, SharePoint Senior Systems Engineer, SharePoint Senior System Administrator, SharePoint Portal Manager, Systems Administrator, Systems Engineer, Technical Systems Engineer, Business Systems Analyst, Help Desk Technician, Client Service Executive, Senior Web Developer, Network Engineer, Project Manager, and Office 365 Global Administrator
- Active Secret Clearance
- Strong analytical and troubleshooting skills; experience with customer service and problem resolution.
- Microsoft Certified Professional (MCP) SharePoint 2013 70-331 and 70-332
- Security+ CE
- SharePoint Community Speaker of SharePoint Infrastructure

Computer Skills:

- **Internet:** HTML, DHTML, Active Server Pages, XML, Windows Media Streaming, Crystal Reports, CSS, Cookies, Telnet, PHP, ASP.net
- **Platforms:** PC ,UNIX, Linux
- **Server Administration:** SharePoint 2003/2007/2010/2013/2016/SPO Advanced Server 2000/2003/2008/2012 , Windows Media Server, MySQL, Active Directory, SQL Server, Novell Netware, VMWARE, ESXI
- **Operating Systems:** Windows 95/98/2000/ME/NT/XP/8/10, UNIX, Linux.
- **Programming Languages:** HTML, XML, Perl, SQL, MySQL, ASP.net
- **SharePoint:** Powershell, FAST, User Profile Services, Service Application, Web Parts, SharePoint Designer, Visual Studio, Master Page Development, Office 365 Global Administrator, Exchange and Other Third Party Vendors.

Work Experience:

Sr. SharePoint Technology Consultant III/ Sr. SharePoint Administrator – DXC Technology/HPE Jan 2012 to Present

- Serves as the Lead SharePoint Administrator which includes farm configuration, migration planning, deploying all SharePoint Farm Solutions, and Migrating SharePoint OnPrem to SharePoint Online using multiple third party tools, and Powershell.
- Serves as Global Office 365 Administrator for Tenant in the GCC High.
- Maintenance of various SharePoint farms. This includes managing a development environment, a test and production environment.
- Installs, Configures and Maintains multiple 3rd Party tools.
- Works with Government Personnel to determine business needs and create customized solutions using SharePoint/SPO.

- Creates various Powershell scripts to automate processes and automate functions including maintenance, workflows and site automation
- Develops documentation, including design, configuration and communication plans for the SharePoint 2010 environment.
- Key responsibility is on the administration of the different SharePoint server farms, including development, testing and production.
- Lead Tier III Support person to assign Tier III Tickets if needed to other Senior Application members,
- Lead Deployment engineer for all Off Hour Deployments. Creates deployment and outage reports to customer lead, and any other Technical personnel as directed.
- Troubleshoots all downtime issues and reports them to the Technical Lead.
- Suggests Best Practices from Microsoft to FDA on an as needed basis.
- Provides Backup and Restore plans as needed and restores using Powershell. Doc Ave and Site Collection Backups as directed by the SOW.
- Speaks at various user groups, SharePoint Saturday, Company Training sessions and other SharePoint functions to increase community knowledge.

Senior SharePoint Administrator/SharePoint Architect- Serco North America Jan 2011 to December 2011

- Provides the configuration, implementation, and maintenance of various SharePoint farms. This includes managing four development environments, a test and production environment.
- Key responsibility is on the administration of the different SharePoint server farms, including development, testing and production.
- Installed, Configured, Managed and Maintains Microsoft Project Server 2010 as well as maintaining the Configuration for SharePoint Server 2010.
- Analyzes, troubleshoots all issues using various logs, tools that include ULS Logs, PowerShell and Control Point for permissions.
- Designs and develops Active Directory for the business needs which include policy updates, domain trusts and much more.
- Builds and configures all new environments for new developers and testers. This includes deployment of Windows Server 2010, SQL Server, Visual Studio and SharePoint Server 2010.
- Manages 15 Virtual Machines with VMware and ESxi on three different environments. In charge of backup and restore procedures.
- Designs, develops implementation plans, governance plans and Installation procedures.
- Maintains knowledge of emerging technologies such as SharePoint, Project server, database, lync and web application tools.
- Research's, evaluates and recommends system technologies to support business requirements.
- Creates and maintain documentation for all processes and procedures.
- Provides Backup and Restore procedures for all systems using farm wide backups, server infrastructure using many tools such as Windows backup, Veeam Replication and built in SharePoint backup and restore using PowerShell and Central Administration

Principal Consultant SharePoint/System Administrator, EMC Corporation March 2010 to December 2010

- Provides technical and consultative support on EMC technical solutions opportunities on a range of IT consulting engagements. These projects may include analyzing requirements, implementation, customization, integration and documentation for the customer. Works closely with EMC project managers, other TS personnel, and the customer to ensure a smooth implementation and transition from start-up to integration/production mode.
- Key responsibility is to evaluate customers' strategic business issues, identify requirements, create business case justifications, and propose appropriate enterprise solutions. Demonstrates strong interpersonal skills with EMC sales, TS and external customers. Capable of working with minimal supervision in the performance of assigned tasks.
- Represents EMC in a professional manner to customers, EMC Partners and other EMC personnel at all times. May be required to support and instruct less experienced co-workers through classroom training sessions or on-the-job mentoring. Trains customer personnel when authorized by TS management. May occasionally be called upon to act as a back up to the project manager or to provide team technical leadership on specific implementations.
- Prepares, maintains and submits activity/progress reports and time recording/management reports in accordance with published procedures.
- Keeps Project Managers informed of activities, alerting of any issues promptly. Completes end-of-project reports.
- Provides knowledge transfer throughout and at the completion of assigned projects. Supports and reports to engagement project manager while assigned to active customer engagements. Advises project manager on level of effort required to perform assigned implementations. Regularly communicates status of project and all applicable customer issues to the project manager. Analyzes requirements and performs requirements implementation.
- Seeks advice or assistance from TS management as required during difficult customer situations. Works in conjunction with EMC TS colleagues to ensure effective resolution of technical issues encountered during implementations. Understands methodologies to perform functions of position. Designs, codes and tests components.
- Participates in code reviews, testing process and certification of software. Performs according to established safety standards. Reports unsafe situations and recommends improvements. Responsible for the creation of proposals that

address current and evolving client requirements. Establishes relationship with client technical counterparts. Participates in client meetings related to development efforts.

SharePoint Portal Support Lead/System Administrator, CACI Enterprise Technologies December 2006 to December 2009

- Manages and Developed SharePoint MOSS 2007 User Support Ticketing System.
- Implements and Escalates all User Support Issues to Tier III Management Team
- Works directly with SharePoint Training Team at CNIC to implement Best Practices and Training Schedule for Users at CNIC HQ.
- Designs and Develops the Conference Room Manager throughout MOSS 2007. Created a Help Site for users to find FAQ's and Discussion Boards to easily answer questions regarding tool to schedule and maintain all conference rooms at CNIC Facilities.
- Developed original training plan for Content Users at CNIC HQ.
- Manages N-code Point of Contacts for HQ End User Support and Regional Portal Master Issues.
- Developed and Led MOSS 2007 Training Community of Practice to discuss best practices for all training on SharePoint 2007 within CNIC.
- Discusses all technical issues with Tier 3 Support and Program Manager on a Weekly Basis
- Administration of the portal infrastructure and content placement. Thorough knowledge of business practices for the organization, analyzing business group's information flow and business processes
- Defines the naming conventions and structure for collaboration.
- Manages site directory, permissions, Guidelines, Policies, and Templates.
- Maintains Usage Models, Processes, and Documentation.
- Explore/identify application of future SharePoint capability - Continually evaluate/launch/support business application of WSS capability existing & new features.
- IT Single point of contact lead - understands technical SharePoint guidelines and process, server structure for SharePoint.
- Maintains informational site with training, and up to date information on application and use for our departments.
- Recommends, plans, designs, and implements changes for portal and division team sites.
- Portal Administrator -complete technical changes/edits on design to portal, support content changes as needed.
- On-site technical resource to provide support within CNI HQ for implementation and configuration of the portal areas and workspaces.
- Trains all new users of CNIC to understand Policies and Procedures within SharePoint.
- Supported the Migration of Microsoft SharePoint 2003 to SharePoint 2007.
- Manages users for CNIC Portal Areas and workspaces. Assigns user rights within SharePoint based on Active Directory standards.
- Creates, updates, and configures training materials for current and new users for Microsoft SharePoint
- Designs and develops workspaces using Microsoft FrontPage.
- Configured Conference Room Manager and designed Migration Plan from eRoom to Microsoft SharePoint Services.

Systems Administrator 2, CACI Enterprise Technologies February 2006 to December 2006

- Configures, updates and backing-up hardware and software for new and existing web application environments.
- Responsible for software and hardware requisitions and minor asset management.
- Technical support and minor enhancements of existing Classic ASP Web applications.
- Research on software and IT technologies in support of various development projects as requested by Management. Creates, manages and updates policies and procedures related to the Security of the Network. Administers Windows 2000/XP Systems.
- Monitored performance, managed storage space, and user accounts.
- Also organized directory structure as needed by the business.
- Handles desktop performance issues for more than 30 users. Making any needed configuration changes to increase performance as well as performing proactive tasks to maintain system performance.

Technical Support/Customer Support Engineer, Care Fusion, Inc. October 2004 to February 2006

- Provided technical support for internal and external companies. Successfully resolved customer issues regarding connectivity, peripheral compatibility, and standard software usage questions for products on the following operating platforms: Windows NT Server, Windows 2000, Windows XP, Windows Advanced Server 2003, Windows Advanced Server 2000, and SQLServer 2000.
- Administer Windows 2000/XP Systems: Monitored performance, managed storage space, and user accounts. Also organized directory structure as needed by the business. Handled desktop performance issues for more than 30 users. Making any needed configuration changes to increase performance as well as performing proactive tasks to maintain system performance. .
- Supported various Custom PDA Applications and Platforms such as Windows CE 2002, Bloomberg, and in-house market data applications as well as other desktop applications used by customers.

- Assisted in several client rollout projects for the firm, rolling out approximately 5,000 Symbol PDA's. Also included building and configuring IBM laptops for remote use.
- Provided status reports for hardware and application deployments. Managed user profiles, group shares, and permissions.
- Created local and group policies for the firm. Assisted in planning and implementing migration to Windows XP. Gathering any needed client information prior to rollout as well as meeting with clients to orientate them about the migration. Also was responsible for following up with client post-migration.
- Responsible for maintaining good working relationship between Customer Support, IT, and the Client by communicating frequently with the business on any pending projects or needs they may have.

Technical Systems Engineer, SER Solutions September 2003 to October 2004.

- Interface with Customer technical staff to determine causes and develop workarounds and/or solutions for problems arising at customer sites.
- Handle support calls from customers for all CPS and Gateway Products. Support for a variety of Linux and Unix(Sco) Platforms
- Management and Development of Technical Support Engineer websites. Includes updating current documentation of products and developing new strategies for more productive support on a Windows based server using SQL Server.
- Investigates and manages the effectiveness and performance of production systems.
- Helped automate approaches to periodic or ad hoc administrative tasks/activities to increase reliability and decrease dependencies on manual actions.
- Helped maintain Unix-based storage area networks with resources and components such as access control, system configuration, file systems, disks, log files and tape backups.
- Exercises analytical techniques when gathering information from users, defining work problems, designing a system of computer programs, and developing procedures to resolve the problems
- Foresee potential problems and takes appropriate action before problems occur.
- Work on a team with individuals from other departments to achieve client deadlines.
- Maintaining Servers with weekly full backups and hardware/software routine checks.
- Ensures all test environment and production servers are operational within the specifications set forth by the Customer and established service level agreements.
- Configuring Compaq Proliant M1530 G1 & G2, Compaq 3000 series, 2500 and 1500 Servers.
- Assembling TSP's, Call Processors, Terminals servers.
- Advanced Administration on Call Processing System (Predictive dialing software).
- Assisting clients with Scriptmaker software (SMAKE) in developing telemarketing scripts.
- Coordinating with Telco service providers for configuration of T1 lines on the switch.
- Configuring Dialogic T1 cards on ISDN protocols.
- Installation & support on Wygant Encore Systems.
- Providing support to customers on Database Administration.
- Configuring Encore Pc's to play voice messages for predictive dialers.
- Configuring Voice Processing Boards with TCP/IP and serial to communicate with Encore.
- Verify assigned tasks or tickets have been successfully completed.
- Provide timely follow up with Customers via phone calls, email and pager to ensure final resolution of problems and issues.

Business Systems Analyst, Electronic Data Systems(EDS) June 2003 to September 2003.

- Provided installation, unit, functionality and integration testing of web-based application using manual and automated (WinRunner) techniques
- Reviewed, managed and updated Test Team documentation of software bugs and fixes using PVCS Tracker
- Managed Software Releases using PVCS Version Manager
- Traveled to BCIS (Bureau of Citizenship and Immigration Services) District Offices to provide software deployment support and train users on the NFTS web-based application
- Conducted weekly status meetings with field Site Coordinators and Deployment Team

Senior Web Developer, EPM DESIGNS *December 1999 – October 2001(Part-Time while at EPM DESIGNS and MCI WorldCom*

- Employed to manage the company's existing web site maintenance and development and to bring the web site maintenance and development in-house. As the Technical lead I was responsible for the planning and development of a new corporate web site. Technologies used included: ASP, My SQL Server 6.5, JavaScript, and Windows Streaming Media Technologies.
- Managed two junior web developer's schedules and projects. Developed strategies to meet client's expectations for user-friendly web sites.
- Utilized many web technologies such as: MySQL, JavaScript, PHP, HTML, and DHTML

Project Management MCI WorldCom *December 2000 to September 2001.*

- Troubleshoots potential and current problems with Telecom Circuits.
- Managed the AWIPS Project for the National Weather Service.
- Implements Telecommunications Circuits and design for the National Weather Service of the United States Government.
- Escalates any issues that may occur to Upper Management Level. Including FOC and ASR issues.
- Attends weekly meetings with Clients to discuss problem orders