

Adam J. Rafels

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Robust IT consultant with a proven history of successful and on-time projects. Adheres to the Microsoft Solution Framework model. Extensive experience with middle to large size enterprises including architecture, design, testing, proof of concept, pilot, deployment, and support. Listens and has a thorough understanding of business needs and objectives while striving to stay in budget. Emphasis on Microsoft virtualization and the Microsoft Forefront family of products.

EXPERTISE

Applications: Microsoft Office 2010, Microsoft Office 2007, Microsoft Office 2003

Operating Systems: Microsoft Windows 7, Microsoft Windows Server 2008 R2, WatchGuard Firewalls, Microsoft Windows Server 2003, Microsoft Windows XP, Microsoft Windows 2000

Servers: Microsoft Threat Management Gateway 2010, Microsoft Forefront Unified Access Gateway 2010, Microsoft Forefront Endpoint Protection 2010, Microsoft System Center Configuration Manager 2007, Microsoft Virtual Machine Manager 2008 R2, Microsoft Forefront Protection 2010 for Exchange Server, Microsoft Deployment Toolkit 2010, Microsoft Application Virtualization 4.6, Microsoft Enterprise Desktop Virtualization 2.0, Microsoft Forefront Protection 2010 for SharePoint, Microsoft Forefront Client Security, Microsoft SQL Server 2008, Microsoft System Center Desktop Error Monitoring, Symantec Endpoint Protection 11, Microsoft Data Protection Manager 2007, Microsoft Exchange 2007, Microsoft Exchange 2007 Unified Messaging, Symantec Antivirus 10.2, Kerio Connect, Microsoft Small Business Server 2007, Microsoft System Center Essentials 2007, SQL Server 2005, Microsoft Small Business Server 2003, Microsoft Exchange 2003, Microsoft Forefront for Exchange, Blackberry Enterprise Server, TrendMicro OfficeScan, Microsoft Internet Security and Acceleration 2006, Microsoft Virtual Server 2005 R2, Live Communications Server 2005, Microsoft Business Desktop Deployment, Symantec Ghost, Symantec BackupExec, Trouble Ticket Express, Xigla Absolute Live Support .NET, Lyris ListManager, L-Soft LISTSERV, myTTY 3.0

Tools and Resources: Microsoft Active Directory Migration Tool 3.2, Custom Scripts, Microsoft Application Compatibility Toolkit 5.6, User State Migration Tool 4.0, Microsoft Office 2010 Migration Planning Manager, Microsoft Office 2010 Environment Assessment Tool, Microsoft Windows Automated Installation Kit, Microsoft Assessment and Planning Toolkit 5.5, Quest Migration Wizard

Windows Roles and Features: Hyper-V, Active Directory Rights Management Services, Group Policy Management, Active Directory, DHCP Server, DNS Server, File Services, Network Policy and Access Services, Print and Document Services, Web Server (IIS), Windows Deployment Services (WSUS), BitLocker Drive Encryption, Failover Clustering, Multipath I/O, Network Load Balancing, Storage Manager for SANs

Industries: Services, Healthcare, Energy, Government, Retail & Hospitality, Education, Finance, Manufacturing & Distribution, Technology, Insurance, Transportation & Logistics, Real Estate, Non-Profit

RELEVANT PROJECT EXPERIENCE while at Catapult Systems March 2004 to present

Project	Responsibilities / Results	Tools and Technologies
Forefront Threat Management Gateway Migration (Services)	<ul style="list-style-type: none"> • Migrated from ISA 2000 to TMG at multiple branch offices. • No end user downtime during switchover of firewalls. • Migrated from ISA 2000 to TMG arrays at 2 data center. • Incorporated client's existing ScanSafe product into TMG servers. 	Microsoft Threat Management Gateway 2010, Cisco ScanSafe
Unified Access Gateway Implementation (Services)	<ul style="list-style-type: none"> • Architected, deployed, configured, and tested multiple UAG arrays for remote access to client's network, applications, and websites for their remote employees. • Leveraged client's existing Quest Defender one time password tokens for two-factor authentication in UAG. • Developed and tested policies to help protect the client's network from unauthorized endpoints. 	Microsoft Forefront Unified Access Gateway 2010
Forefront Endpoint Protection Pilot (Healthcare)	<ul style="list-style-type: none"> • Integrated FEP into client's immense ConfigMgr environment. • Created and tested procedures for replacing current anti-virus software with FEP. • Deployed FEP to a pilot group creating detailed directions so the so the client could finish the anti-virus migration in phases. 	Microsoft Forefront Endpoint Protection 2010, Microsoft System Center Configuration Manager 2007
Domain Migration (Energy)	<ul style="list-style-type: none"> • Migrated 800 users, 400 workstations, and 30 servers from one domain to another. • Troubleshoot on-the-fly problems that arose due to non-standard migration requirements. 	Microsoft Active Directory Migration Tool 3.2, Custom Scripts
Windows 7 Jumpstart (Government)	<ul style="list-style-type: none"> • Deployed ACT and integrated the ACT data collector into the client's environment to assist with collecting software inventory and Windows 7 compatibility issues with current applications. • Shared with staff frequently seen application issues, instructions on how to shim applications, and discussed remediation techniques for Windows 7. • Reviewed and modified current ConfigMgr task sequences for robust Windows 7 deployments. 	Microsoft Application Compatibility Toolkit 5.6, User State Migration Tool 4.0, Microsoft Windows 7, Microsoft System Center Configuration Manager 2007
SharePoint Upgrade Services (Government)	<ul style="list-style-type: none"> • Assisted with configuring TMG for pre-authentication for SharePoint sites. 	Microsoft Threat Management Gateway 2010
TMG Review (Retail & Hospitality)	<ul style="list-style-type: none"> • Configured TMG so users could seamlessly pass credentials to TMG for access to SharePoint sites. 	Microsoft Threat Management Gateway 2010
FEP Deployment (Education)	<ul style="list-style-type: none"> • Incorporated FEP into the clients existing ConfigMgr environment. • Tested rollout of FEP to a pilot group. • Created documentation for the client to continue deploying FEP to the rest of the university. 	Microsoft Forefront Endpoint Protection 2010, Microsoft System Center Configuration Manager 2007
TMG for OWA (Finance)	<ul style="list-style-type: none"> • Configured multiple TMG servers for pre-authentication to Exchange OWA. 	Microsoft Forefront Threat Management Gateway 2010

Project	Responsibilities / Results	Tools and Technologies
Unified Access Gateway Implementation (Energy)	<ul style="list-style-type: none"> Deployed UAG array for secure remote access to production, development, and test SharePoint sites. Developed policies based on client requirements for privileged endpoints. 	Microsoft Forefront Unified Access Gateway 2010
Hyper-V / VMM Pilot (Healthcare)	<ul style="list-style-type: none"> Health check and recommendations regarding Hyper-V and VMM environment. 	Microsoft Virtual Machine Manager 2008 R2, Microsoft Hyper-V
Hyper-V / VMM / ConfigMgr Proof Of Concept (Energy)	<ul style="list-style-type: none"> Delivered ConfigMgr, Hyper-V, and VMM in the client's lab environment to review possible options for deploying operating systems and virtual machines. 	Microsoft System Center Configuration Manager 2007, Microsoft Virtual Machine Manager 2008 R2, Microsoft Hyper-V
Forefront Endpoint Protection Implementation (Services)	<ul style="list-style-type: none"> Using ConfigMgr removed NOD32 antivirus and replaced with FEP. Applied Microsoft best practices and proper antivirus exclusions for workstations and servers. Introduced FPE to the Exchange 2010 servers. 	Microsoft Endpoint Protection 2010, Microsoft Forefront Protection 2010 for Exchange Server, Microsoft System Center Configuration Manager 2007
Configuration Manager Implementation (Services)	<ul style="list-style-type: none"> Architected and placed ConfigMgr into a non-managed multi-site organization. 	Microsoft System Center Configuration Manager 2007
Windows 7 Jumpstart (Energy)	<ul style="list-style-type: none"> Integrated ACT into the environment to assist with collecting software inventory and Windows 7 compatibility issues with current applications. Shared with staff frequently seen application issues, instructions on how to shim applications, and remediation techniques for Windows 7. Deployed OMPM and OEAT to gather data to assist with identifying possible problematic Office Add-ins and file conversions. Focused on current MDT environment and made recommendations to minimize manual intervention for migrations. Enhanced current ConfigMgr task sequences for Windows 7 deployment. Demonstrated App-V Proof of Concept. Demonstrated MED-V Proof of Concept. 	Microsoft Application Compatibility Toolkit 5.6, Microsoft Office 2010 Migration Planning Manager, Microsoft Office 2010 Environment Assessment Tool, Microsoft Deployment Toolkit 2010, User State Migration Tool 4.0, Microsoft Windows 7, Microsoft Office 2010, Microsoft Application Virtualization 4.6, Microsoft Enterprise Desktop Virtualization 2.0
Windows 7 Operating System Deployment (Manufacturing & Distribution)	<ul style="list-style-type: none"> Provided second set of eyes to resolve ConfigMgr OSD task sequence issues. 	Microsoft System Center Configuration Manager 2007, Microsoft Windows 7
Windows 7 Jumpstart (Manufacturing & Distribution)	<ul style="list-style-type: none"> Coached client while demonstrating ACT, MAP, and MDT using USMT and task sequences to migrate from Windows XP to Windows 7. 	Microsoft Application Compatibility Toolkit 5.6, Microsoft Assessment and Planning Toolkit 5.5, Microsoft Deployment Toolkit 2010, Microsoft Windows 7
Desktop Deployment Planning Services/ Windows 7 Jumpstart (Energy)	<ul style="list-style-type: none"> Implemented ACT and deployed agent to all workstations for basic Windows 7 compatibility results and software inventory. Worked with MAP to generate Windows 7 hardware reports for possible hardware upgrades. Conducted proof of concept using ConfigMgr task sequences to migrate user data from Windows XP to 	Microsoft System Center Configuration Manager 2007, Microsoft Application Compatibility Toolkit 5.6, Microsoft Assessment and Planning Toolkit 5.5, Microsoft Windows 7

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	Windows 7 during PC refreshes.	
Forefront Endpoint Protection 2010 Exam Development (Technology)	<ul style="list-style-type: none"> Selected to review, reword, and help produce Microsoft's 70-162 TS: Configuring Forefront Protection for Endpoints and Applications exam. 	Forefront Endpoint Protection 2010, Forefront Protection 2010 for Exchange Server, Forefront Protection 2010 for SharePoint
Domain Migration (Energy)	<ul style="list-style-type: none"> Migrated users, computers, servers, and a NetApp SAN from one domain to another. 	Microsoft Active Directory Migration Tool 3.2
Forefront Client Security Health Check (Healthcare)	<ul style="list-style-type: none"> Examined overall FCS environment and made recommendations for best practices, improved security, and performance increases. 	Microsoft Forefront Client Security
Threat Management Gateway 2010 Proof of Concept (Healthcare)	<ul style="list-style-type: none"> Engineered and built proof of concept demonstrating secure Outlook Anywhere and Outlook CRM plug-in while on public internet. 	Microsoft Threat Management Gateway 2010
AD RMS Implementation (Transportation & Logistics)	<ul style="list-style-type: none"> Architected, tested, deployed, and documented AD RMS that spanned multiple countries. Incorporated AD RMS with client's Exchange 2010 and SharePoint implementations. 	Microsoft Active Directory Rights Management Services
Integration Technology Proof of Concept Workshop (Insurance)	<ul style="list-style-type: none"> Held workshops demonstrating ACT and ConfigMgr in a lab environment and how they may be used to migrate from Windows XP to Windows 7. 	Microsoft System Center Configuration Manager 2007, Microsoft Windows 7, Microsoft Application Compatibility Toolkit 5.6
Windows 7 Jumpstart (Government)	<ul style="list-style-type: none"> Deployed ACT for Windows 7 application compatibility identification and possible conflicts. Configured and ran MAP to inventory hardware for Windows 7 hardware reports. Introduced ConfigMgr task sequences to migrate test workstations from Windows XP to Windows 7. Held workshops to help client better understand the ACT suite. 	Microsoft System Center Configuration Manager 2007, Microsoft Application Compatibility Toolkit 5.6, Microsoft Assessment and Planning Toolkit 5.0, Microsoft Windows 7
Windows 7 Jumpstart (Government)	<ul style="list-style-type: none"> Collaborated with client's employees on how to perform operating system deployment using ConfigMgr to move from Windows XP to Windows 7. 	Microsoft System Center Configuration Manager 2007, Microsoft Windows 7
Windows 7 Jumpstart (Government)	<ul style="list-style-type: none"> Discovered client's software and hardware using ACT and MAP. Designed a MDT lite touch task sequence for migrations from Windows XP to Windows 7 on Apple hardware as a proof of concept project. 	Microsoft Deployment Toolkit 2010, Microsoft Application Compatibility Toolkit 5.6, Microsoft Assessment and Planning Toolkit 5.0
Desktop Deployment Planning (Technology)	<ul style="list-style-type: none"> Implemented an ACT environment for Windows 7 compatibility identification and testing. Verified client's steps and processes for migration from Windows XP to Windows 7 using ConfigMgr and MDT. 	Microsoft Application Compatibility Toolkit 5.6, Microsoft System Center Configuration Manager 2007, Microsoft Deployment Toolkit 2010, Microsoft Windows 7

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Microsoft Desktop Optimization Pack Proof Of Concept (Technology)	<ul style="list-style-type: none"> • Stood up and demonstrated APP-V in a proof of concept project. • Built a DEM environment and made GPO modifications for a pilot program using production devices for accurate data. 	Microsoft Application Virtualization 4.6, Microsoft System Center Desktop Error Monitoring
Forefront Deployment (Real Estate)	<ul style="list-style-type: none"> • Acted as technical resource via phone with client during deployment of FCS. 	Microsoft Forefront Client Security
Forefront Deployment (Manufacturing & Distribution)	<ul style="list-style-type: none"> • Created a ConfigMgr task sequence with advertisements to gracefully notify the user the intentions to uninstall current antivirus, reboot, and install FCS giving a reasonable amount of time for the end user to save work. 	Microsoft Forefront Client Security, Microsoft Configuration Manager 2007
Microsoft Integration Services (Manufacturing & Distribution)	<ul style="list-style-type: none"> • Prepared new OU structure to better represent workstations and servers more accurately based on role, management, and locations. • Interrogated and removed duplicate group policy settings spread among multiple redundant group policies. 	Microsoft Windows Group Policies, Microsoft Windows Active Directory
Desktop Design (Energy)	<ul style="list-style-type: none"> • Guided client with Windows 7 new features and how they could be utilized for productivity, corporate savings, and security. • Reviewed Windows 7 best practices. • Collaborated with client on possible group policy modifications. 	Windows Server Group Policies, Microsoft Windows 7
Desktop Deployment Planning Services (Manufacturing & Distribution)	<ul style="list-style-type: none"> • Created a Windows 7 base image for new workstation. • Enhanced the current MDT task sequence based on customer requirements. 	Microsoft Deployment Toolkit 2010, Microsoft Windows Automated Installation Kit, Microsoft Windows 7
Antivirus Support and Training (Retail & Hospitality)	<ul style="list-style-type: none"> • Guided client on antivirus best practices. • Recommended processes for determining exclusions of files, folders, and services that were not documented by software vendors. • Submitted change requests for antivirus optimizations. 	Symantec Endpoint Protection 11
Desktop Deployment Planning Services (Retail & Hospitality)	<ul style="list-style-type: none"> • Build and implemented an ACT environment for Windows 7 compatibility testing. • Deployed ACT DCM to client specified set of workstations to gather information for Windows 7 compatibility. • Performed a proof of concept demonstrating Windows 7 image deployment and migration using ConfigMgr. 	Microsoft Application Compatibility Toolkit 5.6, Microsoft System Center Configuration Manager 2007, Microsoft Deployment Toolkit 2010, Microsoft Windows Automated Installation Kit, Microsoft Windows 7
Security Audit (Energy)	<ul style="list-style-type: none"> • Assisted with investigation after a virus outbreak. 	Microsoft Forefront Client Security
Forefront Support	<ul style="list-style-type: none"> • Coached client on FCS best practices. 	Microsoft Forefront Client Security

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(Manufacturing & Distribution)	<ul style="list-style-type: none"> Introduced options for better performance while keeping comprehensive protection. Resolved configuration issues. 	
Forefront Support (Finance)	<ul style="list-style-type: none"> Identified conflicting settings that were preventing FCS from updating while on the corporate network. 	Microsoft Forefront Client Security
Infrastructure Enhancements and Support (Manufacturing & Distribution)	<ul style="list-style-type: none"> Generated baseline of current DPM environment then applied changes to increase overall performance. 	Microsoft Data Protection Manager 2007
Server Migration (Services)	<ul style="list-style-type: none"> Re-engineered custom application designed to be run on a single server to multiple servers using Windows network load balancing. 	Microsoft Windows Server 2008
Exchange Migration (Government)	<ul style="list-style-type: none"> Migrated from Microsoft Exchange 2000 to Microsoft Exchange 2007. 	Microsoft Exchange 2007
Infrastructure Support (Manufacturing & Distribution)	<ul style="list-style-type: none"> Managed Symantec antivirus environment and remediated any potential virus concerns. Examined and optimized Hyper-V environment. Maintained Kerio Connect email environment. Designed disaster/recovery plan for email. 	Microsoft Hyper-V, Symantec Antivirus 10.2, Kerio Connect
Data Center Deployment (Services)	<ul style="list-style-type: none"> Architected, deployed, configured, and tested entire data center for public online applications with Windows NLB, SQL Cluster, and dual Watchguard firewalls. Developed and monitored tape backup procedure using DPM with encryption with a third party off-site storage company. Consolidated domain names 	Microsoft Windows Server 2008, Microsoft SQL Server 2005, Microsoft Data Protection Manager 2007, Microsoft Small Business Server 2003, Microsoft Exchange 2003, Microsoft Small Business Server 2007, Microsoft Exchange 2007, Microsoft System Center Essentials 2007, Microsoft Forefront Client Security, Windows Server Update Services 3.0, WatchGuard Firewalls
Forefront Deployment (Services)	<ul style="list-style-type: none"> Assisted with implementation of FCS and Forefront Security for Exchange. 	Microsoft Forefront Client Security, Microsoft Forefront Security for Exchange Server
Forefront Deployment (Energy)	<ul style="list-style-type: none"> Delivered proof of concept demonstrating Microsoft Forefront Client Security. 	Microsoft Forefront Client Security
SharePoint System Infrastructure (Services)	<ul style="list-style-type: none"> Improved uptime for SharePoint farm by adding log shipping to current SQL servers based on client's limited budget. 	Microsoft SQL Server 2005
Exchange Migration (Real Estate)	<ul style="list-style-type: none"> Leveraged client's SBS server by transitioning ISP's POP/SMTP accounts to SBS with Exchange 2003. 	Microsoft Exchange 2003, Microsoft Small Business Server

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	<ul style="list-style-type: none"> Coordinated DNS modifications to point to new mail server. Reconfigured BES. 	2003, Blackberry Enterprise Server
Unified Messaging Integration (Government)	<ul style="list-style-type: none"> Integrated Exchange 2007 Unified Messaging with an open source asterix PBX system. 	Microsoft Exchange 2007 Unified Messaging, Asterix PBX
Intranet Site Build Out (Technology)	<ul style="list-style-type: none"> Architected and built active/active SQL cluster using Microsoft best practices for parallel SharePoint farm project. 	Microsoft SQL 2005
FCS Deployment (Manufacturing & Distribution)	<ul style="list-style-type: none"> Replaced TrendMicro OfficeScan with Forefront Client Security on all workstations. 	Microsoft Forefront Client Security, TrendMicro OfficeScan
Exchange Migration (Services)	<ul style="list-style-type: none"> Migrated from hosted Exchange to client's Exchange 2003 environment. Conducted and oversaw time sensitive DNS changes. 	Microsoft Exchange 2003
Domain Consolidation (Finance)	<ul style="list-style-type: none"> Consolidated domains by migrating approximately 5,000 user and computer accounts. Troubleshoot and resolved any end user or computer migration complications. 	Quest Domain Migration Wizard
Infrastructure Support (Non-Profit)	<ul style="list-style-type: none"> Acted as long term and sole administrator entrusted to handle all IT related issues, requests, migrations, implementations, upgrades, and updates. Engineered fault tolerant network load balanced web frontend and clustered SQL backend for mission critical intranet applications. Migrated from Exchange 2000 to Exchange 2003. Transitioned from TrendMicro antivirus to Forefront Client Security. Deployed Live Communication Server with Office Communicator for internal instant messaging. Using Symantec Ghost then later BDD rolled out Windows XP to replace Windows 2000 as the standard desktop image. Developed and maintained backups using BackupExec with an off-site tape rotation schedule. Installed and configured Virtual Server for the organization's test environment. Researched and implemented a web chat application for inbound communications to the call center. Transitioned mailing lists from LISTSERV to a new ListManager implementation. Changed current incoming TTY calls designated for a single workstation to a network solution using myTTY. Increased overall efficiency by introducing a web based helpdesk for all users to use. Educated end users with evolving corporate 	Microsoft Windows Server 2003, Microsoft Exchange 2003, Microsoft SQL 2005, Microsoft Windows XP Professional, Microsoft Forefront Client Security, TrendMicro OfficeScan, Microsoft Antigen for Exchange, Live Communications Server 2005, Office Communicator 2005, Microsoft Virtual Server 2005 R2, Microsoft Business Desktop Deployment, Symantec Ghost, Veritas/Symantec BackupExec, Trouble Ticket Express, Xigla Absolute Live Support .NET, Lyris ListManager, L-Soft LISTSERV, myTTY 3.0

Project	Responsibilities / Results	Tools and Technologies
	technology with classes and weekly tech-tip emails. <ul style="list-style-type: none"> • Investigated employee computer abuse using advanced computer forensics. 	

OTHER NON-DETAILED WORK EXPERIENCE
(Details provided upon request)

- Network Administrator at MyDocOnline
- Senior Network Administrator at NAI/Commercial Industrial Properties
- Network Administrator at FIC Insurance
- In-store HP Representative
- Help Desk Analyst at Unisys
- Help Desk Technician at National Tech Team for HP
- Electronic Engineering Technician at Code Alarm

EDUCATION AND CERTIFICATIONS

- College
- Associates of Applied Science Degree in Electronics

Microsoft Certified IT Professional (MCITP)

- Virtualization Administrator on Windows Server 2008 R2
- Enterprise Administrator on Windows Server 2008
- Server Administrator on Windows Server 2008

Microsoft Certified Technology Specialist (MCTS)

- Forefront Endpoint and Application Protection, Configuration
- Windows 7 and Office 2010, Deploying
- Microsoft System Center Configuration Manager 2007, Configuring
- Windows Server 2008 R2, Desktop Virtualization
- Windows Server 2008 R2, Server Virtualization
- Windows 7, Configuration
- Windows Server 2008 Active Directory, Configuration
- Windows Server 2008 Applications Infrastructure, Configuration
- Windows Server 2008 Network Infrastructure, Configuration
- Microsoft Forefront Client and Server, Configuration

Microsoft Certified Systems Engineer (MCSE)

- Microsoft Windows Server 2003
- Security: Microsoft Windows Server 2000

Microsoft Certified Systems Administrator (MCSA)

- Security: Microsoft Windows Server 2003
- Messaging: Microsoft Windows Server 2003
- Messaging: Microsoft Windows Server 2000

CompTIA

- Security+
- Network+
- A+