Christopher Wyckoff

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Accomplished Microsoft 365 engineer and infrastructure engineer with a proven ability to deliver solutions that optimize systems and workflows. Skilled troubleshooter comfortable solving complex system, messaging and IAM issues.

Technical Skills

- Microsoft 365 administration and configuration.

- Mail flow troubleshooting. Including setup of DMARC/SPF/DKIM.

- Entra ID administration. Including setup and configuration of Azure AD Connect.

- Administration and configuration of Proofpoint messaging gateway as well as mail relay devices.

- Administration/configuration of Windows 2016/2019 servers including Active Directory, DNS and DHCP.

- Administration/configuration of Barracuda spam firewall and Barracuda backup appliances.

- Administration/configuration of VMware VCenter and ESXi as well as Microsoft Hyper-V.

- Setup and configuration of virtual servers in Microsoft Azure.

- Administration/configuration of Veeam for backups of virtual machines.

- Working knowledge of Powershell.

- AWS Certified Cloud Practitioner (N3SDP13CVJ1EQ9SN)

Professional Experience

JPMC - CXLoyalty - Richmond VA
May 2021 - Current
Infrastructure Engineer

- Microsoft 365 and Messaging team lead.

- Technical lead for active directory and Entra ID.

- Integrated applications with ADFS and Entra ID SAML/Oauth2.

- Migrated applications from ADFS to Entra ID.

- Migrated AADconnect to a newer version and resolved sync errors.

- Technical lead for migration from unsecure domain to a new secure multi-tiered AD domain.

TekSystems – Richmond VA
Dec 2019 – May 2021

Systems Engineer – Supporting Altria Client Services

- Exchange Administrator – Office 365.
- Migrated and rebuilt domain controllers, DHCP, certificate, and DNS servers from Windows 2008 to 2016 on VMware and Hyper-V.
- Supported migration of Exchange 2010 to Office 365.
- Worked with a team supporting MIM/FIM/Omada Identity Suite.
- Setup Ansible instance for lab environment.

Weinstein Properties – Richmond VA
2003- Nov 2019
Sr. System Administrator, 2016 – Nov 2019

- Exchange Hybrid 2013/O365 administration. Including AD Connect, Spam Protection (Whitelists/SPF), troubleshooting mail flow, retention policies.
- Setup and run phishing campaigns with Knowbe4.
- Manage and maintain 20+ servers in a mixed 2012/2016/Ubuntu environment in a VMware 5.5 cluster as well as in Microsoft Azure.
- Technical lead for cloud migration projects for local infrastructure which includes the server environment and phone system.
- Serve as IT team lead and company subject matter expert for all things technical.
- Travel to new company locations and integrate them into the network.

System Administrator, 2007 – 2016

- Managed and maintained 20+ servers in a mixed 2012/2008/Redhat/Ubuntu environment as well as several virtualized servers using VMware.
- Exchange 2013 administration.
- Active Directory administrator supporting 500 users which included deploying policies and login scripts.
- Configuration of IP Office and VM Pro.
- Responsible for procurement and implementation of new servers and decommission and disposal of aging systems.

Help Desk, 2003 – 2007

- First response on all help tickets entered. Coordinated with the rest of the department to make sure all cases were dispatched and handled correctly.
- Resolved hardware, software and printing issues.
- Created standard imagine and image and set up new desktops/laptops.
- Deployed Windows XP / Office 2003.