Kedrick Murphy

Technical Professional

Murftech86@gmail.com
(919) 386-9724
Raleigh-Durham, NC

ADVANTAGES

Professional Skills

Strategic Planning
Process Development
Customer Service
Logical Problem Solving
Project Management
Team Collaboration
Flexible PM Style (Agile)
Risk Assessment
Requirements Gathering
Technical Support

Technical Skills

SharePoint 2010-2016
Office 365
AD, AAD
SaaS, PaaS, IaaS
Yammer, Teams
OneDrive,
Exchange Online
Microsoft SP Designer
Windows SR 2008-2012
SQL Server Reporting
Exchange online
IT Governance
Windows 7,8.1,10
Cloud Security
Security Groups

CAREER PROFILE

Proficient in managing enterprise environments, process automation and administration. Experienced in leading and managing diverse teams and complex platforms while creating strong business relationships.

WORK EXPERIENCE

NC DIT - Transportation

Raleigh, **NC 2022-Present**

Sharepoint Product Specialist – ECM Business Analyst

- Responsible for Business Analysis, Design, and Quality Assurance
- Design SharePoint and web-based solutions to support Operations and Maintenance business processes that are valuable to the transportation lifecycle
- Break down design into clearly defined, manageable work items for the development team
- Prioritize and track progress on work items and deliverables
- Ensure work items and deliverables are scheduled, completed, and delivered to the clients on time and with high quality & excellent, usable documentation.
- Document the program and project deliverables as assigned
- Coordinate with clients to implement re-engineered business processes
- Test SharePoint and web-based content management deliverables as required to support the re-engineered business processes
- Draft and deliver training materials for changed business processes and IT applications
- Consult with clients to prototype, refine, test, and debug applications and processes to meet needs
- Provide quality control for program and project deliverables

MetLife

Morrisville, **NC 2019-2022**

Senior Collaboration Engineer

- Act as a collaboration tools advocate to drive adoption and reinforce best practices, educate end users about collaboration tools capabilities, and conduct and lead training sessions.
- Facilitate the configuration and troubleshooting of business applications using Office365, the Microsoft Power Platform, Webex Control Hub and other third-party tools.
- Create and maintain functional specifications for new or modified business systems including detailed systems documentation, release notes, user instructions, and procedures
- Stay current with Office 365, Webex and third-party roadmaps, new technology releases, changes, and updates with attention to their effects in our environment.

- Perform advanced technology support functions for IT operations in a remote network environment including troubleshooting and solving problems related to computer systems or software programs.

Technology Liaison - SharePoint Administrator

- Permissions management and troubleshooting support for multiple SharePoint sites used to service 1000+ internal stakeholders. Resolve production problems, and provide production and technical support for sites
- Oversee intake governance projects for large scale development changes to customer websites and primary SharePoint sites for cost savings/efficiency efforts. Site Certifications.
- Set-up and maintain Web Systems Architecture/Design, SharePoint site collections, sub-sites, list, views and applications
- Develop web application installations, upgrades, and deployment, Forms and workflows in InfoPath Create custom workflows and set up user permission's
- Set-up Sharepoint online training and adoption for end users
- Design and customization of SharePoint Lists, Content Types, Workflows, Views, Sites and more with and without SharePoint Designer
- Created and distributed over 150 email communications per year regarding website maintenance, holiday closings, and various announcements to 1000+ internal business partners
- Manage multiple email distribution lists in Microsoft Outlook. Membership ranging from 50-300 members and utilized for internal communications to stakeholders
- Created and hosted web applications, Visio flow charts for dynamic project plans also gathered requirements for projects

Avid Sourcing

SharePoint Collaboration Engineer - Contractor

Raleigh, NC 2016-2019

- Provides troubleshooting support for SharePoint, resolve production problems, and provide production and technical support
- Set-up and maintain SharePoint site collections, sub-sites, list, views and applications
- Developed web application installations, upgrades, and deployment, Forms and workflows in InfoPath Create custom workflows and set up user permission's
- Set-up Sharepoint online training and adoption for end users
- Design and customization of SharePoint Lists, Content Types, Workflows, Views, Sites and more with and without SharePoint Designer
- Configure security groups in Azure AD, along with setting third party Saas applications.
- Performed cutover and staged email migrations for office 365 utilizing POP/SMPT/ IMAP
- Created and hosted web applications, Visio flow charts for dynamic project plans also gathered requirements for projects

Value Options

Microsoft Application Engineer - Contractor

Cary, NC - 2014-2016

- Design and customization of SharePoint Lists, Content Types, Workflows, Views, Sites and more with and without SharePoint Designer
- project management policy and guidance for IT Projects.
- Managed all project documentation throughout all phases of the project life cycle to facilitate effective planning, tracking and reporting of the project.
- Created Internal Sharepoint sites, subs site and list; Also managed site permissions.
- Managed project requirements using the standard life cycle management tool; ensured all project requirements were met and traceable throughout the life cycle
- Scheduled and coordinated interaction between multiple stakeholders to include Service Providers, Software Developers, and System Testers; and maintaining the project schedule to include weekly updates in Microsoft Project Professional

United Healthcare

Technical Business Analyst - Contractor

- Active Directory/Group Policy management and administration
- Lead complex troubleshooting and incident resolution events ensuring security requirements are met as defined under Information Security standards.
- Install, upgrade and configure network printing, directory structures, rights, security, software, file services, and backup systems
- Oversaw project planning, cost control, client relations, and coordination of activities with other functional and technical support teams.
- Launched Production Systems Management center dedicated to improved production system integrity and reliability
- Ensured problem ownership and promotes end-user satisfaction.
- Communicates with the users clearly and precisely to ensure their understanding of the steps necessary in order to resolve the concern, issue, or problem
- Design and produced various publications, diagrams, maps and topology drawings in computer software programs such as WordPerfect Suites, Microsoft Office Professional, Adobe, SharePoint, Lotus Suites, Symphony, Microsoft
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Education & Certifications

- **ECPI College of Technology** – Technology Management Certification
- **SharePoint Training** 2013- Online
- Microsoft AZ-900 Azure Fundamentals Certification
- **Teams Azure AD –** Microsoft 2018
- **Office 365 Training** –Microsoft 2018
- **Certified SAFe 4 Agilist**
- **Certified SAFe Product Owner/Product Manager (POPM)**