

## CAREER HIGHLIGHTS

With over 20 years of experience in technology, Chris has spent the last 14 years in consulting with a specialty in the Microsoft space. Having an enthusiasm and love for Unified Communications, Chris has worked primarily with Microsoft Exchange and OCS/Lync, both architecting and implementing UC for companies across the US and around the globe. He has also been on the cutting edge of the Cloud, working with Office 365 /Azure deployments within the enterprise space. Along with his UC experience and numerous Microsoft certifications, Chris is proficient in Windows Server technology, SQL administration, and System Center deployments, rounding out his skills supporting and maintaining complex Microsoft environments.

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## TECHNICAL SKILLS

- Microsoft Exchange Server 2000-2013, MS Certified Enterprise Messaging Admin
    - Global Enterprise deployments with HLB, CAS arrays & DAGs for 1000+ mailboxes
    - Hosted Exchange deployments for multi-tenant environment, for 1000+ mailboxes
  - Microsoft Office 365, Enterprise deployments , ADFS / Hybrid configuration, MS Certified Administrator
  - Microsoft Azure IaaS deployments, including VM configuration and networking
  - Microsoft Office Communication Server in IM/Presence and Conferencing, with migrations to Lync 2010
  - Microsoft Lync Server 2010/2013
    - IM/Presence, Conferencing, Enterprise Voice, & Federation workloads
    - Global Enterprise deployments with HLB and enterprise pools
    - Integration with SIP trunks and PTSN phone systems (Mitel, Avaya, Asterisk)
  - Microsoft SQL Server 2000- 2012, MS Certified Administrator
  - Microsoft System Center 2007/2012: Configuration Manager, Orchestrator
  - Microsoft Windows Server 2000-2012 technologies: Active Directory, Terminal Server, IIS, Networking
  - Microsoft Windows desktop platforms, from Windows 95 to present
  - Microsoft Office productivity suites, from Office 95 to present
  - Server management software from vendors such as Dell, HP, and IBM
  - Server storage platforms from vendors such as Dell, HP, IBM, EMC, & NetApp
  - Cisco network hardware - routers, switches, & firewalls
  - Firewalls from vendors such as Watchguard, Sonicwall, & Fortinet
  - Virtualization platforms from vendors such as VMware, Microsoft, & Citrix
  - Open source PBX (Asterisk) and other Linux platforms such as RedHat, OpenSolaris, Centos, & FreeBSD
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## PROFESSIONAL EXPERIENCE

### RBA Consulting

#### Infrastructure Consultant

October 2012 – February 2015

- Worked as an infrastructure architect and engineer with project implementations and day-to-day support of large enterprise environments. Experience also includes presales with potential clients.
- Key Engagements include:
  - 600 user Manufacturer with Exchange cross-forest migration using Quest Migration tools
  - 1000+ user Manufacturer with Lync 2010 role expansion and external access
  - 1800 user Law Firm with SCCM 2012 optimization and configuration for Windows 7 rollout
  - 1200 user Law Firm with Exchange 2010/VMWare 5/EMC storage staff augmentation

# Chris Blackburn

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- 4000 user Manufacturer with SCCM 2007 to 2012 migration and feature deployment
- 300 user tech company with migration from Exchange 2007 on premise to Office 365
- 6000 user Food manufacturer with SCCM 2012 pilot for management & patching of 900 servers
- 3000 user non-profit with PKI infrastructure deployment, Lync & SCCM design
- 6000 user Financial company with migration of Exchange 2010 on premise to Office 365
- 300 user Medical services provider with Next Gen AD, Federation, & Network Architecture
- Managed services design and implementation for large scale customers on Azure in an IaaS role
- Worked closely with management, staff, and members of multiple business units plus preferred hardware and service vendors as well as following of ITIL processes.

## Signature Consulting

### Enterprise Messaging Architect

January 2012 – October 2012

- Consultant for Bloomington-based company with 4000 users worldwide as MS Exchange lead architect.
- Worked on Messaging team to provide post-migration support and hardening the environment for stability.
- Engaged in MS Health Check, and developed/executed task list to bring Exchange under MS guidelines.
- Lead architect on MS Lync project, designing and implementing LAB/PROD environment.
- Actively involved in support issues and change control process.

## Nextek, LLC

### Cloud Services Manager

September 2005 – October 2011

- Managed and maintained cloud environment across 3 datacenters for clients in over 25 states
- Worked on projects and provided technical support to clients and staff.
- Implemented, upgraded, and managed standalone Exchange 2007 & 2010 in enterprise environments.
- Implemented MS Exchange 2007 & 2010 in hosted environment for several thousand mailboxes.
- Worked as primary architect & engineer to deploy MS Lync Server 2010 for enterprise clients.
- Implemented Microsoft environment using IIS in a server farm deployment providing web hosting.

## Phoenix Technology Solutions, LLC

### Technical Manager

February 2006 - August 2011

- Worked with several hundred companies in maintaining and improving their IT infrastructures.
- Implemented, upgraded, and managed Exchange 2003, 2007 & 2010 in SMB environments.
- Implemented Microsoft OCS 2007 R2 with migrations to Microsoft Lync Server 2010 with Enterprise Voice.
- Supervised field technicians and provided technical expertise for solving complex problems.
- Provided datacenter implementation and administration for unique customer environments.
- Used writing skills to develop technical documents for admins and proposals for C-class management.

## Engineered Management Solutions, LLC

### Operations Manager

March 2001 - February 2006

- Worked with over one hundred companies in maintaining and improving their IT infrastructures.
- Implemented, upgraded, and managed Exchange 2000 & 2003 in SMB environments.
- Supervised field technicians and provided technical expertise for solving complex problems.
- Coordinated with vendors to place orders and resolve issues.
- Used writing skills to develop technical documents for admins and proposals for C-class management.

## **MagnaHomes**

### **Owner**

August 1997 – October 2012

- Provided web hosting and basic web design services for individuals as well as small businesses.
- Implemented Microsoft environment using IIS in a server farm deployment providing web hosting.
- Implemented MS Exchange 2007 & 2010 in hosted environment for several hundred mailboxes.
- Implemented Microsoft Lync 2010 in Enterprise Voice deployment with SIP hosting over the internet.

## **EDUCATION and TRAINING**

### **ASSOCIATE OF APPLIED SCIENCE, COMPUTER NETWORKING TECHNOLOGY – JANUARY 2003**

SOUTHEAST COLLEGE OF TECHNOLOGY

### **DALE CARNEGIE LEADERSHIP TRAINING – DECEMBER 2009**

## **CERTIFICATIONS**

- Microsoft Certified Solutions Associate - Office 365
- Microsoft Certified Systems Expert: Messaging on Exchange 2013
- Microsoft Certified Systems Expert: Server Infrastructure on Windows Server 2012
- Microsoft Certified Systems Associate - Windows Server 2012
- Microsoft Enterprise Messaging Administrator on Exchange 2010
- Microsoft Certified IT Professional - Enterprise Support Technician
- Microsoft Certified Systems Engineer - Windows 2000 / 2003
- Microsoft Certified Systems Administrator - Windows Server 2000 / 2003
- Microsoft Certified Technology Specialist
  - Windows Server 2008 Active Directory, Configuration
  - Windows Server 2008 Applications Infrastructure, Configuration
  - Windows Server 2008 Network Infrastructure, Configuration
  - Windows Mobile 6.5, Configuration
  - Microsoft Windows Vista, Configuration
  - Windows Server 2003 Hosting, Configuration and Management
  - SQL Server 2005
- Watchguard Certified System Professional - Firewall XTM Basics