
JEFF CHEAH

Professional Summary

- Over 15 years of global enterprise IT experience (Canada, USA, Australia, Caribbean, Brazil and UK) accompanied by results oriented Technical Project Management skills
- Advanced to expert level skills in technical pre-sales, design and implementation of data center, infrastructure, and virtualization solutions for medium to large enterprises with focus on industry best practices
- Extensive recommendations and testimonials from customers, professional peers and project team members
- Recognize by National Security Agency (NSA) and Committee on National Security System (CNSS) as an Information Systems Security (INFOSEC) Professional (CNSS/NSA 4011 Designation)
- Excellent balance of technical, business and leadership skills to effectively align IT service offerings to organizational requirements
- Spirited team player with experience in leading, collaborating and developing professional relationships with key stakeholders from different levels (executives, customers, functional team members and vendors)

Technical Skills & Quality Summary

Skills	# of Years	Qualities	# of Years
▪ Active Directory	15	▪ Technical Project management	8
▪ Exchange 2007/2010/2013/2016	13	▪ Research & business analytics	6
▪ Windows Servers 2008/2012/2016	15	▪ Systems Audits	7
▪ SharePoint 2007/2010/2013/2016	10	▪ Public speaking and presentation	9
▪ SCCM 2007/2012/CB	10	▪ Customer Service	7
▪ VMWARE vSphere	12	▪ Problem-solver & decision-making	6
▪ High availability SQL	12	▪ Multi-tasking under pressure	9
▪ Firewalls (Juniper, Checkpoint, Cisco, Sonicwall, Palo Alto and Fortigate)	10	▪ Resourceful, details oriented & adaptive	15
▪ SAN (EMC, NetApp, HP, Equallogic, Compellent, HDS, Nimble)	10	▪ Team Leadership	13
▪ Routing and Switching	10	▪ Technical Writing / Documentation	8
▪ Citrix XenApp, XenDesktop	6	▪ Mentorship Skill	10
▪ VMware Horizon	6		
▪ Blade Servers (IBM, Dell, HP)	10	▪ Technical Training	6
▪ Disaster Recovery Planning	7		
▪ Scripting (VBScript, PowerShell)	10		
▪ VEEAM	6		

Relevant Education & Professional Development

Education

Feb 2005 – Jan 2006

University of British Columbia

Certificate in Project Management

- Project Management Essentials (PMBOK)
- Managing Scope, Schedules and Budget
- Risk Management
- Project Leadership Skills
- Microsoft Project

Certifications

- Project Management Professional (PMP)
- Microsoft Certified Information Technology Professional (MCITP)
 - MCITP: Enterprise Messaging Administrator
 - MCITP: SharePoint Administrator
- VMWARE Certified Professional 3/4/5 (VCP)
- Citrix CCA (XenApp 5.0 / XenServer 5.0 / XenDesktop 4)
- Nimble Technical Professional
- Palo Alto Network Certified Security Professional (PCNSE)
- Certified Information Systems Security Professional (CISSP)
- EMC Certified Implementation Engineer (VNX)
- NetApp Certified Implementation Engineer
- SNIA Certified Storage Architect (SCSA)
- Red Hat Certified Technician (RHCT)
- Associate Business Continuity Planner (ABCP)
- Certified Information Systems Auditor (CISA)
- Certified Cisco Security Professional (CCSP)
- Microsoft Certified Database Administrator (MCDBA)
- Oracle Certified Associate (OCA)
- Certified Wireless Security Professional (CWSP)
- Certified Cisco Network Associate (CCNA)
- Certified Cisco Design Associate (CCDA)
- Certified Novell Engineer 4.11/5 (CNE)
- APC Data Center University Associate
- Certified HP-UX Administrator 11
- Certified Solaris Administrator 9.0
- Checkpoint Certified System Administrator
- EXIN ITIL
- Juniper Networks Firewall / VPN Specialist
- Microsoft Certified Systems Administrator (MCSA): Cloud Platform (1/2 – in progress)

Relevant Professional Experience

Softlanding (Senior) *Microsoft* (Contractor)
Nov 2016 – Nov 2017

- SCCM and Windows 10 OSD deployment architect for enterprise accounts
- Microsoft BitLocker Administration and Monitoring (MBAM) design and deployment
- Microsoft Office 365 migration (on-premise Exchange and Google Apps)
- Azure AD Connect and ADFS implementation

Aritzia (Senior) *SCCM* (Contractor)
May 2017 – Aug 2017

- Complex desktop engineering and PowerShell automation for Windows 10 Operating System Deployment
- Oversee organization wide Point-of-Sales refresh (Oracle and Windows 10) across all retail branches
- Implemented Microsoft Security Compliance baselines for Windows 10 / Office 2016 Group Policies

Aqualectra (Senior) *Microsoft* (Contractor)
Mar 2017 – Oct 2017

- Exchange 2010 to Exchange 2013 and Exchange Online (Office 365) hybrid migration
- Setup high availability Exchange 2013 DAG cluster with KEMP load balancers
- Windows 10 operating system deployment (w/ MDT) with App-V application virtualization (1000 seats)
- Microsoft BitLocker Administration and Monitoring (MBAM) design and deployment

School District 40 (Microsoft Exchange Contractor) (Dec)
2016 – Feb 2017

- Gmail to on-premise Exchange 2016 migration with MigrationWiz (1,200+ seats)
- Setup high availability Exchange 2016 DAG clusters

Dell (Senior SCCM Contractor) (June)
2016 – Nov 2016

- Implemented SCCM Current Branch and architected Windows 10 deployment (17,000 seats) for Spring ISD
- Complex task automations with PowerShell scripting
- Software packaging and App-V integration with SCCM 2012
- Azure AD Connect, ADFS implementation and EMS implementation

Raymond James (SCCM Contractor) (Mar)
2016 – Jun 2016

- Consolidated SCCM 2007 environments into SCCM 2012 R2 platform to support over 20 offices
- Re-designed Operating System Deployment processes for Zero Touch and User Driven Installation
- MBAM encryption (BitLocker) for Task Sequence
- Re-engineered Software Updates process to support server and endpoint patching
- Provided training and knowledge transfer to sustainment team

Northwest Company (vSphere and SRM Contractor) (Dec)
2015 – Mar 2016

- Upgrade PCI and production vSphere environment from 5.5 to 6 (Supported Topology)
- Implement Site Recovery Manager 6.1 for failover and failback in a dual data center topology

<u>Community Living BC</u> (<i>Senior Microsoft Contractor</i>)	<i>Aug</i>
<i>2014 – Aug 2016</i>	
<ul style="list-style-type: none"> ▪ Microsoft Orchestrator for Hyper-V Replica failover to support disaster recovery initiative ▪ Setup failover DR environment (Hyper-V, SCVMM, Citrix XenApp/XenDesktop) 	
<u>District of West Vancouver</u> (<i>Managed Desktop Contractor</i>)	<i>Mar</i>
<i>2014 – Jan 2015</i>	
<ul style="list-style-type: none"> ▪ MDT 2013 Deployment for Windows 7/Office 2010 Deployment ▪ General Citrix XenDesktop and PVS consulting 	
<u>Vancouver School Board</u> (<i>SharePoint Contractor</i>)	<i>Nov</i>
<i>2013 – Jan 2015</i>	
<ul style="list-style-type: none"> ▪ Enterprise SharePoint 2013 Design and Implementation (Production and Development) ▪ SQL 2012 AlwaysOn Cluster Design and Implementation 	
<u>Capilano University</u> (<i>Senior Infrastructure Contractor</i>)	<i>May</i>
<i>2013 – Dec 2013</i>	
<ul style="list-style-type: none"> ▪ Exchange 2007 to High Availability Exchange 2013 migration ▪ vSphere 4.1 to vSphere 5.1U1 Migration ▪ SCCM 2007 R3 to SCCM 2012 SP1 Migration (3 campuses) 	
<u>PMC</u> <u>Sierra</u> (<i>Senior Infrastructure Contractor</i>)	
<i>Sept 2012 – Dec 2013</i>	
<ul style="list-style-type: none"> ▪ Global SCCM 2012 implementation across 4 continents and 30 sites ▪ Implemented Windows 2008 Public Key Infrastructure ▪ Exchange 2003 to Exchange 2010 migration 	
<u>Northstar Financials</u> (<i>SharePoint/Infrastructure Contractor</i>)	<i>Aug</i>
<i>2010 – Dec 2012</i>	
<ul style="list-style-type: none"> ▪ SharePoint 2010 Enterprise Content Management and InfoPath forms for workflow automation ▪ Migrated HP SAN to EMC VNXe 3300 and Dell PowerConnect 6224 stacking switches ▪ Implement EMC VNXe SAN Snapshots for Exchange 2010 and SQL 2008 R2 	
<u>GIROBANK</u> (<i>Active Directory Contractor</i>)	
<i>April 2011 – Nov 2014</i>	
<ul style="list-style-type: none"> ▪ Active Directory assessment and Windows 2008 R2 migration planning with consideration of PCI DSS ▪ Infrastructure Assessment and Planning for Disaster Recovery Planning 	
<u>TELUS Communications</u> (<i>Architect / Infrastructure Contractor</i>)	<i>Sept</i>
<i>2009 – Present</i>	
<ul style="list-style-type: none"> ▪ Disaster recovery planner for Alberta Health Services ▪ VMware Site Recovery Manager design and implementation for Toronto GO Transit ▪ XenApp 6.5 migration planning and design ▪ VMware VDI 5 design and Stratosphere Liquidware deployment ▪ Provide infrastructure assessments and develop IT roadmaps for enterprise customers ▪ Technical Lead for SCCM 2007/MDT 2010 OSD deployment for Windows 7 and Office 2010 ▪ Migrated standalone vSphere environment to 3 node vSphere 4.1 high-availability cluster 	
<u>Maduro and Curriel's Bank</u> (<i>Infrastructure Contractor</i>)	<i>Sept</i>
<i>2012 – Sept 2012</i>	
<ul style="list-style-type: none"> ▪ Provide migration planning for Windows 2003 to Windows 2008/2012 Active Directory ▪ Conduct Active Directory Assessment in response to PCI DSS requirement 	

Singleton Urquhart (Infrastructure Contractor)

Jan

2012 – June 2017

- Replaced NetApp 2040 with Dell Compellent SC040 SAN (10Gb) in two primary and secondary sites
- Re-engineered data networks to conform with Cisco SAFE architecture
- Replaced all edge switches with stackable Dell PowerConnect 6248 core switches
- Implemented stacking Dell PowerConnect 8024F 10Gb switches for iSCSI and ESX hosts
- Implemented 3 node high availability vSphere 6 cluster environment
- Designed and implemented high availability Fortigate firewalls with dual ISPs
- Desktop Virtualization for VMware View 6 (mix Windows XP/Office 2003 and Windows 7/Office 2010)
- Upgraded Active Directory to Windows 2008 R2 Mode and Windows 2008 R2 domain controllers
- Implemented VEEAM for Backup and Recovery

BC Housing (Infrastructure Contractor)
Jan 2010 – Nov 2012

- Provide management and design for EMC CX4 storage arrays in the primary and disaster recovery sites
- Migrated 700 Exchange 2003 users to Exchange 2007 CCR for multi-site design for disaster recovery
- Managed vSphere 4.1/5 environment in the primary and disaster recovery sites (over 300+ VMs)
- Configured and manage HP Blade with Flex-10 Virtual Connect
- Implemented Site Recovery Manager 5 with vSphere Replication between primary and disaster recovery site
- Migrated Exchange 2003 users to Exchange 2010 DAG clusters across two data centers for high availability

BC Safety Authority (Infrastructure Contractor)
Jan 2009 – July 2016

- Implemented Juniper SSG site-to-site tunnel between primary and disaster recovery sites
- Provided architecture for fiber channel EMC Clariion VNX 5300 SAN for head office and DR sites
- Re-designed WAN and LAN environment in conformance to security-in-depth principles
- Upgraded vSphere 5.1 to vSphere 6 migration

RESCAN (Microsoft Contractor)
Apr 2011 – Apr 2012

- SCCM 2007 implementation for Windows 7/Office 2010 refresh, software updates and reporting
- vSphere 4.1 to vSphere 5.1 migration
- Deployed SharePoint 2010 Standard platform for Windows SharePoint Services 3.0 migration

Microsoft Consulting Services (Senior Contractor)
2011 – July 2011 *Jan*

- Microsoft SCCM Contractor for SaskPower Windows 7/Office 2010 rollout for TELUS and SaskPower
- Forefront Endpoint Protection 2010 deployment for Coast Capital Savings
- System Center Configuration Manager R3 side-by-side migration for Coast Capital Savings

Enerflex (VMWARE Contractor)
Feb 2011 – Apr 2011

- Lead architect for VMWARE vSphere in an active/active data center design
- Configured HP blades with Flex-10 modules, Equallogic 6000 and Netapp FAS 3040 SAN
- Implemented 5 node VMWARE vSphere clusters and virtualized over 100 physical servers

HealthMetrx (IT Infrastructure Contractor)
Feb 2010 – Dec 2011

- Performed Active Directory health checks and upgraded to Windows 2008 mode
- Planning and migration of Exchange 2003 to Exchange 2010 DAG clusters
- Virtualized all production and development servers on 3 node VMWARE vSphere 5 high availability cluster
- Implemented EMC VNX-e 3100 SAN and iSCSI switching on Dell PowerConnect 6224 Stackable switches

Vision Critical (Microsoft SCCM Contractor)
2010 – Nov 2010 *Oct*

- Designed and implemented SCCM environment to manage distributed sites (over 500 users)
- SCCM Operating System Deployment for Windows 7 and Office 2010 desktop refresh

Corporation of Delta (Microsoft Contractor)
April 2010 – Sept 2010

- Provided High Availability Exchange 2010 DAG architecture across disaster recovery sites
- Security audit and advisory of Exchange 2010 environment
- Supported Netapp Filer for Exchange 2010 DAG environment

City of Coquitlam (Senior Microsoft Contractor)
2009 – Mar 2017

Sept

- Exchange 2007 to High Availability Exchange 2013 migration
- Lync 2013 to Skype for Business migration
- Migrated SCCM 2007 R3 environment to SCCM 2012)

TRADER (Active Directory / Exchange Contractor)

Mar

2009 – June 2009

- Provide subject matter expertise in Active Directory and Exchange 2007 design and restructuring
- Migrated 5000+ security principal objects into a single forest, multi-domain environment
- Optimized replication, DNS/WINS, FSMO, domain controller and global catalogue placements
- Architected Exchange 2007 environment for cross-org mailbox migration for over 500+ users
- auto-enrollment

International All Sports (Security Manager / Infrastructure Architect)

Jun

2008 - Mar 2009

- Designed and implemented VMWARE View with RSA two-factor authentication for 120+ desktops users
- Consolidated 80+ servers into high availability VMWARE cluster with HP servers and Netapp FAS storage
- Implemented Tier-0 Solid State SAN (RAM SAN 400) with Brocade FC switches
- Migrated users from Live Communication Server 2005 to Office Communication Server 2007
- Implement Netscaler Load Balancers for web servers
- Project managed UK office / data center relocation
- Deployed web content filtering with Web Marshal and ISA 2006 Firewall to improve office productivity
- Windows 2008 Active Directory and Exchange 2003 to Exchange 2007 migration
- Implemented Microsoft Systems Center Configuration Manager 2007 (SCCM)
- Implemented Microsoft three-tier Public Key Infrastructure (PKI) with Active Directory

TELUS Communications (Senior Client Architect)

Jan

2007 – Jun 2008

- Technical Lead for PMC-Sierra virtualization project (budget of \$1.3 million) providing Project Management, architecture and implementation of VMWARE ESX 3.5 with HP Blades and Netapp 3040 SAN
- Lead Architect for multi-tenant cloud computing hosting environment spanning all three major data centers
- Lead Architect for Microsoft Hosted Messaging and Collaboration (HMC) environment. Provided design for firewalls, Exchange 2007, SharePoint 2007, Office Communicator 2007, EMC CX3 SAN and HP Blades
- Designed 3-tier public key infrastructure (PKI) to facilitate RFID deployment for Finning Canada
- Lead architect for shared and dedicated disaster recovery warm sites for external customers
- Provided storage architecture for mid to large accounts—SAN architecture, data classification, storage resource management (SRM), information lifecycle management, tiered storage, data de-duplication and archiving

CHC Helicopter (Global IT Team Lead)

July 2005 –

Sept 2006

- Managed technical resource pool of 5 full-time employees, 6 contractors and outsourced global helpdesk
- Project managed Brazil office / data center move from Sao Paolo to Rio De Janiero
- Enforced corporate policies, standards, guidelines, procedures and Sarbanes-Oxley compliancy
- Project managed Sendmail to Exchange 2003 migration for 700 pilots and field engineers
- Implemented “Serverless” branch office using Riverbed Steelhead WAN accelerator appliances
- Implemented IronMail to provide mail hygiene services (Anti-SPAM/Anti-Virus)
- Implemented “Security-in-Depth” network design using Checkpoint Secure Platform and ISA 2004
- Implemented Cisco Aironet WAP with PKI infrastructure (EAP authentication)
- Administered Active Directory, Checkpoint, firewall, Exchange, Lotus Notes and Blackberry Enterprise Server