Curriculum Vitae (v. 6.0)   André Azzi

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Personal

Born on 12th October 1980
in Heilbronn

Experience

Since January 2000	**Self-employed certified Microsoft Trainer, Training Manager, Consultant, Troubleshooter, Security Analyst and Escalation Manager**

- Subjects: Exchange, Lync, Skype for Business, Teams, Intune, PKI, AD, Azure, ADFS, M365, FIM, Server operating systems, ISA
- Coordinating, planning and conducting official Microsoft trainings (MOC) and self-made workshops
- Specialty: 3rd level deep dive troubleshooting with a strong social competence, communication skills and deep documentation
- Creating training materials, migration-, and test concepts and documentation
- Pre-Sales Consulting
- Communications trainer
- Conducting job interviews and coaching
- Building up test environments and conducting tests
- Administration external systems

Sept 2023 – Nov 2023	**Sirl Interaktive Logistik GmbH** **Skype for Business 2015 / 2019**

- Conducting a SfB migration from 2015 to 2019
- Writing migration documents
- Writing the operations handbook
- 3rd level troubleshooting of all operational disruptions
- Citrix / AudioCodes

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| March 2022 – June 2023 | **Volkswagen Financial Services AG (VWFS)** |
| | **Skype for Business / Teams / Intune / Microsoft 365** |

- Service Delivery Manager with leading position for *Teams*, *SfB*, *Intune* & *Exchange*
- 3rd level troubleshooting of all operational disruptions
- Writing technical documentations, creating a knowledge base and troubleshooting templates
- Troubleshooting VPN-, and Citrix environments
- Technical consulting-, and introducing of new Teams features
- Conducting a SfB to Teams migration

| July 2021 – March 2022 | **All-For-One (A41)** |
| | **Skype for Business / Office 365 Consultant** |

- 3rd level troubleshooting of all Teams, - and SfB-related issues
- Installation and configuration of the SfB environment
- OnPrem SfB infrastructure to data center migration
- Network troubleshooting
- Scripting, documentation and creating an operations handbook

| April 2021 – June 2021 | **Finanz Informatik der Sparkassen** |
| | **Skype for Business / Office 365 Consultant** |

- 3rd level troubleshooting of all SfB-related issues
- Network troubleshooting (Firewall, HLB, ZScaler, Pulse, VPNs))
- Scripting, documentation, thin clients, VPN, Citrix environment

| Nov. 2019 – March 2021 | **Dr. Oetker Genussmittel GmbH** |
| | **Skype for Business / Teams / Office 365 Consultant** |

- 3rd level troubleshooting of all Teams, - and SfB-related issues
- Network troubleshooting (Firewall, HLB, ZScaler, Pulse)
- Scripting, documentation

| Jan. 2018 – Oct. 2020 | **Freudenberg** |
| | **Skype for Business / Teams / Office 365 Consultant** |

- 3rd level troubleshooting of all Teams, - and SfB-related issues
- OnPrem SfB migration to SfB Online and Microsoft Teams
- Introducing Microsoft Teams
- Scripting with GUI implementation, documentation
- Installation und troubleshooting AudioCodes SBAs (Mediant 1000), Media packs and Media Gateways
- Troubleshooting Polycom hard phones

| July 2017 – Jan. 2018 | **BMW AG München** |
| | **Skype for Business Consultant** |

- 3rd level troubleshooting of all SfB-related issues
- Creating a SfB test environment under ipv6

| Dez 2016 – April 2017 | **SAP Walldorf** |
| | **Lync / Skype for Business Consultant** |

- Creating a new SfB test environment

- Lync 2013 to SfB 2015 migration
- Installation, configuration and maintenance of the SfB environment
- Documentation, scripting and operating the SfB infrastructure

Mai 2016 – Nov. 2016	**Ergo Versicherungen, Düsseldorf** **Lync / Skype for Business Consultant**

- Creating a new SfB infrastructure for about 30.000 User
- SfB 2013 to SfB 2015 migration
- Documentation, scripting and operating the SfB infrastructure

July 2013 – Dec. 2015	**SAP, Walldorf** **Active Directory Consultant**

- Performing an inter-forest AD migration to a new AD forest
- Administration of the world-wide SAP Active Directory infrastructure
- Documenting, analyzing and solving of all 3rd level AD issues
- Documenting and monitoring the AD infrastructure via SCOM und HPSIM
- Building-up test environments and conducting and documenting tests
- Creating an ADFS infrastructure with O365 (AAD Connect)
- Performing ADFS trainings
- Creating an ADFS-, and AAD Connect operation and troubleshooting handbook

June - August 2012	**Microsoft Germany, Munich** **Lync third level support engineer**

- Documenting, analyzing and solving of all 3rd level Lync issues for worldwide customers
- Consulting

2011	**Labor Limbach, Heidelberg** **Microsoft Consultant**

- Analyzing the actual W2k3 network-, and AD infrastructure
- Creating and implementing a new network-, and AD infrastructure
- Conducting trainings and maintaining the new W2K8R2 infrastructure

2006 - 2007	**SHE Informationstechnologie AG, Ludwigshafen** **Microsoft Security Consultant**

- Connecting RSA Servers to ISA server 2004
- Conducting an Exchange 2003 cluster migration
- Conducting a Windows Terminal Server 2003 and printer environment security analysis
- PKI- infrastructure consulting
- 3rd level troubleshooting for Exchange 2003 and Outlook 2003

Studies and education

1999

AddOn Systemhaus, Walldorf, Germany
Education for Microsoft Certified Trainer (MCT)

- Presentation-, and moderation techniques
- De-Eskalation, Gruppenführung, Gruppendynamik

1998

CompuNet Frankfurt am Main
Microsoft Certified System Engineer (MCSE) education

- Installation and configuration of Windows NT 4.0 Server und Workstation
- Troubleshooting Windows NT 4.0 domains
- Windows 3.51 to Windows 4.0 migration

1995 - 1997

German Flight Academy, Mönchengladbach
Commercial airline pilot education

- Air traffic pilot license
- Long Range Transport Pilot license
- Crew Coordination Concept on the Boeing 737 (CCC)

1995

Condor Flugdienst, Frankfurt am Main
Flight attendant education

- International laws
- Attending an English language course
- Introduction to different cultures and behaviors

1994 - 1995

Ruprecht-Karls-Universität, Heidelberg
Law Sciences

1993 - 1994

Bundeswehr, Nagold
Paratroopers education

1988 - 1993

Englisches Institut, Heidelberg
High school

- Intensified course: Biology and French

Qualifications / Additional information

Languages:	**German:** mother tongue **English:** Fluent **French**: Fluent **Turkish, Arabic, Russian**: Basic knowledge
Certificates:	Microsoft Certified Trainer (MCT) Microsoft Certified Professional (MCP) Microsoft Certified System Engineer (MCSE) Microsoft Certified System Administrator (MCSA, Security and Messaging) M365 Certified: Collaboration Communications Systems Engineer Associate M365 Certified: Teams Administrator Associate Worldsoft Certified Trainer, Worldsoft Certified Webmaster ITIL Foundation
Main subjects:	Exchange, Lync, Skype, Teams, O365, PKI, ISA, Active Directory (AD), Active Directory Federation Services (ADFS), Windows Server, Windows Clients, FIM

Customers / References

1999 – today: **Microsoft Certified Solutions Provider (MCSP)**

- Arrow
- Fastlane
- GfN AG
- Add On
- Lanworks
- Global Knowledge
- Hönigsberg & Düvel Datentechnik GmbH
- EDC-Business Computing GmbH
- Profindis
- TraiCen
- SoftEd
- PTM Akademie
- The Campus
- PPEDV
- Future Training
- CompuShak
- Tria
- Infotel
- Prisma Training
- Digicomp
- Infolearn
- P&L (Piwinger & Lau) GmbH
- Comparex
- P&L (Piwinger & Lau) GmbH
- Netlogix
- Signet

1999 – today: **Customers**

- Volkswagen Finance Services AG (VWFS)
- BMW München
- Microsoft
- SAP Germany
- Daimler Chrysler
- All-for-One (A41)
- Dr. Oetker
- Finanzinformatik (FI) der Sparkassen
- Freudenberg
- Glück & Kanya
- Ergo Versicherung
- Freudenberg FST
- Fujitsu Services
- Blizzard Entertainment
- Universität Sankt Gallen
- IFCON GmbH
- Hays
- Gulp
- Westhouse Consulting
- IFCON GmbH
- Telcat Multicom GmbH
- Pharmakonzern Böhringer
- Cenit AG
- BASF
- NDR

- Bürotex
- SHE
- DATEV
- SWR Radio
- GroupeSEB
- AL Systems
- TDS
- BafL
- ItecPlus
- OSP Präzision GmbH
- Ihnken IT Training & Projekte
- Basler AG

1999 – today: **Military Facilities**

- NATO
- Eurocorps
- U.S. Air Force
- U.S. Navy

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