Resume OF (MOE KAHIEL)

Enterprise Architect/SME (SharePoint)

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**Role Description:** **Enterprise Architect/SME (SharePoint)**

For successful implementation of SharePoint Projects, new skill sets have emerged where an Enterprise Architect role will be The Business Analyst, The Architect, The Programmer, the Security expert and the host of meetings.

Mr. Kahiel with over 35 years of experience in IT, is an Enterprise Architect focused mainly on SharePoint and its related technologies such as SQL server, Networking, Security, Programming and Best Practices of implementing business and office automation

Mr. Kahiel with glimpse of history, started as Programmer, moved gradually to Commercial Databases Applications as Systems Analyst, Team Lead and SharePoint Subject Matter Expert SME. He had delivered large-scale solutions that really work using Mainframes computers, and downsized Client/Server infrastructure. He always maintained his knowledge as Technical Enterprise Architect.

Mr. Kahiel is the wearers of multiple hats. He is capable of handling most small to large sized projects from A to Z, including Business Analysis, Functional specifications, test plans, test cases, and liaise with technical and non-technical teams from end users to top stakeholders.

Since 1990, Mr. Kahiel has focused entirely on the Enterprise Content Management (ECM), especially Document Management, Collaboration, Imaging and Workflows. He was in charge of architecting the required workflow scenarios for the governments widely used RDIMS “GCDocs” solution.

Mr. Kahiel is the Technical Reviewer of the book: SHAREPOINT 2013 WCM ADVANCED COOKBOOK BY JOHN CHAPMAN (January 23 2014)

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| **EDUCATION** |  |
| 1. Jul 1983 - Jul 1984 | Systems Analysis & Applied Mathematics Diploma |
| 1. Jul 1979 - Jul 1983 | Bachelor Degree in Science B. Sc. |

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| **CERTIFICATIONS** |  |
| 1. MCTS: SharePoint 2007 Server Administration and Configuration Certification 2. Certified Document Imaging Architect (CDIA) 3. Microsoft Certified Professional (MCP) | |

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| **Publications** |  |
| 1. Technical Reviewer: SHAREPOINT 2013 WCM ADVANCED COOKBOOK BY JOHN CHAPMAN (January 23 2014) - Available on Amazon.ca | |

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| **Language** | English |

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| **Security Clearance** |  |
| Level | Secret |
| Number | 95087235-0001760243 |
| Expiry | Dec 2019 |

` PROJECTS HISTORY

**Orangutech Inc. (Canarie)**

**Senior SharePoint Specialist (SharePoint 2010/2013/2016)**

**April 2018 – September (5 months)**

Orangutech is fully dedicated to SharePoint technology and has many clients, Canarie upgrade and Migration project is a challenging one to upgrade and migrate SharePoint large scale production over 300GB system from SharePoint 2013 to SharePoint 2016 including upgrades to Power BI modules, PowerView galleries.

**Activities:**

1. Reviewed and assessed the current system architecture to configuring Information Management solutions by developing and updating technical requirements
2. Developed technical architecture, frameworks strategies and associated applications in order to meet business, functional and application requirements by building two new farms, SharePoint 2013 Staging farm and SharePoint 2016 Production farm.
3. Laydown detailed project plan for upgrade and migration process,
4. Architected solution that protect production data, by mirroring production content to intermediate Staging replica.
5. Analyzed and evaluated alternative technology solutions such as DocAve, SharePoint Manager, SureGate, etc.)
6. Enhanced system by reconfiguring services to meet best practices such as altering SQL server service accounts, enabling backups, reducing load be disabling unwanted or stalled services.
7. Performed impact analysis of proposed technology changes; such as re-distribute MySite Site Collections to different databases and to different web apps.
8. Troubleshoot issues and offer best practices solutions to prevent them from occurring.
9. Lead the upgrade and migrate project team.
10. Technology used: PowerShell, SQL Server 2012/2014/2016, SharePoint 2013/2016, SharePoint 3rd party tools (SharePoint Manager, DocsAve, SureGate, other), SQL Server Analysis Service SSAS, SQL Service Reporting Service SSRS,

**Department of Justice Canada**

**Senior SharePoint Administrator (SharePoint 2010/2013)**

**December 2015 – March 2017 (1 year & 4 months)**

Justice Canada has an enterprise Digital Workspace for 2000+ internal and external employees. An Integration of professional SharePoint portal with GCDocs, MS CRM Dynamics– Shared Service Canada SSC is the host of the project and hosts more than 50 virtual and physical servers.

**Technical Hat**

1. Developed complex PowerShell script to automate creating of Site Collections based on DOJ requirements of access and artifacts. Now, it takes 5 minutes to create site collection instead of hours of manual work. This was an initiative from my end after reviewing their manual document. The script is so friendly designed with an interactive interface.
2. To reduce system break-down, implemented and initiative of using complex tools of Performance Monitor and SQL server to monitor vital SharePoint and Server’s data.
3. As Senior Admin/Support Engineer, handled many issues of hard to resolve tickets and offered training to other support staff solutions and procedure to eliminate reoccurrence. An example of tickets is an issue with AutoCAD files when used in Adobe Acrobat to find out versions conflicts with SharePoint offered the upgrade and issue resolved.
4. Took the entire task of creating new Disaster Recovery (DR) farm which was an exact replica mirror of the Production Farm. Exact configuration and content were fully replicated in a much smaller hardware configuration. Maintained periodical updates DR farm and delivered full documentation and list of script/tools including video tutorials on how to migrate data and configuration from production to DR farm.
5. Created and documented two farms similar to Production one for Development and other one for Staging and user’s acceptance tests.
6. Used MS Team Foundation Server TFS for most of source controls, documentation and enhancements requirements.
7. Created custom page that display and search multi document libraries and manipulate results based on selected filters.
8. Supported and customized PointFire from IceFire translation and multi-language support for SharePoint.
9. Mr. Kahiel in his Office/Lab used Office 365 with SharePoint Online, SQL Server online, Azure and high level of cloud only and hybrid solutions.
10. Worked closely with developers reviewing and suggesting enhancements to C# C++ ASP.net code and implemented featured using Visual Studio to hide some of the SharePoint out of the box layouts.
11. Moved Content Types from production system to dev and staging systems – Also, created Content Type Hub CTH that can be used as standard for all Site Collections.
12. Developed complex interactive PowerShell script to create, update and alter **Search Topology** enabling high availability HA and distribute components.

**Business Hat:**

1. Participated in Business Analysis meetings offering expert advice on configuring Information Management solutions and many issues, for example. Offered and implemented the option of using server’s Performance Monitor built-in monitoring tools to gather trending parameters instead of procuring 3rd party expensive solution.
2. Evaluated and researched the root cause analysis of tickets and issues with the business and technical teams aiming to reduce or eliminating their occurrence.
3. Revised and enhanced most of system documentations of build and run books, manuals and created special highly customized SharePoint document library for their own system documentation.
4. Stressed highly on Disaster Recovery DR and High Availability HA in executive’s meetings, Offered and implemented full stand-on replica farm of production system on their in-house Lab.
5. Participated in weekly meetings of integrating SharePoint with MS Dynamics CRM solutions,
6. Offered and implemented Hierarchical Cascaded Document Library that replaces many document libraries and eliminated error-prone confusing old folder structure
7. Collected, charted and presented material of capacity planning especially for the project of migrating drive shares to SharePoint highlighting in meeting and presentations best practices and how to avoid pitfalls, also, was able to get and install 3rd party tools from Bamboo Solution, ShareGates and AvePoint for evaluation.

**Environment and Climate Change Canada (ECCC)**

**Security Analyst - SME (SharePoint 2010/2013)**

**Oct. 2016 – Dec. 2015 (3 months)**

This was a part-time project for Environment and Climate Change Canada (ECCC) to deliver and assist in the technical and business aspects of delivering Threat Risk Assessment TRA for migrating existing SharePoint 2007 farm hosted at their own labs to SharePoint 2013 hosted with Shared Service Canada SSC. They use 3rd party tools from ShareGate.

1. Worked closely with security expert in TRA and throughout meetings and workshops with their technical and business staff, delivered full write-up sections of the TRA document.
2. Researched and team work of security expert, client’s TRA requirements and Mr. Kahiel as SME offered the right culture and experience to share in-depth knowledge of all aspects of SharePoint Security analysis.

**Canadian Forces Electronic Warfare Centre (CFEWC)**

**Technology Architect (SharePoint 2010/2013)**

**July 2015 – December 2015 (6 months)**

CFEWC project is to automate electronic data gathering for researches, analysis and to be as knowledge base for other internal and external sections. The initial and existing solution is based on Oracle database system, integrated with many external data sources with complex set of in-house developments of .net and asp.net applications. Department introduced to SharePoint 2013 to be as a backend document storage and search engine, plus use it for other ad-hoc workflow and records/document management for selected departments.

**Technical Hat**

1. Technologies used are Windows 2008 R2, SQL server 2008, SharePoint 2010/2013, SharePoint Designer 2010/2013, and Visual Studio 2013. JavaScript, C#, C++ ASP.Net, PowerShell, SQL Server, jQuery, JSOM and CSOM
2. Installed SQL Server 2008 and SharePoint 2013 (2 servers). Enabled advanced features such as (Managed Metadata Services MMS, Search, Business Data Connectivity BDC, User Profile Services UPS and Synchronization, Secure Store and External Content Type ECT).
3. Integrated web services WCF with External Content Types ECT to access in-house Oracle system records for dynamic lookup tables and get full access as external lists. Also, detailed and demonstrated to developers how to use REST calls to SharePoint to collect and update SharePoint records.
4. Configured and demonstrated Managed Metadata Service MMS for MMS classification, lookups and navigation.
5. Enabled MySite, User Profile Services and User’s Profiles Service Synchronization UPSS with local AD. Also, enabled many social features using community site.
6. Developed Visual Studio 2013 solutions using C# to create and populate all required Site Columns and Content Types with associated PowerShell scripts to initialize and deploy solutions.
7. Enabled SharePoint 2013 Search and customized search results as per requirements. Also, resolved other issues of SharePoint 2010 search and Fast search and get them working.

**Business Hat:**

1. Hosted meetings from end-users to stakeholders for business requirements gathering and recommend changes to the business architecture to improve smooth transitions.
2. Demonstrated using SharePoint prototype of Records Centre and Document Centre most of the functions of Records Management and Document Management and how they can improve their daily business. They were introduced to new technologies like records classification, document sets, folders, barcodes, retention and records declaration.
3. Provided capacity and performance management, gap analysis and technology assessments to the current IT solution (and to the in-development phase solution) to make sure their fit to leader’s visions and financial budgets.
4. Assisted and played major role Business Analyses BA phase, of identifying requirements, workflow procedures and dataflow, fields gathering and grouping.
5. Used Agile, Scrum and Sprints to manage, control and deliver solution

**Marine Security Operations Centres Project (MSOC)**

**SharePoint/Application Architect**

**June 2012 – June 2015 (37 months=3 years & 1 month)**

Marine Security Operations Centres (MSOC) Project is an interdepartmental enterprise project, whose core six partners are the Canada Border Services Agency (CBSA), Department of Fisheries and Oceans (DFO) / Canadian Coast Guard (CCG), Royal Canadian Mounted Police (RCMP), Transport Canada (TC) and the Department of National Defense (DND).

Project consists of multiple farms (Dev, staging, production, sandboxes and ad-hoc as needed farms. Each farm consists of 10-16 virtual server with different applications. The whole solution and farms were hosted with Shared Services Canada SSC and with DND secure networks of production portal which serves 500+ users in 3 different geolocations (East, Central and West)

**Technical Hat:**

1. Technology used: SharePoint 2010, SharePoint 2010 designer, PowerShell V3, Visual Studio 2012 C#, C++, ASP.Net JavaScript, Team foundation Server TFS, Entrust GCkey TruePass myKey, Fiddler, ULS viewer, Wireshark, SharePoint Manager, ESRI GIS system, Microsoft CRM 2011,
2. Developed, enhanced, customized and deployed solutions and applications by using most of technologies mentioned in the above bolt to automate, deploy, migrate and implement recovery scripts, two factor authentications, infrastructure of high availability, disaster recovery, IIS as Reverse Proxy, DNS, firewalls, mail servers.
3. Maintained healthy SQL server for SharePoint as per MS recommended best practices and communicated requirements to DBAs for all farms.
4. Resolved external access to Microsoft’s CRM due to conflict between Apache reverse proxy and CRM. Re-Architected, tested and implemented the solution around IIS Automatic Request Routing ARR with complex roles of URL re-writing at network edge security.
5. Resolved a major issue where SSC secure network prevented access from external DND secure network by extending SharePoint solutions to use Apache Reverse Proxy with new authentication mechanism and introduced IIS as a reverse proxy as an alternative path for few applications that can’t pass through Apache RP
6. Configured, customized and fully documented secure access to SharePoint by implementing Entrust GCKey, MyKey TruePass and 2 factors Authentication 2FA.
7. Resolved many issues of GIS ESRI application integration with SharePoint and other hosted services.
8. Automated secure access from Internet to Portal by maintaining Entrust browser cookies during session and expire them based on business rules.
9. Created C# code to install and deliver SharePoint featured to automate warm-up and to secure document in non-secure document library
10. Designed and implemented InfoPath forms library for issue tracking system.
11. Mr. Kahiel in his Office/Lab used Office 365 with SharePoint Online, SQL Server online, Azure and high level of cloud only and hybrid solutions.
12. Passed MS-Exam 70-346 towards MCSA Office 365

**Business Hat:**

1. Coordinated and managed all communications, requirements and issues with Shared Service Canada and carried liaison point between DND and SSC.
2. Developed secure access solution from partner’s local intranet to MSOC hosted app at SSC, using advanced technologies such as Reverse Proxy, Apache IIS, ARR, certificate management, GCKey “called myKey”.
3. Participated in scheduled meetings and workshops with partners, dev team and managements and provided periodic reports about issues, progress and enhancements.
4. Architected, developed and enhanced DND’s custom SharePoint application MSOC for “Marine Security Operation Centre” by analyzing, documenting and charting business requirements and solution architecture, offer enhancements “such as High Availability HA, backup and restore procedures and optimize SQL server”
5. Evaluated existing hardwire and software and suggested scale up configuration to meet required performance and best practices.
6. Re-Architected DNS name resolution for both internal and external DNS servers to allow authentication of access from extranets to hosted farms and altered internal SharePoint Alternate Access Mapping AAM to match new URLs
7. Used UML model in Microsoft’s Visio to build objects-oriented analysis and design to build high available redundant parallel design for main Portal Services such as Managed Metadata, Search and User Profiles Synchronization.
8. Reduced bulk of documentation of installation and deployment considerably by revising documents and by implementing scripts to automated deployment and migration of portals between farms.

**International Development Research Center (IDRC)**

**SharePoint Consultant/Developer**

**January 2012 – June 2012 (6 months)**

Customized IDRC’s public web site http://www.idrc.ca by implementing required changes to Web Content Management system WCM.

1. Customized SharePoint UI, including master pages, page layouts and CSS.
2. Customized and added new Visual Studio web-parts for enhanced UI and UX to enhance functionality and familiarize IDRC staff with ins and outs of current WCM System.
3. Assisted in SharePoint SP1 installation and troubleshooting including customizing SharePoint PowerShell scripts.
4. Revised and suggested best practices for SharePoint Backup and Restore including MS SQL Server Databases maintenance such as shrinking, attaching and detaching of DBs and Virtual Machines Snapshots and cloning as recovery tools.
5. Enhanced SharePoint built-in editor by using 3rd part editor “CKEDITOR” and integrate it with SharePoint.

**Canadian Internet Registry Authority (CIRA)**

**SharePoint Implementation Architect**

**January 2012 – March 2012 (3 months)**

Migrated SharePoint 2010 from single production standalone server to medium size multi-server farm with balanced Web Front End servers and cluster of MS-SQL server.

1. Created comprehensive technical documentation with Visio diagrams and walked IT staff through meetings and workshops.
2. CIRA SharePoint is a Web Content Management WCM implementation that is available widely to all users of the Internet. Authors and editors of contents are from all around the globe. It’s an enterprise large scale project with thousands of users and large terabytes of records.

**Library and Archive Canada (LAC)**

**SharePoint Consultant/Trainer**

**February 2011 – December 2011 (11 months)**

Library and Archive Canada (LAC) is using SharePoint 2010 for application integration and day to day office use. To maintain the momentum, LAC tasked Mr. Kahiel to observe and enhance SharePoint knowledge by conducting targeted training sessions to IT staff and to enhance current and future projects.

1. Conducted customized training sessions for 20 of IT staff for SharePoint architecture, administration and SharePoint Designer.
2. Participated in the day to day meetings and planning to transform business processes requirements into functional object-oriented UML outlined
3. Architected and deployed full scanning solution for their archival department by integrating 3rd party system “Ecspand imaging” with Fujitsu Scanner, ImageMagick and Paper Port.
4. LAC system is open for public to search and request records, its built for large user’s base access and its incorporating large data warehouse for millions of records. Infrastructure built on 3 platforms farms (Development, Staging and Production) with many servers of each farm.
5. Implemented complex search rules and scopes by utilizing SharePoint built-in Search and enhance it with Fast Search engine.
6. Developed InfoPath forms for Employee Time Reporting System connecting to an MS SQL 2008 R2 back end via a Web Service and XML Schema.
7. Implemented and automated SharePoint integrated workflows and integrated document libraries in a controlled access environment by SharePoint groups and by user.

**Algonquin College (AG)**

**SharePoint Subject Matter Expert (SME)**

**September 2010 – January 2011 (5 months)**

With the release of SharePoint 2010, Algonquin College has decided to upgrade and extend the functionality of existing SP 2007to include knowledgebase, Wikis, Blogs, Social Computing and large Document Centre for their Shared Network repository. Working closely with the Enterprise Business and IT departments, Mr. Kahiel role was to architect and build complete development and production medium size SharePoint 2010 farms for around 1000 of college staff.

1. Analyzed and architected business processes and technical requirements
2. Implmented secure effecient backup stratagy for Dev infrastructure and communicated the same to IT department to implment for prodction farm.
3. Conducted “1-hour” weekly \*Lunch and Learn\* training session for college staff.
4. Built new testing and development SharePoint 2010 farm, to introduce the new SharePoint and as a staging system. (1 server farm, including SQL Server 2008 R2 and other requirements).
5. Built development farm from scratch using SQL Server 2008 and SharePoint 2010. Attached NAS drive and built scheduled backup of SharePoint and Servers.
6. Please add a bullet showing you provided the following services: backup, recovery, performance monitoring and optimization trouble shooting and issue resolution.
7. One of the challenging tasks is to use SharePoint collaboration features instead of Google Sites. With persistence strategy, meeting and demos, I was able to let them embrace the new SharePoint Knowledge Base sites. I moved all existing documents from Google sites to the newly created SharePoint Wiki sites.
8. MySite was implemented and demonstrated to top stakeholders to decide when and how to roll-them out to users. I have to offer reasoning and pros or cons for using them.
9. Created special site for Learning and Training full of documents and links to multimedia training material.
10. Built taxonomy tree “Pilot” for their knowledge base and for the document center
11. Analyzed and perfected their plan of moving 1TB of documents from network share to SharePoint.
12. Assisted their web developers to create new Master Page for the college. ‎

**Department of National Defense (DND)**

**SharePoint Consultant**

**June 2010 – September 2010 (4 months)**

Working under the guidance of the director of Media Liaison Office MLO, my role was to implement different SharePoint modules, such as Media Databases Query forms “InfoPath” and reporting using integration with MS-Access.

1. Many business logic and forms were revised, customized or newly rebuilt to accommodate new business roles and resolve shortcomings in the original structure. Mr. Kahiel has to meet with many departments within DND premises, to collect, chart and document requirements.
2. Designed, and fully implemented complex InfoPath forms to collect daily activities in many departments such as MLO Office and PA-Planner.
3. Designed MS-Access integration with SharePoint forms libraries to gather, process and report daily or ad-hoc reporters. Similar integration done using Excel for pivot tables/charts.
4. Suggested many improvements to architecture after examining the existing portal and its high-level hierarchal structure including its integration with Active Directory users’ profiles and access level. Many of the implemented suggestions made dramatic improvements to system performance and centralized document storage. Minimized risks and made system more appealing to end-user due to ease of use.
5. Streamlined their existing document types’ inheritance throughout sites and sub-sites including its integration with DocsOPEN Records Management RM module.
6. Customized and activated two workflow streams for over 20 libraries. Designed and presented document with PPT presentation for workflow automation steps and full training and demonstration.

**National Judicial Institute (NJI)**

**SharePoint Consultant**

**July 2010 – July 2010 (1 Month)**

1. Highlighted required server’s configuration to match requirements for new two-tier SharePoint 2010 farm.
2. Explained and offered training on how to create different filtered views, administration and configuration such as security and alternate access mapping.

**Canadian Air Transport Security Authority (CATSA)**

**Systems Architect (SharePoint/WMS)**

**February 2010 – April 2010**

**(3 months)**

1. Conducted an assessment on the current implementation of SharePoint (MOSS) projects, features and customizations and provided advice and knowledge on methods for better leveraging MOSS functionality. M1
2. Introduced advanced Windows Media Service architecture such as Proxy/Cache servers and Multiple Bit Rate MBR video encoding files.
3. Implemented transcoders to convert large files to lower bit rates and FPS.
4. Enabled and installed tools to analyze WMS log files.
5. Thoroughly tested and verified the new solutions and documented any bugs or comments.
6. Configured WMS to store and retrieve video files from SAN/NAS or any network share.
7. Responsible for creating and documenting system requirements and analysis of system design, developing system specification, performing system modeling and architectural assurance and software design and coding.

**Enara Inc.**

**Systems Architect (SAPERION/SharePoint),**

**February 2008 – January 2010 (24 months=2 years))**

Enara Inc. is the Canadian distributer of the German Document and Image Management SAPERION. The main task is introducing and integrating SharePoint 2007 to SAPERION using SharePoint Records Management features

1. Took charge of building complete SharePoint 2007 (MOSS) farm and multi virtualized servers lab
2. Created prototype system to integrate SharePoint 2007 Record Management Centre with DM and Imaging System SAPERION to be compliant with **DoD Directive 5015.2** certification.
3. CRA implementation was a large-scale enterprise system of 500+ users and room full of racks of servers for this document and image management project.
4. Lead analyst of the current environment, business requirements and evaluate solutions architecture to create and document functional requirements.
5. Integrated MOSS 2007 Records Management Centre, SQL Server 2005/2008, Windows Server 2008 and MS-Access 2007 with SAPERION document imaging system.
6. Using SharePoint 2007, MS Visual Studio 2005/2008, C# and ASP.Net, developed, designed, coded and implemented sample web parts and integrated 3rd party web parts and solutions from CodePlex.
7. Provided capacity planning, performance enhancement and disaster recovery (backup/restore) for imaging system
8. Implemented and altered built-in workflow modules of SharePoint Server 2007 using MS SharePoint Designer 2007.
9. Role of Document Image Management Systems Architect for company’s product SAPERION.
10. Supported Canada Revenue Agency Document Management System ITC department, troubleshoot issues, assist end-users and architect best practices of daily operations for large base of end-users and hundredth of thousands of CRA clients (500+)

**PlantCML**

**Senior Verifications Specialist**

**June 2006 – February 2008 (21 months = 1 year & 9 months)**

PlantCML is a large manufacturer of VOIP communication equipment for 9-1-1 call centers. Besides testing the core functions of VOIP hardware, mainly tasked with infrastructure, R&D activities and pre-sales demos and presentations.

1. Designed, coded and implemented full package of Group Policy for “Workstation Security Lockdown” to manage and secure workstations functionality
2. Created, modified, optimized and verified test cases.
3. Built complete UNIX-Windows lab system with media gateways, network routers and switches, pbx integration and automation using Abacus – Advanced Call Bulk Simulator and other macro coding tools.
4. Architected an integration complex structure of multiple VOIP systems for pre-sales demo. Integration between different levels of DNS servers, forwards windows and UNIX based.

**DOLZ Trading**

**Small Business Manager**

**May 2004 – June 2006 (26 months=2 years & 2 months)**

DOLZ trading is an e-Commerce online electronics retailer. Mr. Kahiel role was to build and customize their e-commerce web site, secure online credit cards transactions, maintain inventory list and international vendor’s communication.

1. Web application analysis, design and programming to customized and maintained e-commerce web site.
2. Published and marketed products throughout internet marketplace.
3. Programmed base solutions, including shopping carts, membership, security, payment processing and fulfillment, cross-selling, newsletters, content management, inventory, product catalogues, and Administrative backbends.
4. Maintained record keeping and accounting requirements using simply accounting pro system and an image based software.

**EDS Canada, “Now known as HP”**

**Infrastructure Specialist**

**May 2000 – April 2004 (48 months=4 years)**

Canada Post / BT Telephony Project (3 Years)

1. Role of technical lead of small technical team. It’s an enterprise national wide implementation of three clusters of servers in the three cities, Ottawa, Winnipeg and Fredericton. This project was a joint activity with Nortel software maintained and supported by TELUS and CGI Canada Post.
2. Architected, Managed, Supervised and Implemented Enterprise Telephony Call Center System CTI for Canada Post.
3. Team Lead for small team of 3 engineers. System servers implemented in three cities.
4. Client facing experience and project management.
5. Resolved many complex technical issues by using Network and OS monitoring tools, looking for memory leaks and network communication issues,
6. 3rd Level support engineer, pager rotation and on call 24/7

Microsoft Certified Support Centre-EDS (1 Year)

* Joined MCSC to support EDS’s clients in Ottawa area for all Microsoft's products.
* Troubleshooting skills with direct contact with MS support.
* Troubleshoot issues for Exchange 2000, Windows 2000
* Support and customize web applications, HTML pages, IIS integration.

Midrange Servers Systems-EDS (3 years)

* Took the role of Technical Architect / 3rd level support for EDS client's web hosted applications for government and private sectors.
* On call, pager rotation and shift change.
* Problem tickets creation and follow up (Remedy and InfoMan)
* Server Hardening, security checks and lockdown for windows NT and Windows 2000

ROSS System Canada Post-EDS (4 months)

* Developed an automated reset reboot utility for main server of Windows NT
* Documentation, testing and implementation solution on production servers

Business Analysis, Records Management implementation (1 Years)

* Business Analysis, Business Process Re-engineering for Canadian Wheat Board (Winnipeg), Laurentian Bank of Canada, MD Management (Ottawa)
* Proposed after market research Document & Records Management RDIMS, PC-DOCS and DOCSOpen

**SHL System House**

**Technical Architect, Document and Image Management Specialist**

**July 1998 – April 2000 (22 months)**

Y2K verification, Agriculture and Agri-Food Canada – AAFC (12 months)

* Year 2000 verification for Correspondences Tracking System Government Enterprise Correspondence Application CS-CSIM, Horses bedding and Levy SQL database.
* Full Technical write-up (900+ pages) for each system, including detailed functions, Test procedure, Y2K pass/fail result. Including suggested solutions for failed components.

CTX. Florida, USA (4 months)

* Architected and designed prototype solution for CTX to automate their in-house Imaging System with Oracle Finance running on Citrix Servers.
* Documented functions and image enabling methods used
* Conducted meeting, interviews and workshops with different departments.

INAC / Ottawa – Canada (3 months)

* Role of Technical Architect/System Designer
* Managed, implemented and tested migration of 1.5 Million records from legacy SQL server database to new Oracle database of RIMS records management system.

Business Library FileNet (3 months)

* Year 2000, Developed an enterprise level web based Document Management library system using FileNet Panagon 2000 system.

**ByteQuest**

**Product Specialist for Document Imaging and Workflow Systems**

**July 1995 – June** **1998 (36 months)**

Provided International Client’s Relation Support Including Travel and remote in-house training. (6 Months)

Document & Records Management RDIMS, PC-DOCS, DocsOPEN, Staffware Workflow support engineer (8 Months)

**Past Achievements**

**Systems Analyst/Programmer/Team Lead**

**1984 -1995 (11 years)**

Library System Development (3 Years)

* Developed complete functional Library System National Library, using HP3000/HP9000 and MINISIS (2 years) bibliographical database.
* Developed and implemented Library system, using Database and an IBM Microcomputers (1 Year).

Large scale projects (8 Years)

* Analysis, design and fully developed Payroll System, using Paradox database and PCs.
* Ticketing and Accounting system for travel agency, using dbase III and IBM PC.
* Replied to RFPs Technical and Costing requirements including architecting networks and build solutions.
* Using MINI Computer from McDonnell Douglas UK, supported their systems and applications for personnel HR system for Faculty's Employees and Students.
* Created complex Scientific Programs for an Engineering Office to calculate water flow direction and turbulence critical speed for Cairo City using MS Basic and CP/M Operating System. \*1984\*

**SysPoint Inc.**

**Director/Owner**

**February 2010 – Present (7 Years and 4 Months)**

Mr. Kahiel is fully dedicated to SharePoint and its related technologies. His incorporation SysPoint Inc. has a modern lab with two large scale virtualization servers running VMWare ESXi. He is using his Lab for testing new concepts, training and troubleshooting issues that couldn’t run at client’s sites.

* Built SharePoint 2013 farms with different configurations as prototype and knowledge of know how?
* Utilizing latest version of Microsoft’s Cloud Computing of Office 365 and full featured version of Azure including AD, Storage, Networking, DB SQL, Virtual Machines, Domain management, Exchange and advanced SharePoint solutions.

**Top Skill Sets**

1. **SharePoint (2007/2010,2013,2016 and Office 365/Azure)**
2. Microsoft Certified Technology Specialist MCTS “SharePoint”.
3. Up to date knowledge and experience in cloud computing such as Azure and Office 365.
4. Enterprise Architect for Enterprise Search, Portals, Collaboration, Web Parts, Taxonomy, Social collaborations in multi environments Extranet/intranet and Internet,
5. SharePoint best practices for Document Management, Records Management, Forms and Workflows.
6. Hands-on experience of challenging configurations such as load-balancing, clustering, multiple shared services application, High Availability, reverse proxy and disaster recovery.
7. End user training and professional documentations.
8. Superior Troubleshooting Skills at wide range of products from Networking, Coding to enterprise systems such as Databases, COTS, etc.
9. **Windows (Server NT to 2016, Clients DOS to Win 10)**
10. MS Windows Server 2016/2012/2008R2/2003/2000, Active Directory, IIS 8.x including ARR, and Https protocol, DNS, DHCP, Windows Media Services WMS, Group Policy, Servers’ hardening and lockdown, Windows 7/8/10, “XP certified”.
11. **3rd level Support:**
12. Very thorough Backup and disaster recovery. Main IT pillars such as LDAP, DNS, common protocols, TCP/IP, HTTP, XML, etc. Also, deep experience with many 3rd party tools and remote access of monitoring utilities for ease troubleshooting and support.
13. **Databases:**
14. SQL Server 2008 to 2017, ODBC, ODA, SSMS and RDBMS normalization and data modeling design. Previous experience with Oracle and MS-Access. SSRS and SSAS
15. SharePoint requirements for MS SQL server such as security and logins roles, backup and restore, attach and detach of DBs, Shrink and monitor DBs growth and performance.
16. **MS Office 2016, Project 2016, Visio and Office 365:**
17. Superior knowledge, focused on scripting and SharePoint integration for InfoPath, MS-Access, Outlook, Excel, Word and PowerPoint, now with office 2016 and Office365.
18. **Development:**
19. Visual Studio 2013, PowerShell, SharePoint Designer 2013, C#.net, CSS, XHTML, XSLT and XML
20. **Virtualizations:**
21. In-depth knowledge and hands-on experience of (VMware ESXi 5.0, Workstation 9.X, Microsoft Hyper-V.
22. Running and managing large scale ESXi server running multi versions of SharePoint installations, SQL servers 2008/2017, WIN 8, Win 7 and XP, Win 2008 R2/2016
23. **Project management/Team Lead:**
24. Superior communication and organization for small to medium sized projects, excellent experience of tools such as Visio, MS-Project.
25. Experience with business requirement gathering and preparation of documentation
26. **Networking/Security:**
27. **Hardware and software including Routers,** Switches, Cabling, Network Load Balance (NLB), Wireless, DHCP, DNS functions (A records, MX records, CNAME records, etc.), Security and Architecture including Wireshark protocol analyzer, 2 Factor Authentication, Entrust, TCP/IP. UDP, HTTP, NTP, NFS and RTP

**Major Achievements**

* Migrated large scale SharePoint 2013 to new SharePoint 2016 farm, utilizing no 3rd party tools and used Staging environment for safe migration and updates.
* Coded complex PowerShell script to create and customize Search Topology with in-depth error checking and interactive interface.
* Re-Architected extranet access to DND MSOC project hosted with SSC to allow secure access to SharePoint, CRM and ESRI GIS, by utilizing Reverse Proxies from Apache and IIS (ARR).
* Enabled TLS access and managed certificates in bot intranet and Extranet. Especially conflict issues with Silverlight modules of CRM Dynamics and ESRI Maps.
* Streamlined build books of SharePoint portal reducing their bulks from 9 Build Books (around 400 pages) to clean clear 80 pages one build book. Besides removing redundant text, created many PowerShell scripts to automate installation and deployment of SharePoint and then MSOC portal solutions.
* Mr. Kahiel is the last Go to expert in the MSOC project, if an issue or trouble tickets stuck and thrown from team to team, Mr. is the last resort to go to the bottom of the issue and detailing the best solution. He was able to resolve issue of Fast Search and CRM configuration that MS engineers gave up on them.
* Deeply analyzed Single Sign-On (SSO) requirements and implemented secure auto logon from multi external users and departments.