

# VINCE CICONE

Senior Microsoft 365 Systems Engineer | Messaging & Exchange | Collaboration | Identity & Governance | Azure Hybrid

vincecicone.com | Employer names and contact details available upon request

## PROFESSIONAL SUMMARY

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Senior Microsoft 365 Systems Engineer with 20+ years designing, administering, and securing global messaging, identity, collaboration, and cloud infrastructure. Lead engineering for a hybrid Microsoft 365 environment of more than 200,000 mailboxes and nearly 10 PB of SharePoint and OneDrive data. Deep expertise in Exchange Online and Exchange Server 2019 SE, SharePoint Online, Teams, Power Platform, Azure, Active Directory and Entra ID, Microsoft Purview, Microsoft Defender, and PowerShell automation. Partner with Security, HR, Legal, and compliance teams to turn complex requirements into documented, repeatable solutions that improve availability, control risk, and reduce operating cost. Experienced working within an Agile framework and using Jira to plan and track engineering work.

## AREAS OF EXPERTISE

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**Messaging:** Exchange Online · Exchange Server 2019 SE · Hybrid Exchange · Mail flow & transport rules · Global messaging architecture

**Microsoft 365 & Collaboration:** SharePoint Online · Microsoft Teams · OneDrive · Power Apps · Power Automate · Power BI administration & gateways

**Identity:** Active Directory (multi-domain, single forest) · Microsoft Entra ID · Hybrid identity · RBAC & least privilege

**Security & Governance:** Microsoft Purview · Sensitivity labels & label policies · Data Loss Prevention · Retention · Microsoft Defender · Cisco IronPort · Cofense · HIPAA/HITRUST controls

**Automation & Operations:** PowerShell · PnP PowerShell · Provisioning & licensing automation · Reporting & auditing · Monitoring & server builds · High availability & virtualization

**Unified Communications:** Microsoft Teams · Skype for Business · Lync Server · Cisco Unified Communications Manager · Polycom · Enterprise voice

**Ways of Working:** Jira · Agile · Runbooks & SOPs · Change management · Mentoring & knowledge transfer

## PROFESSIONAL EXPERIENCE

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**Senior Systems Engineer** | Global hospitality company

2019 – Present

Lead global Microsoft 365, messaging, and collaboration engineering for 200,000+ mailboxes and nearly 10 PB of SharePoint and OneDrive data in a highly available Azure-based hybrid environment.

- Engineer and administer Microsoft 365 and hybrid Exchange services, including Exchange Online, Exchange Server 2019 SE, SharePoint Online, OneDrive, Microsoft Teams, Entra ID, and on-premises Active Directory.
- Led the rebuild of global messaging infrastructure into a highly available Azure-based hybrid architecture, virtualizing Exchange Server 2019 SE systems to maximize uptime and improve resilience.
- Architected and completed a distributed Exchange 2016-to-2019 migration, creating repeatable deployment processes and documenting transport rules, connectors, exception workflows, and change controls.
- Identified and remediated more than 27 TB of PST files across SharePoint and OneDrive, automating removal, implementing tenant controls to prevent recurrence, and coordinating enterprise-wide communications.
- Create, deploy, and manage Microsoft Purview sensitivity labels, label policies, DLP, and retention controls in partnership with HR, Legal, the Security Operations Center, and compliance teams.
- Strengthen mail flow and cloud security with Microsoft Defender, anti-phishing and antispam policies, custom transport rules, Cisco IronPort, and Cofense.
- Administer and govern SharePoint Online, Teams, Power Apps, Power Automate, and Power BI, including Power BI gateways, workspace security, environment access, connectors, and least-privilege permissions through Entra ID groups.
- Automate licensing, reporting, provisioning, acquisitions, data governance, auditing, monitoring, and server builds with PowerShell and PnP PowerShell, shortening resolution time for escalated incidents.
- Use Jira within an Agile framework to plan, track, and prioritize engineering work; support global teams across the US, Europe, and Asia; lead acquisition-related provisioning; and mentor junior engineers.

**Senior Systems Engineer** | Employee benefits & insurance company

2018 – 2019

- Managed enterprise messaging, identity, collaboration, security, and compliance services in a regulated benefits and insurance environment.
- Administered Active Directory, Microsoft Exchange, and Skype for Business, maintaining performance, availability, and security.
- Implemented DLP and messaging security controls aligned to HIPAA and HITRUST requirements; conducted audits, identified vulnerabilities, and documented remediation standards.

- Developed PowerShell automation for user provisioning, reporting, monitoring, and recurring administrative tasks.

**Senior Unified Communications Engineer** | Global restaurant company 2016 – 2018

- Supported unified communications for approximately 100,000 users and mailboxes across three global restaurant brands.
- Engineered and administered Microsoft Teams, Skype for Business, Exchange Server, Cisco Unified Communications Manager, and Polycom services, including enterprise voice and conferencing.
- Conducted security evaluations and audits; managed upgrades, migrations, and vendor initiatives using SolarWinds and Splunk for monitoring and incident response.
- Provided rotating escalation support for mission-critical call centers and data centers.

**Senior Systems Engineer** | Financial services company 2015

- Administered Cisco IronPort, Microsoft Exchange, and Lync to keep communications secure and reliable in a fast-paced financial services environment.
- Coordinated infrastructure projects, vendor relationships, and upgrades while integrating security standards into technical decisions.

**Senior Messaging Engineer** | Sales & marketing services company 2006 – 2015

- Supported and upgraded Active Directory and Microsoft Exchange, including large-scale migrations from Exchange Server 2003 through Exchange Server 2013.
- Designed and implemented Lync 2010 and 2013 architectures and led the evolution from Lync to Skype for Business.
- Deployed Enterprise Vault for enterprise archiving and legal retention, supporting compliance and records-management requirements.
- Automated reporting, monitoring, and user provisioning with PowerShell; trained junior engineers and authored technical documentation.

**Systems Administrator** | Earlier roles 2000 – 2006

- Administered Windows Server, Microsoft Exchange, and Lotus Notes environments; supported data center operations, endpoint security, and infrastructure procurement.

## EDUCATION

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**Bachelor of Science, Management Information Systems** | Kaplan University

## CERTIFICATIONS

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Microsoft Certified Professional (MCP) · Microsoft Certified Technology Specialist (MCTS)