

# Shana Leigh Bagherian

## Information Technology Professional

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### Objective

**Lead an infrastructure team as an engineer/architect (with an emphasis on messaging and security)  
of an organization in North San Diego County**

### Professional Summary

- 25 years of IT experience as an engineer/administrator, consultant, and instructor, primarily focused on Office 365, Windows Server, Exchange Server, and messaging-related technologies
- Senior engineer/architect for the last 7 years, leading other engineers, administrators, and help desk professionals
- Certifications since 1996 (MCP ID 28529) in Windows Server, Exchange, TCP/IP, Active Directory, MS Project, etc. CISSP since January, 2019
- A very technical engineer/architect with the ability to mentor, lead, motivate and unify others

### Experience Highlights:

- Migrated 2k+ mailboxes from on-premise Exchange 2010 to Office 365, including public folders
- Migrated organization from G-suite to Office 365
- Introduced Exchange 2013 with DAGs into a global Exchange 2007 organization; retired servers; migrated 6000+ mailboxes into the NA DAG; 1000 into the EU DAG (for a global company)
- Maintained a hybrid on-prem Ex13 environment/Office 365 environment (for a global company)
- Maintained NA email archiving environment via Veritas (Symantec) Enterprise Vault personal archive using data center in North America (El Segundo, CA); setup EU email archiving environment via Veritas (Symantec) Enterprise Vault personal archive using data center in the EU (Amsterdam)
- Introduced Exchange 2010 into an Exchange 2003 organization; retired servers; migrated 7k+ mailboxes (for the largest hospital system in California)
- Setup Exchange 2010 hosted environment (for a managed services provider in California)
- Email-filtering technologies: Ironport/Cisco ESAs, Barracuda, Trend SMEX, MXLogic, Postini, MS Forefront, Exchange Online Protection (EOP) and Proofpoint
- Virtual technologies: VMWare ESXi and Citrix XenCenter VM creation, conversion, and management
- Backup technologies: Shadow Protect, Veeam, Ahsay, VRanger, and Backup Exec backup software
- SAN/NAS technologies: Hitachi, Nexenta, Compellent, and EqualLogic; Exagrid, Iomega and Data Domain
- ITIL (IT Infrastructure Library) methodology
- Load-balancing technologies: Kempas, NetScalers, F5s, MS NLB
- Microsoft Certified Trainer

### References

Robert Uno, Triden (619) 890-4094; Bill Richardson, DJO (760) 802-4435; Clay Raedeker, PH (858) 829-9416

### Education

MBA - Information Systems emphasis, University of Colorado, Graduated May 19<sup>th</sup>, 2003; GPA: 3.8  
BA – Mathematics; University of Colorado; Graduated May 18<sup>th</sup>, 1992; GPA: 3.3

## Professional Experience

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**March, 2019 – Present**

**Senior Infrastructure and Security Architect**

**Triden Group - [www.TridenGroup.com](http://www.TridenGroup.com)**

Primary focus is messaging engineering which includes: migrations to Office 365 (including G-suite); setting up and maintaining hybrid environments (on-premise Exchange and Office 365) via AD Connect (AD Sync); setting up and maintaining Exchange on-premise environments; single sign-on integration (SSO), like OKTA; MDM solutions, like AirWatch or Maas 360; EDM solutions, like Device Trust; collaborative team solutions, like Teams and Slack; archiving solutions, like Enterprise Vault; email filtering solutions, like Proofpoint; backup solutions, like Veeam; instant messaging solutions, like Lync and Skype for Business; etc.

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**March, 2017 – Present**

**Principal Messaging Infrastructure Consultant**

**Women in IT - [www.WOMENinIT.com](http://www.WOMENinIT.com)**

Primary focus is integration and maintenance of secure messaging-related technologies into existing email environments (email archiving solutions, filtering solutions, MDM solutions, backup solutions, etc.); setup of new Exchange organizations; upgrades of existing Exchange organizations; merging of Exchange organizations; and maintenance of Exchange organizations. Organizations consulted for include Intuit and the City of Carlsbad.

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**August, 2014 – March, 2017**

**Senior Systems Engineer**

**DJO Global, Vista, CA [www.djoglobal.com](http://www.djoglobal.com)**

Support server infrastructure including physical (Dell) and virtual servers (VMWare), SAN/NAS, security initiatives involving Kemps and Proofpoint, and responsible for messaging infrastructure covering 24 sites worldwide. Messaging infrastructure technologies included: Exchange 2007 and 2013; EOP (Microsoft Exchange Online Protection); ProofPoint (email filtering and DLP – data loss prevention); Office 365 hybrid solutions including dirsync; Maas360 MDM (mobile device management); OKTA identity management; Lync 2010 and Skype for Business; and Symantec Enterprise Vault personal archive and discovery. Also included in responsibilities was granular backup of email environment via Backup Exec and Vramer; Monitoring email environment via What's Up Gold and Solar Winds Orion; and maintaining full documentation of email environment, including period training of help desk personnel – primarily Tier II. Maintenance of messaging environment included VM-related tasks using VMWare's VSphere (VM consolidation, increasing data stores, etc.) and SAN-related tasks, including creating/increasing LUNs, exposing them to ESX hosts, etc. via Storage Management tools for Compellent and EqualLogic SANs.

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**September, 2012 – August, 2014**

**Systems Engineer**

**Palomar Health (an IT Works Site of Cerner), San Diego, CA [www.palomarhealth.org](http://www.palomarhealth.org)**

Primary responsibilities include administering and securing 220 servers, half virtual (VMWare0 and half physical (Dell, HP, Cisco UCS); utilize NetScalers for proxying protocols, SSL-offloading, and load-balancing; administer Ironports for email filtering (spam, viruses) including use of Outbreak filters on Ironports/Cisco ESAs; administer Zix appliances for email encryption; monitor servers with Solar Winds NPM, SAM, NTA, and NCM; administer Exchange 2010 organization consisting of thousands of mailboxes; utilize Remedy for ticketing and AlarmPoint for escalation alerts.

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**August, 2010 – May, 2011**

**Adjunct Instructor**

**Palomar College, San Marcos, CA** [www.palomar.edu](http://www.palomar.edu)

Taught Windows Server 2008 and Exchange 2010.

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**August, 2009 – August, 2012**

**Centralized Services Administrator**

**Palecek Consulting Group San Diego, CA** [www.pcgit.net](http://www.pcgit.net)

Administered and secured local PCG network, including Active Directory and Exchange; setup and administered Exchange hosted environment; administered Exchange for managed services clients; remotely managed >200 servers (member servers and domain controllers; most virtualized with VMWare, some XEN and VirtualBox) - via the Kaseya Managed Services, LabTech Managed Services, and LPI Managed Workplace platforms; utilize ConnectWise for service tickets; heavy emphasis on Exchange Server troubleshooting (2003, 2007, and 2010 on Windows Server 2003 and 2008); monitor and respond to alerts; write selfheal scripts; maintain documentation; manage the following services for over 100 servers: local Shadow Protect backups and remote Ahsay and Symform backups; email filtering; ESET antivirus Remote Administration Consoles; and patch management; utilized ConnectWise for ticketing.

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**March, 1994 – August, 2009**

**MCSE Instructor and IT Consultant**

**ExecuTrain of Colorado, Colorado Technical University, and various organizations in the Rocky Mountain Region**

Was an MCT (Microsoft Certified Trainer) and taught MCSE bootcamps and MOC curriculum (Microsoft Official Curriculum) Also consulted on Microsoft technologies for various organizations, including MCI, the Air Force Academy, StorageTek, Peterson Air Force Base, Fort Carson, NORAD, Schriever Air Force Base, Lockheed Martin, etc. Primary technologies were Active