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# Lance Lingerfelt

Multi-certified Consultant in Enterprise Messaging, PKI, Windows, and Active Directory Strategies

I have a long and vast history in the Information Technology field working in many different industries, including, Medical, Manufacturing, Gambling, Banking, and IT industries. I have worked for all different sized companies that range from 50 users to 500,000 users. I have extensive experience with providing up to date Active Directory, PKI/Certificate Management, Windows, Web Development, and Messaging Solutions with Design, Implementation, and Support being the top priority for the customer while maintaining a reasonable budget suitable to the customer's needs.

My goals are to continue to lead as a Premier Field Engineer, Mentor, Coach, and Trainer. I am looking to continue to expand my troubleshooting skills in Active Directory, PKI, Windows, Web Development, and Exchange and provide excellent support to all clients looking for support in those areas. This includes migrations, scripting, troubleshooting, design, maintenance, and support. I also seek an organization that provides growth potential for their contacts as well as the support for those contacts to excel towards their personal and professional goals. Success breeds success!

5/19 – 3/20

Trimax Americas / Microsoft

Charlotte, NC

## Vendor Premier Field Engineer

- Transactional PFE for Exchange and Office365 in the Modern Workplace Realm.
- I held 36 Microsoft accreditations for advanced Exchange offerings and had achieved 60% utilization in the eight months I was employed.
- I have worked for Enterprise Customers such as Gartner, Morgan Stanley, Volkswagen, PNC Bank, and others.
- I had ongoing projects aligned with Willis Towers Watson, Gartner, Volkswagen, and other companies assisting them with transforming their Exchange environments to the Modern Workplace.
- I had been on numerous reactive assignments break/fix scenarios, taught multiple Exchange classes, and provided content for several internal groups and teams.

9/15 – Present

LDLNET LLC

Charlotte, NC

## Owner/Operator

- I own and run LDLNET LLC specializing in Professional IT Services including Design, Implementation, Support, and Troubleshooting.
- I Perform O365, Windows Server, Active Directory, and Exchange Server Design, Integration, Migration, Consolidation, Support, Training, and Maintenance.
- I provide training and guidance to clients and their teams.
- I perform simple website development and hosting for local businesses.
- I provide an informational and technical blog for customers and the general public

## EXPERIENCE

5/18 – 3/19

Avanade

Charlotte, NC

- Worked in Cloud Management Services Division as a Level 2 Consultant. I remediated issues that occurred to the managed systems when alerted by the system. I also fulfilled requests made by our managed services clients to have work performed in the managed environment.
- Performed Administration and Troubleshooting for Skype, SharePoint 2010-2013, Exchange 2010-2016, Active Directory, and Azure related services.
- I provided training and guidance to the Level 1 Engineers in a team setting.
- I gathered data for Problem Resolution and Change Management and then provided that data to the Project Technical Team per ITIL guidelines and Standard Operating Procedure.

1/18– 2/18

XMS Solutions

Charlotte, NC

### **Senior Consultant**

- Provided Consulting Services for XMS Solutions Customers
- Helped with Active Directory and Exchange Migrations for the company.

7/17 – 12/17

TEKSystems/Microsoft

Charlotte, NC

### **Exchange Online Support Engineer**

- Provided Tier 3 support for Exchange Online Premier Customers
- Worked numerous cases supporting Exchange Online issues from migrations, mailbox setup, transport rules, and OWA.

7/15 – 4/17

Binary Tree

Charlotte, NC

### **Senior Consultant**

- Completed numerous Office 365 Migration Projects using Binary Tree's software. The projects included a staged and cutover migration process. Installation, Troubleshooting, and pilot migration testing or POC, were included in the process.
- Assisted Binary Tree with Documentation Procedures, Statements of Work, Technical Documentation, and Project Management. This included Visio, Excel, and Word documentation for internal use or customer fulfillment.
- Performed numerous AD and Exchange Migrations for a wide range of customers. Most migrations were cross-forest and included attribute updating or GAL Sync during the process.
- Designed migration strategies using Office365, Group Policy, ADFS, Active Directory, and Hybrid Exchange implementations.

9/13-7/15

AT-NET Services

Charlotte, NC

**Senior Engineer/Consultant**

- Acted as team lead in the Managed Services Division monitoring Exchange and Active Directory Implementations
- Performed numerous AD and Exchange Migrations for a wide range of customers. These migrations were mainly cross-forest to a greenfield Active Directory/Exchange environment and included attribute updating, group policy design, GAL sync, and OS builds with VMWare hosting the builds.

01/13-09/13

JCMR Technology

Charlotte, NC

**Senior Consultant**

- Completed three Office 365 Migration Projects with an average of 20 users per environment. The projects included a staged and cutover migration process.
- Completed an Exchange 2010 Ethical Walls project for a large manufacturing company that encompassed Hub Transport Rules that filtered incoming and outgoing email based on domain.
- Assisted the JCMR team with the design, installation, and support of a brand new 20 person corporate network. This included assisting with Active Directory, DNS, Group Policy, Office365 Migration, Application Support, and Client Support.
- Assisted sales team with technical support for their sales calls including attending customer interaction meetings.
- Assisted JCMR with Documentation Procedures, Statements of Work, Technical Documentation, and Project Management.
- Completed a design and implementation of Symantec Enterprise Vault 10 into an existing large corporate environment supporting over 1000 Exchange Users.

10/12-12/12

TEKSystems/Lincoln Financial Group

Greensboro, NC

**Senior Exchange Messaging Consultant**

- Responsible for Exchange Server Maintenance and Tier 3 Escalation Support for Lincoln Financial Group Messaging Services. This encompassed 20 Exchange 2003 Servers and over fifteen thousand mailboxes. Support included all Exchange Server roles: Mailbox, OWA, and ActiveSync services along with mobile services including MobileIron, Good Technology, MobilEcho, and Blackberry Services.
- Assisted with the installation of Exchange 2010 into Lincoln's Test Environment in preparation for an Exchange 2003 to Exchange 2010 Messaging Migration.
- Assisted with installation and support of Lync 2010 in their test and production environments. I also assisted with Lync integration with Exchange 2003 and 2010.

5/12-8/12

ettain Group/Carolinas Healthcare System

Charlotte, NC

**Senior Exchange and Active Directory Consultant**

- Responsible for Exchange Server, Active Directory Server Maintenance, and Tier 3 Escalation Support for Carolinas Healthcare System Messaging Services. This encompassed twenty Exchange 2010 Servers with two DAGs and over twenty thousand mailboxes.
- Provide Exchange Server 2010 Maintenance for all Exchange Server roles: Mailbox, Hub Transport, Client Access, Edge, EWS, OWA, and ActiveSync services along with mobile services including MobileIron, Good Technology, iPhone, iPad, and Blackberry Services.
- Assisted with audit and recommendations of their disaster recovery plan including activating DAC for their datacenters and providing scripts to help automate troubleshooting tasks.

8/11-5/12

Xtreme Consulting Group/Microsoft

Charlotte, NC

**Level 3 Exchange Server Engineer / MIPS 24x7 Support**

- Responsible for Exchange Server Maintenance and Tier 3 Escalation Support for Microsoft Dedicated Hosted Messaging Services. This encompassed 450+ Exchange 2007/2010 Servers and over five million mailboxes.
- Provide Exchange Server 2010 Maintenance for the Microsoft Internal Corporate Email Environment. This included all Exchange Server roles: Mailbox, Hub Transport, Client Access, Edge, EWS, OWA, and ActiveSync services.
- Team effort provided 99.9% SLA to our customers for a three month period and had no service outages.
- Performed extensive Exchange Powershell troubleshooting, scripting, and maintenance in the environment.

01/07-7/11

The Schnider Group

Charlotte, NC

**IT Director / Network Administrator**

- Built and managed a multi-state VPN routed network using Broadband Technology. Assisted with MPLS upgrade of the same network.
- Built, installed, and managed the entire IT infrastructure using a Windows 2003/Exchange 2003 domain environment for three cities.
- Project managed the complete physical datacenter infrastructure relocation from one facility to another.
- Managed all Active Directory, Exchange, and Mobile accounts for the company.
- Installed and managed Accounting with a Point of Sale system and QuickBooks Accounting Software.
- Ran day to day HR duties including hiring and firing of personnel, processing and auditing payroll, implementing and enforcing company policies, designing and enforcing computer and email usage policies.
- Redesigned the appearance of all company documents and implemented a centralized online document system for the company.
- Built, designed, installed, and managed a cloud of over 40 websites.
- Setup VM farms using VMWare 5.5 as the host OS. Setup VCenter to manage the VMWare Farm. Did clustering, configured standard network switches with vlans. Setup Update Manager for patching purposes. Setup disk array to be used as VM Storage.
- Assisted AT-NET with Documentation Procedures, Statements of Work, Technical Documentation, and Proj Management. This included Visio, Excel, and Word documentation for internal use or customer fulfillment.

09/04 -05/06

Robert Half Technology/Rexam

Charlotte, NC

**Global Exchange Administrator**

- Contracted as an Engineer for the Global Enterprise Messaging Team for Rexam, eventually going full time at Rexam.
- Provided 3rd Tier Support for the Help Desk, wrote technical documentation, handled escalations for the Help Desk and Executives, and provided 24/7 support for the GeM team.
- Provided daily administration including mailbox/DL maintenance, disaster recovery, mailbox restoration, MS Cluster Administration, integration with 3rd party apps, and Blackberry support.
- Provided support of over 100 Exchange 5.5/2000/2003 servers in the US, Mexico, South America, and Europe. This included three separate 2/4 node Clustered Exchange Servers.
- Assisted Rexam with 4 company acquisitions by managing and implementing the acquired company's messaging environment into Rexam's Global Exchange environment.

# EXPERIENCE

02/04 -09/04

TEKSystems/Bank of America

Charlotte, NC

## **Exchange Administrator**

- Contracted as part of the Enterprise Messaging Support Team for Bank of America.
- Provided 3rd Tier Support for the Help Desk and handled escalations in the messaging area.
- Provided daily administration including mailbox and DL maintenance, and support of over 100 Exchange 5.5/2000 servers.
- Assisted with Fleet Bank merger by helping to integrate their Exchange environment into Bank of America's Exchange environment.

11/01-11/03

South Carolina Education Lottery

Columbia, SC

## **Domain Server Administrator**

- Designed, & Installed a 200 user Win2000 LAN using Active Directory and Group Policy.
- Maintained all server class equipment. (DELL PowerEdge Servers, Storage Area Network (SAN), PowerVault DLT Jukebox)
- Provided WAN support assisting with Cisco Router/Switch/PIX support, Wireless LAN Technology/Security, and RAS maintenance.
- Managed Domain Environment including Exchange 2000, SQL 20000, IIS, Active Directory, SUS, & Great Plains.

08/01-11/01

Solid Computer Decisions

Charlotte, NC

## **Microsoft Certified Trainer**

- Worked as an MCT teaching Windows 2000 courses and specializing in Exchange.
- Assisted Networking Services Team with Microsoft Exchange Implementation Projects.
- Assisted With The Migration And Installation Of The Internal LAN.

09/00-09/01

CompCon Tech/Microsoft

Charlotte, NC

## **Technical Support Engineer**

- Stationed At Microsoft Corporation As An Enterprise Messaging Support Engineer.
- Performed Phone Support For Exchange 5.5/2000 Administration Issues.
- Performed Exchange Support In Disaster Recovery, Directory Replication, & Installation.

12/99-9/00

American Computer Solutions

Charlotte, NC

## **Junior Network Engineer**

- Performed On-Site LAN Support For Clients
- Assisted Senior Engineers in Planning and Implementation of Network Projects.
- Assisted Network Operations In Troubleshooting LAN/WAN Issues.

# CERTIFICATIONS

## Education

1994–1997 University Of South Carolina Columbia, SC

- Major: Computer Science - Minor: Music Education
- No Degree Attained – Some College Credits Earned

## Certifications



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- Certified MCT, MCSE, MCSA.
- Please see Page 8 for my Microsoft Transcript as of February 2020.



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- Verification #: C32DTT0364
- Effective: 07/29/98

## Currently Pursuing

- Azure Cloud Solutions Certifications
- M365 Certifications

## Software Skill Set

- DOS 5.x-7.x
- Windows 3.x, 9x, ME, NT, 2000, XP, 2003, Vista, Windows 7, Windows 8, Windows 8.1, Windows 10, Server 2008 R2, Server 2012, Server 2016, Server 2019
- Linux (Red Hat, Mandrake, Debian)
- HP/Compaq Insight Manager
- Office 95, 97, 2000, XP, 2003, 2007, 2010, 2013, 2016, 2019, Office365
- Exchange 5.5 through 2019 and Exchange Online
- Symantec Enterprise Vault for Exchange
- Trend Micro Worry Free Business Security
- Microsoft Windows Clustering Services
- Microsoft Exchange Clustering Services
- Cisco IronPort
- F5 Load Balancers
- Blackberry Enterprise Server 3.x, 4.x, 5.x
- Norton Ghost Enterprise / Altiris
- Citrix Solutions
- Quest For AD/Exchange Products
- QuickBooks Point of Sale Multi-Store
- QuickBooks Enterprise
- Inter-Tel Axxess Phone System 10.x
- Wordpress, HTML, CSS, PHP, IIS
- Adobe Dreamweaver, Adobe Photoshop
- PowerShell Scripting and Implementation

## REFERENCES

### Professional:

**John Gilbert**

Project Manager  
John.P.Gilbert2648@outlook.com  
801-721-0469

**Cullen Haafke**

SMC PFE - Microsoft  
Cullen.Haafke@microsoft.com  
718-253-5485

**Gerald Ramich**

Senior PFE - Microsoft  
GeraldR@microsoft.com  
469-775-2718

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### Personal:

**David Berger**

Charlotte, NC  
704-778-1452

**Lee Walker**

Charlotte, NC  
828-455-9042

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More references are available upon request.

Microsoft Certification ID: 1603399  
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Active Certifications	Achievement Date
Trainer: MCT Enrollment	February 28, 2020
Certification Number: H225-9080	
Microsoft 365 Certified: Messaging Administrator Associate	March 1, 2019
Certification Number: H112-7573	
Microsoft® Certified Solutions Expert: Productivity (Charter)*	October 8, 2016
Certification Number: F826-4092	
Microsoft Specialist: Designing and Deploying Microsoft Exchange Server 2016	October 7, 2016
Certification Number: F826-4093	
Microsoft® Certified Solutions Expert: Cloud Platform and Infrastructure (Charter)*	September 26, 2016
Certification Number: F805-9430	
Microsoft® Certified Solutions Expert: Server Infrastructure	February 21, 2014
Certification Number: E731-4004	
Microsoft® Certified Solutions Expert: Messaging (Inactive)	June 14, 2013
Certification Number: G086-1544	



Microsoft® Certified IT Professional: Enterprise Messaging Administrator on Exchange 2010

May 31, 2013

Certification Number: E295-2687

Microsoft® Certified Solutions Associate: Windows Server 2012

May 24, 2013

Certification Number: E284-8887

Microsoft Certified Professional: Microsoft Certified Professional

May 3, 2013

Certification Number: E256-1328

Microsoft® Certified Technology Specialist: Microsoft Exchange Server 2010, Configuration

February 27, 2012

Certification Number: D673-9921

Microsoft Certified Trainer History	Active From	To
MCT History	July 30, 2001	February 28, 2021

Exams	Date Completed
MS-100 Microsoft 365 Identity and Services	January 31, 2020
MS-202 Microsoft 365 Messaging Administrator Certification Transition	March 1, 2019
345 Designing and Deploying Microsoft Exchange Server 2016	October 7, 2016
414 Implementing an Advanced Server Infrastructure	February 21, 2014

413	Designing and Implementing a Server Infrastructure	January 24, 2014
342	Advanced Solutions of Microsoft Exchange Server 2013	June 14, 2013
341	Core Solutions of Microsoft Exchange Server 2013	June 7, 2013
663	PRO: Designing and Deploying Messaging Solutions with Microsoft Exchange Server 2010	May 31, 2013
412	Configuring Advanced Windows Server 2012 Services	May 24, 2013
411	Administering Windows Server 2012	May 17, 2013
410	Installing and Configuring Windows Server 2012	May 3, 2013
323	Administering Office 365	April 12, 2013
321	Deploying Office 365	March 29, 2013
662	TS: Microsoft Exchange Server 2010, Configuring	February 27, 2012
216	Implementing and Administering a Microsoft Windows 2000 Network Infrastructure	April 11, 2003
218	Managing a Windows 2000 Network Environment	May 2, 2002
224	Installing, Configuring, and Administering Microsoft Exchange 2000 Server	April 19, 2002
219	Designing a Microsoft Windows 2000 Directory Services Infrastructure	August 22, 2001

# MICROSOFT TRANSCRIPT

217	Implementing and Administering a Microsoft Windows 2000 Directory Services Infrastructure	August 7, 2001
215	Installing, Configuring, and Administering Microsoft Windows 2000 Server	May 3, 2001
210	Installing, Configuring, and Administering Microsoft Windows 2000 Professional	April 26, 2001
059	Internetworking with Microsoft TCP/IP on Microsoft Windows NT™ 4.0	June 6, 2000
081	Implementing and Supporting Microsoft Exchange Server 5.5	May 10, 2000
068	Implementing and Supporting NT™ Server 4.0 in the Enterprise	January 21, 2000
058	Networking Essentials	November 4, 1999
067	Implementing and Supporting NT™ Server 4.0	October 13, 1999
073	Implementing and Supporting NT™ 4.0 Workstation	September 10, 1999

## Certification History

## Achievement Date

Microsoft® Certified Technology Specialist: Office 365, Administration

April 12, 2013

Certification Number: E235-6236

Microsoft® Certified IT Professional: Office 365

April 12, 2013

Certification Number: E236-2105

# MICROSOFT TRANSCRIPT

Microsoft Certified Systems Administrator: Messaging on Windows 2000	September 5, 2003
Certification Number: A319-5845	
Microsoft Certified Systems Engineer: Windows 2000	April 11, 2003
Certification Number: A319-5837	
Microsoft Certified Systems Administrator: Windows 2000	May 2, 2002
Certification Number: A319-5842	
Microsoft Certified Systems Engineer: Windows NT 4.0	June 6, 2000
Certification Number: A319-5829	
Microsoft Certified Professional: Microsoft Certified Professional	September 10, 1999
Certification Number: A319-5830	

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\*Charter Member