

# Richard Beck

Unified Communications Eng III

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I am a Unified Communications Engineer from Raleigh, NC and have a vast background in Information Technology. I have been interested in IT all my life with more than 10 years experience working as an IT Professional. I come from a technical support background with various skillsets focusing on computer hardware, Microsoft applications support, networking, web development, docker containers, and much more.

## WORK EXPERIENCES

### Unified Communications Eng III

USPS | 2021 - Present

Serves as a senior engineer that provides IT services for digital workspace and unified communications to enable optimal productivity for all end-users in a large integrated enterprise. Provides subject matter expertise and technical direction to ensure alignment with organizational strategies. Delivers solutions that enable stable, secure, and efficient communication, collaboration and electronic productivity services across multiple endpoint platforms and form factors in an integrated computing environment.

### Unified Communications Eng I

USPS | 2017 - 2021

Served as an engineer for digital workspace and unified communications to enable optimal productivity for all end-users in a large integrated enterprise. Deployed and managed technologies with capabilities that align with defined strategies Supports solutions that enabled stable, secure, and efficient communication, collaboration and electronic productivity services across multiple endpoint platforms and form factors in an integrated computing environment.

### IT Service Desk Specialist SR

USPS | 2013 - 2017

Provided initial customer contact and primary support to users of USPS technologies, assuring that the more complex hardware, software application, peripheral, and user education problems are resolved.

## PROJECTS

### Migrated 400 Users from Folder Redirection to OneDrive

Microsoft OneDrive

Prior to OneDrive, Folder Redirection was utilized as a backup solution for user's files. After OneDrive was deployed, users that were on Folder Redirection could not use OneDrive as the two are not compatible. I created a schedule, timeline, and a team of 10 to migrate the users to OneDrive and retire Folder Redirection.

### Migrated 335TB Shared Drive Data to Azure File Storage

Azure Cloud

410 Microsoft Windows servers across the United States were nearing end-of-life. Instead of purchasing new servers, migrating the data, and maintaining the servers, I migrated the 335TB of user's data to Azure cloud and retired the 410 Microsoft Windows servers. This involved creating migration schedules over the weekend and communicating with affected users.

## SKILLS

### Technical

Computer hardware

Docker

Microsoft troubleshooting

Networking

WordPress

### Professional

Effective communication

Leader

Team player

Strong problem solver

## EDUCATION

### Bachelor in Computer Science

Globe University

2009 - 2013

### Associate in Business

Minneapolis Business College

2006 - 2007

## FAVORITE FOOD

Indian

## INTERESTS

Gaming

Reading

Science

Traveling