

Tommaso Toniolo

SOFTWARE DEVELOPER, ESCALATION ENGINEER & TECHNICAL LEADER

Flat 14, Halcyon, Chatham Place, Reading, united Kingdom

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Work Experience

Microsoft

Reading, United Kingdom

EXCHANGE ESCALATION ENGINEER & MESSAGING DEVELOPER

Jun. 2017 - Present

- Been debugging complex Microsoft Exchange issues using Visual Studio and WinDBG
- Collaborated across the regions and mentored other Escalation Engineers across the globe
- Designed and developed internal tools that enable engineers to work better and the business to run smoother
- Focused on developing C# applications and PowerShell scripts focusing on GRAPH API, REST API and EWS
- Mentored engineers in the Developer Support for Messaging space, primarily around Exchange Extensibility and Web Services
- Produced technical documentation and training material

Microsoft

Reading, United Kingdom

EXCHANGE BETA RANGER

Sept. 2016 - Jun. 2017

- Been working with Product Managers on testing new features such as REST API for Exchange 2016, ensuring Exchange 2016 can work with only TLS 1.2, Multi-Factor Authentication aware Exchange PowerShell module
- Collaborated with TAP customers and MVP's on testing and troubleshooting pre-release versions of Microsoft Exchange Server
- Investigated, debugged and filed Bug Requests / Issues with the relevant Exchange Component teams, often suggesting code fixes
- Been the only person dedicated to the whole EMEA and collaborated with a world-wide team of Beta Engineers
- Worked on deeply technical escalations, including code-level reviews and dump analysis
- Collaborated with developers (both internal and external) on developments around GRAPH API, Office.JS, EWS
- Written internal documentation and trainings, blog articles and TechNet KB's

Microsoft

Reading, United Kingdom

EXCHANGE SUPPORT ESCALATION ENGINEER

Jan. 2014 - Sept. 2016

- Been on-point as the Exchange On-Prem team lead, overseeing a team of 14 people in EMEA as well as the Front-Line teams
- Collaborated in restructuring the Support model as well as re-establishing and creating relationship with the remote teams
- Overseen the Exchange On-Prem business, liaised with business stakeholders
- Mentored colleagues across different business units and regional locations
- Worked on deeply technical escalations, including code-level reviews and dump analysis
- Developed scripts and applications that automate troubleshooting tasks which are used by customers and colleagues
- Extend the current Proactive offers by adding automation via PowerShell scripts and Application developments
- Collaborated with the Messaging Dev team in designing and developing custom C# applications that integrates with Exchange via EWS, REST and OOM
- Written technical documentation and public KB as well as blog articles
- Reviewed technical design docs as part of Supportability Reviews
- Currently focusing on C# and PowerShell development in order to build tools that can reduce the time taken to resolve SR's as well as prevent these from being logged
- Led application design projects, such as mail client application, that integrate with Exchange Online for premier customers

Quest Software (now Dell)

Cork, Ireland

SR. TECHNICAL SUPPORT ENGINEER

Dec. 2012 - Dec. 2013

- Provided excellent support all over the continents with almost 95% customer satisfaction
- Able to work from remote countries or from home offering also on call support
- Worked closely with R&D team to address arising bugs and helping with issue triage, influenced new feature release and bug fixes
- Published solution and troubleshooting articles on the Knowledge Base
- Planned, led and delivered internal projects, with no supervision, within the time-frames
- Gained experience in Linux as well as LAMP stack from its deployment/installation to management/monitoring
- Website and Web Application troubleshooting

Hewlett-Packard

Leixlip, Ireland

MICROSOFT ONLINE SERVICES - SUBJECT MATTER EXPERT

Mar. 2012 - Nov. 2012

- Worked on internal projects such as a lab environments used across the business units and teams
- SME: as Subject Matter Expert I helped my colleague with the most challenging cases where they were out of knowledge or where they weren't trained; I did also Technical reviews on the service requests
- In charge of doing Technical Assessment for the potential new hires
- PowerShell scripting for customers and for troubleshooting purposes

Hewlett-Packard

Leixlip, Ireland

MICROSOFT ONLINE SERVICES - TECHNICAL SUPPORT ENGINEER

Aug. 2011 - Mar. 2012

- Supported Microsoft's cloud computing (BPOS and Office 365), Exchange Online, Lync Online, SharePoint Online, problem with Domain Federation (SSO), Exchange Federation and Directory Synchronization
- Supported Transition from BPOS to Office 365
- Supported also Office 365 community
- Helped other teams such as the Exchange On-Premises support team

Infracom IT (now Corvallis)

Padua, Italy

SOFTWARE ENGINEER & DEVELOPER LEAD

Apr. 2008 - Aug. 2011

- Led a team of developers over multiple project and feature design/implementation
- Developed Enterprise-grade COBOL software, JCL scripts and CICS maps
- Worked as Analyst and Programmer for important Italian banks focusing on software covering Stocks and Mutual Funds areas
- Participated in the design of new features as well as in the maintenance of the product
- Collaborated, as part of the DevOps role, to support the product at the customers' premises
- Installation and customization of FINV (software that manage trading in mutual funds) and SYFE (software that control fees on funds, life insurances and loans)
- Performed SQL operations on Production databases such as emergency changes and alterations
- Offered support and Application Management directly in the customer premises using Tivoli Workload Scheduler, OPC and update on the DB/2 production database
- Worked on performance analysis and system tuning

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Education

Microsoft

Reading, United Kingdom

PRO.SCI. TRAINING

Jun. 2016

- Workshop aimed to give me the ability to implement Change Management by leveraging the ADKAR framework.

Microsoft

Reading, United Kingdom

EXAM 70-533: IMPLEMENTING MICROSOFT AZURE INFRASTRUCTURE SOLUTIONS

May. 2015

- This certification assess the ability to design, create and manage services, virtual machines, networks, applications hosted in Azure.

VMware

Cork, Ireland

VMWARE vSPHERE 5: INSTALL, CONFIGURE, MANAGE

Nov. 2013

- This hands-on training course explores installation, configuration, and management of VMware vSphere, which consists of VMware vSphere ESXi and VMware vCenter Server. Completion of this course satisfies the prerequisite for the VMware Certified Professional 5 exam.

Hewlett-Packard

Leixlip, Ireland

BUSINESS ENGLISH COURSE

Mar. 2012

- Business English course aimed to improve the language proficiency

Hewlett-Packard

Leixlip, Ireland

OFFICE 365 AND BPOS TRAINING

Aug. 2011

- HP internal course for new starters in the Office 365 / Cloud technologies

Camera di Commercio, Industria, Agricoltura, Artigianato di Padova

Padua, Italy

COURSE FOR NEW ENTREPRENEURS

Apr. 2011

- Course for new entrepreneurs (Types of enterprises and cost of setting them up, Tax compliance, Business plan, Interaction with banks, Customers engagement, Regional requirements and duties)
- Business planning and business delivery

FormaTEMP

Padua, Italy

COBOL, CISC, DB2, JCL COURSE

Feb. 2008

- 200 hours course covering COBOL, CISC, DB2, JCL, oriented to software analysis and development for enterprises working in the financial and banking area

ITIS "Francesco Severi"

Padua, Italy

COMPUTER SCIENCE HIGH SCHOOL DIPLOMA - POST-SECONDARY NON-TERTIARY EDUCATION

Jul. 2007

- Networking (Stack ISO/OSI and TCP/IP)
- Software Engineering (C, C++, C#, Java, Visual Basic, Shell Scripting)
- Databases Administration and tuning (Microsoft Access, MySQL)
- Web Engineering (HTML, XML, CSS, PHP, JSP, CGI)

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Skills

LANGUAGE

- Italian: native language
- English: bi-lingual proficiency

SOFTWARE DEVELOPMENT

- C#: work proficiency
- C++: school proficiency
- C: school proficiency
- Java: school proficiency

EXCHANGE-RELATED DEVELOPMENT

- Exchange Web Services: work proficiency
- RESTful API: work proficiency
- Outlook Object Model: intermediate proficiency

WEB DEVELOPMENT

- HTML: intermediate proficiency
- PHP: intermediate proficiency
- JavaScript: intermediate proficiency
- JSP: school proficiency
- ASP: school proficiency

SCRIPTING

- PowerShell: work proficiency
- Bash: work proficiency
- JCL: work proficiency

TECHNICAL

- Microsoft Exchange (On-Line and On-Premise): work proficiency
- Microsoft Office 365: work proficiency
- Microsoft Azure: work proficiency
- System administration: work proficiency
- Networking: work proficiency
- Web Services: work proficiency
- SQL: work proficiency
- VPN: work proficiency

BUSINESS

- Technical leadership
- Business acumen
- Capacity to lead and manage a virtual team
- Ability to explore the business and implement changes