Koga Wright

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Seeking a position and environment where courtesy, interpersonal skills, and technical abilities are paramount.

Skills

- SharePoint, MS Teams, and MS SaaS Administration
- Installation and maintenance SQL Databases and Asp.Net web sites
- Phone and email correspondence
- SharePoint Site Architecture, Workflow, Search, Metadata, and Topology
- Migrations (O365, Egnyte, Google, S3)
- Active Listening
- SharePoint, MS Teams, and M365, Technical Support and Training
- Installation and configuration of SharePoint 2016, 2010 in Virtual Hyper-V environment
- PowerAutomate, PowerApps
- Manage user permissions, shares, and domain security groups
- Microsoft Entra ID, Azure, Exchange, CoPilot
- C#, HTML 5, jQuery, CSS3, REST API, PowerShell
- Migration Tools e.g. ShareGate Mover.IO
- Provisioning (Provision Point, AvePoint)

Experience

2018-2024

Senior M365 Engineer, Developer / Distributed Logic Corp Remote, MA

Responsible for:
New client SharePoint, MS Teams, OneDrive analysis.
O365 content migrations from Egnyte, Google Workforce, Amazon S3.
AvePoint provisioning and Cloud back up.
Teams and SharePoint Lease period and permission attestation for content owners.
SharePoint application integrations e.g. Mail Chimp, InfoDesk and Boomi.
Documenting and setting SPO, MS Teams, OneDrive settings and policies.
Copilot Integration Strategy.
Collaborated with *National Institutes of Health* (*NIH*) through our client Moderna to create a SharePoint site, then granted urgent access to NIH personnel, and assisted with troubleshooting access issues.
Quarterly administrative review of Teams, SharePoint, and OneDrive.
Onboarding and Offboarding of O365 and SharePoint users.

Creating MS Stream channels and SharePoint pages featuring Video or Podcast series.
Implementing new Intranets for Pharmaceutical Companies and Universities.
Design and implement Department SharePoint site suites leveraging Communication sites and Metadata term creation and tagging.
Educating and advising our clients' user bases on Microsoft best practices in O365

2016-2018
SharePoint Administrator / MSPCA-ANGELL Boston, MA
Responsible for:
Installation and configuration of our SharePoint 2016 intranet on premises.
Updates and patches for all SharePoint servers in both the application and server OS.
Monitoring all SP servers' health, space, and site collection back up operations via DPM.
Regularly reviewing Event viewer and Performance Monitor alerts and correcting issues.
Documenting overall SP architecture and Topology including permission structures.
Documenting a disaster recovery plan for the SharePoint farm, per site, and libraries.
Determining procedures to request new sites or features.
Developing and collecting SharePoint training and orientation materials.

Created a BCS connection to several SQL databases to integrate SharePoint as our front end to handle access rights and data presentation of older databases.
Built a test and development laboratory in a Hyper-V virtual environment complete with TFS 2015, Exchange 2016, SQL 2014, three SharePoint 2016 servers, DNS, DHCP, Active Directory, and OOS.
Collaborated with our Infection Control Committee Chair to build a site complete with links, discussion board, announcements, warnings, alerts, best practices, articles, calendar, meetings, notes and email workflows.

2011-2016
Helpdesk Specialist / MSPCA-ANGELL Boston, MA
Responded to over 25 requests per day via phone, email and our helpdesk system.

One project involved working with a department chair to record auditorium lectures. The solution we chose, and I executed required purchasing a condenser microphone, a mixer, PA, cables, Microsoft encoder4, then installing all of these units. Set up a broadcast from the auditorium pc to our other sites over our intranet so they may take part in presentations as they happen, using a Silverlight web part. Lastly, we made a long version document on how to use this new equipment posted on our intranet and a short document printed and laminated for staff to have in the auditorium.

Worked with a remote campus to build and maintain a helpdesk site on SharePoint 2010 for their maintenance staff and grounds crew, Complete with request queue, reports, dashboards, FAQs, keywords, and automatic email workflows.

Created SharePoint forms and workflows for various departments on SharePoint 2010 including creating our new hire form which generates a new helpdesk request in our system as well as uses branching logic to send emails when another department has to get involved e.g. new login for; our laboratory, the radiology viewing system, the purchasing website?

Negotiated a lower price on our Dell PCs allowing the animal shelter to purchase 20 new machines, then imaged them and rolled them out accordingly.

Received recognition for being an exemplar of one of MSPCA-Angell Core Values: Positivity

2008-2011
Teacher, Admin. Assistant / Underwood Afterschool Program Newton, MA

Set up the program's computer network and routers.
Taught 'Science Center' and began a pen pal program 'Global Alliances'.
Planned and organized student trips and activities including appropriate staffing, and transportation.
Responsible for all correspondence: phone, email, and newsletter.

1997-2001
Sales Associate / Radio Shack Bloomfield, CT- Boston, MA

This is where I learned customer service by 'demystifying technology' for the general public.
Helped customers with what they came in for. Listened carefully, then offered solutions that would benefit them best. Learned how to discuss foreign concepts and products to the average person by prioritizing benefits and daily uses, then introducing the features and specifications of items, goods, and services.

Education

2011
Network Communications and Information Systems / Lincoln Technical Institute Somerville, MA

1997-2000, 2007-2008
Jazz Studies / University of Harford, Hart School of Music West Hartford, CT

Maintained a high GPA above 3.0.
Made the dean's list.
Studied the history and performance of the United States of America's classic music.
Received a performance scholarship to attend.

Certificates

CompTia A+, CompTia Net+, MS SharePoint 2010 for Power Users and Site collection Administrators, Planning and Administering SharePoint 2016 [M20339], HTML 5 CSS3 and JQuery, Querying T-SQL, and more.

Activities

Volunteered at Athena Healthcare where I installed and configured Server 2008 & 2003 on HP Proliant Blade Servers.
I have many interests including non-profits, sustainable food sources, hiking, urban farming, renewable energy, water systems, building community, yoga, cycling, improvisational music, and meditation.