

# DON ARGO

Senior Manager, MWT Directory & Messaging | Global IT Leader

donargo@gmail.com | linkedin.com/in/donargo | Roswell, GA

## PROFESSIONAL SUMMARY

Senior IT leader with 30+ years of deep Microsoft infrastructure experience, currently serving as Senior Manager of BCD Travel's global MWT Directory & Messaging Team — responsible for Exchange on-premises and online, Active Directory, Entra ID, Microsoft Teams, SharePoint, OneDrive, Azure MFA, Network Policy Server, and M365 tenant integrations across company-owned offices worldwide. Previously a senior consultant delivering large-scale messaging migrations and Exchange architecture for enterprise clients across multiple industries. Holder of 30+ Microsoft certifications dating back to Windows NT Server 4.0 and Exchange Server 5.5.

## CORE COMPETENCIES

Exchange Server • Exchange Online • Microsoft 365 • PowerShell / Scripting • Active Directory  
Azure AD / Entra ID • Microsoft Teams • SharePoint Online • OneDrive for Business • Azure MFA  
Network Policy Server • ADFS • Mailbox Migration • MigrationWiz • Quest Migration Manager  
Unified Communications • VMware ESX/vSphere • Hyper-V • iSCSI SAN • Juniper / SonicWall  
MS SQL Server • Symantec Backup Exec • DoubleTake HA • IIS / ARR • Team Leadership

## PROFESSIONAL EXPERIENCE

**BCD Travel** April 2018 – Present (8+ years)

Roswell, GA / Greater Atlanta Area

- ▶ **Senior Manager, MWT Directory & Messaging** June 2022 – Present
- ▶ **Manager, Global IT Infrastructure — Directory & Messaging** November 2018 – June 2022
- ▶ **Senior Systems Engineer — Global Messaging & Office 365** April 2018 – November 2018

- Manage a global team of engineers evaluating, deploying, and maintaining solutions to keep BCD Travel on the forefront of cloud and travel technologies.
- Responsible for Exchange on-premises and online, Active Directory, Entra ID, Microsoft Teams, SharePoint, OneDrive, Azure MFA, Network Policy Server, and Office 365 integrations for company-owned offices.
- As Senior Systems Engineer, focused on maintaining and automating processes within Infrastructure Services including Active Directory, Exchange, and Office 365; also led planning and execution of NTP, DHCP, and DNS migration from AD-integrated Microsoft services to Infoblox globally.

**HD Supply** December 2017 – April 2018

**Senior Systems Engineer**

- Provided support as the organization transitioned from Exchange 2013 to a new Active Directory environment and Office 365 using Quest Migration Manager.
- Responsibilities included Level 3 support for escalated issues, custom PowerShell scripting and automation, and advanced directory and messaging troubleshooting.

**New Signature** January 2012 – December 2017

**Senior Consultant**

- Architected and delivered assessments, health checks, and on-premises/cloud-based email migration solutions for clients globally.
- Projects included Azure AD synchronization, ADFS, Message Encryption, IIS Application Request Routing, and third-party message hygiene appliance integration.
- Migrated mail from Microsoft Exchange, Lotus Notes, and Google Mail using Microsoft native MRS moves, MigrationWiz, and Quest Migration Manager.
- Recent projects focused on Office 365 security including Azure MFA, Conditional Access, Message Encryption, Data Loss Prevention, and Advanced Threat Protection.

**Virtual Management Technologies** April 2004 – January 2012

**Director, Account Services**

- Project work and day-to-day administration of client systems including VMware clusters, Exchange server clusters, Exchange migrations, iSCSI SANs, Juniper and SonicWall firewalls, and MS SQL Server.
- Managed enterprise backup solutions including Veritas NetBackup, Symantec Backup Exec, and Symantec Continuous Protection Server.

- Deployments ranged from expanding existing installations to brand new large-scale Data Center builds. Exchange engagements involved clients with 3,000+ mailboxes each.

**Xerox Global Services** January 1999 – March 2004

**Consultant — MS Exchange Administrator**

Onsite at InterContinental Hotels Group as the Microsoft Exchange Administrator, supporting a global Exchange organization of 3,000+ mailboxes across multiple sites. Administered 150+ Compaq ProLiant servers running Windows NT/2000/2003 with IIS, SQL, and Exchange. Managed a load-balanced Citrix MetaFrame server farm and Windows server backups with Veritas NetBackup and ARCserveIT.

**Macy's Systems & Technology** September 1996 – December 1998

**Analyst, Application Technical Services**

- Provided Third-Level Application and OS support to LAN Administrators supporting multiple domains.
- Created and maintained OS images using GHOST and CPS; performed IIS and SQL Server installation, maintenance, and backups.
- Enhanced system performance using custom registry modifications, Perl scripts, and Transact-SQL statements.
- PC Support (Sep 1996 – Sep 1997): Supported Microsoft Office, Extra! Mainframe software, and in-house applications for Federated Department Stores nationwide. Point of escalation for advanced issues.

**CERTIFICATIONS & CREDENTIALS**

◆ MCSE: Productivity (Active)	◆ MCSE: Windows NT 4.0
◆ MCSA: Windows Server (Active)	◆ MCSE: Windows 2000
◆ MCSA: Office 365 (Active)	◆ MCITP: Server Administrator
◆ 30+ Microsoft Certifications — NT 4.0 to present	◆ MCITP: Enterprise Messaging
◆ VMware VCP 3 & VCP 4 (Expired)	◆ Citrix MetaFrame CCA (Expired)

**EDUCATION**

**Berry College** 1990 – 1991

**Additional technical training:** Advanced TCP/IP, Windows Server, Exchange Server, SQL Server, Veritas NetBackup, Citrix MetaFrame, VMware ESX. Attended Microsoft Exchange Conference 2014.