

# Jonathan Gualberto

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## SKILLS SUMMARY

### Office 365 Experience

- MS-900: Microsoft 365 Fundamentals
- 70-346: Managing Office 365 Identities and Requirements
- MS-100 Microsoft 365 Identity and Services

### Language Skills

- Fluent in spoken and written English, Portuguese and proficiency in Spanish.

**Strong interpersonal skills with a passion to problem-solving.**

## EXPERIENCE

Microsoft via Experis

Charlotte, NC

### Microsoft Office 365 – FastTrack Manager

March 2018 – Present

- Assist organizations from all over the world to successfully roll out Office 365 workloads and EMS' Intune and AD Premium.
- Act as a project manager to Microsoft's customers in guiding them through onboarding/adoption phases.
- Enterprise English and Portuguese support.
- Reaching out to the requestor and coordinating meetings to set expectations and explain benefits, conduct workshops while driving intent and keeping engagement clear and resourceful.
- Provide guidance and best practices to help customer create a plan for adoption and awareness of the end-users.
- Manage the Office 365 Technical engagement and reduce reactive support incidents.
- Notate every meeting and communication with customers internally.

Microsoft via Teleperformance USA

Boca Raton, FL

### Microsoft Office 365 – Tier 1 Support Engineer

May 2017 – March 2018

- Microsoft Office 365 support for Brazilian businesses (150+ licenses, B2B interaction).
- Analyze each client's specific request and determine the underlying problem and recommend proper solution.
- Expertise and experience include Skype for Business and Teams, Exchange Online and limited knowledge on hybrid environments, AD Connect, migrations to Exchange Online, basic knowledge around SharePoint Online and OneDrive for Business as an end-user, Outlook and Outlook on the Web, basic PowerShell, DNS, and basic domain configurations in Office 365 portal.
- Team leadership and collaboration with other internal resources.
- RAVE/ ViewPoint

Fiddler Roof Cleaning/RCI Painting & Waterproofing

Boynton Beach, FL

### Business Development

October 2013 – April 2016

- Implemented and worked with Salesforce, and experienced business growing 3x through these 3 years.
- Created monthly and quarterly sales and growth reports to present on monthly meetings.
- Responsible for planning and hosting meetings with Property Managers, Homeowner's Association board members and residents and prospect new clients through networking, tradeshow, presentation and cold/warm calling.
- Managed and maintained both companies' accounts and created my own leads.

Tyco

Boca Raton, FL

### Tax Analyst Intern / Contractor

June 2013 – October 2013

- **Income Tax** – Assisted with compiling the tax data required to preparing income tax federal state returns. Such data would include General Ledger activity and Journal Entry support. Worked with various systems such as Hyperion, Crystal Reports, HFM, Oracle and Essbase.
- **Sales Tax** – Analysis and processing exemption and resale certificates for data entry into Tyco internal systems used to determine taxability of customers and projects. Assisted with monthly e-filing of sales/use tax returns. Worked in renewing business licenses for various jurisdictions. Worked with systems such as BAAN and Vertex.
- **Property Tax** – Analysis of assessment notices for accuracy of reported valuations. Aided with volume of records via both paper and electronic filings. Prepared documentation and spreadsheets for payment uploads. Personal contact with assessor's offices to obtain additional documentation as required.

## EDUCATION

**Bachelor of Business Administration, Finance**

December 2011

Florida Atlantic University

Boca Raton, FL

Financial Management Association, Member