

PROFESSIONAL SUMMARY

Experienced administrative and operations manager with broad capabilities in Information Technology acquisition, installation, training and servicing; Azure AD, PaperCut, Provide, Microsoft Defender Security & Compliance, ATP, EDR, Intune, SSO and MFA experienced, Networking and Cloud Security; facilities management; office administration, budgeting and contract negotiation; client relations and social service case management; and, personnel recruitment, training and leadership. Focus on Cybersecurity in the nonprofit world.

WORK EXPERIENCE

2016 - Present	Technology and Operations Manager
Rainbow Health	2577 Territorial Rd, Saint Paul, MN
Responsibilities and Accomplishments:	
<ul style="list-style-type: none">Reporting to the CEO, managed, supervised and conducted all functions relating to Information Technology (IT), facilities management and office administration.Regularly assessed organizational IT needs, and managed many highly successful IT acquisitions and installations, including formal training and ongoing support for all IT users.Transition from on-premises fileshares to Sharepoint sites. Agency-wide MS Teams deployment and training at the start of mandatory remote work.Microsoft Defender ATP configuration and deployment, worked with a team in deploying SentinelOne EDR, bringing the agency into Cyber Insurance compliance.Azure MFA and SSO deployment on all compatible web applications.Achieved significant IT vendor cost savings with negotiated contract service agreements.Developed and administered numerous RFP's and subsequent service and equipment contracts.Supervised the remodel of a new leased facility and the buildout of a new 5,000 sq. ft. clinic.Successfully maintained and ensured accuracy of staff data records and compliance with all employment laws and regulations.Proactively recruited, screened, and selected candidates to support current and future resource requirements; oriented new hires to insure a positive and productive employment experience; and, supervised direct reports and ensured each employee had a clear and thorough understanding of their role and responsibilities.	
2015 – 2016	Housing Specialist Transitional Housing Program – Ryan White
Minnesota AIDS Project	1400 Park Avenue S, Minneapolis, MN
Responsibilities and Accomplishments:	
<ul style="list-style-type: none">Worked directly with clients to provide housing to HIV-positive persons, who met eligibility criteria, to decrease the risk of homelessness for clients and to assist clients in obtaining transitional and long-term housing solutions.Successfully maintained a case load of 8 to 12 formerly homeless clients, working to provide clients with housing resources; assisted in housing search, landlord negotiations.Conducted numerous initial and ongoing client assessments to determine eligibility and to address housing needs.Successfully built and maintained client relationships based on respect, trust and healthy boundaries.Maintained accurate statistical information and documentation to ensure continuity of service and meet agency and contract requirements.	
2014 - 2016	Administrative Assistant to Director of Finance and Human Resources
Minnesota AIDS Project	1400 Park Avenue S, Minneapolis, MN
Responsibilities and Accomplishments:	
<ul style="list-style-type: none">Provided administrative and operations support in Operations and Human Resources.Successfully served as primary contact for Managed IT services and troubleshooting.Coordinated and supervised building maintenance and managed outside contractors and vendors.Cost-effectively maintained office equipment and organizational supplies inventory.Managed reception area staff and monitored building safety and security.Collected and analysed gift, donation and grant data using Salesforce and Raiser's Edge.Supported the Mainline/Syringe Exchange program by providing clean syringes, safe disposal of used paraphernalia and counselling on best practices.	

Past Experience

Projectionist (5 years)

UCI – Paramount/Universal Studios

Portugal (European Union)

- Trained in handling and maintenance of Cinemeccanica Victoria 5 cinema projector.
 - Soundstage training with Dolby Digital DPC-80.
 - Programming of automation systems in support of Cinemeccanica V5.
 - Training on best practices in replacing Xenon arc bulbs and maintenance of projector platters.
 - Film reel inspection and splicing for premiers.
-

Computer and Network Technician (1 year)

Prologica

Portugal (European Union)

- Assisted with planning and deployment of Network Infrastructure.
 - Applied computer and repair skills including hardware repairs and installation including drivers, video and sound, memory upgrades, motherboard and PSU replacement.
 - Managed operating system and software installation, management and maintenance.
-

EDUCATION AND TRAINING

2000

Arts & Design

ESRDL | Portugal (European Union)

CERTIFICATES

- Cybersecurity [University of Minnesota]
- Narcan Administration
- Mental Health First Aid
- HIPAA/HITECH Compliance for Healthcare Professionals
- OSHA Compliance
- First Aid/CPR
- Boundaries in Supervision
- Intent versus Impact: Understanding Microaggressions
- Implicit Bias in Public Health Practice

PERSONAL SKILLS

LANGUAGES Fluent in Portuguese, English and conversational Spanish (Galego)

SKILLS

- Advanced level of MS Windows environment, administration and hardening
- Intermediate knowledge of Intune & Autopilot, Active Directory, Azure AD, MS Defender Security (ATP)
- Knowledge of Wireshark, SIEMS (Splunk), Nessus, Networking and Cloud Security
- Strong grasp of MS Office, MS Teams, Zoom, Slack
- Digital Art and Design Software experience (Adobe Photoshop)
- Computer repair skills include hardware repairs and installation, including drivers, video and sound, memory upgrades, motherboard and PSU replacement
- Basic knowledge of Linux (Debian) and Mac OSX
- Knowledge of Salesforce, Raiser's Edge and EveryAction
- Intermediate knowledge of ADP payroll systems
- Papercut

