Khalid Rosenbaum

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EXPERIENCE

ASSISTANT DIRECTOR OF INFORMATION TECHNOLOGY
Chicago, IL
12/2015 – present

- Work closely with IT managers and staff to monitor daily IT operations; provide management-level resolution of complex or sensitive issues
- Assist in Server infrastructure management, performance monitoring, Operating System upgrades and troubleshooting
- Assist in management of third party vendors
- Perform any additional duties as assigned by the Director of Finance/Assistant Director of Finance or Director of IT
- Collect and analyze incoming data, and research emerging technologies, in order to provide recommendations for continuous improvement of IT services
- Provide system support services, including service outage diagnosis, troubleshooting and restoration of service, virus protection management
- Assist the IT Director in strategic planning and in development of the annual IT departmental budget

TECHNICAL ASSISTANT, / INFORMATION TECHNOLOGY
Dallas, TX
05/2009 – 09/2015

- Accurately create and document procedures, document and record work performed
- Stay current with established and emerging hardware, software and network standards and protocols
- Monitor and tune network equipment performance
- Perform network equipment, and related supporting infrastructure, lifecycle maintenance
- Operates motor vehicle to travel to work sites
- Performs other related duties as assigned
- Respond to network service interruptions in a timely and professional manner. Process trouble tickets on a regular basis

INFORMATION TECHNOLOGY ASSISTANT
Dallas, TX
04/2004 – 11/2008

- 3 Assist in recruiting and supervising interns and short-term staff to assist with the workload during peak periods
- Assist and perform as second level support to requests from user offices and helpdesk
- 7 Monitor the usage and user-satisfaction of applications and make recommendations for improvement
- Have a working knowledge of emerging technologies as they develop
- Relies on instructions and pre-established guidelines to perform the functions of the job
- Work inside Microsoft SCCM platform to manage and deploy software
- Have good working knowledge of Microsoft products (Windows 7 and Office primarily), wireless devices, hardware repair techniques and networking concepts

EDUCATION

OREGON STATE UNIVERSITY
Bachelor's Degree in Information Technology

SKILLS

- Good knowledge of server, network, virtualization and software deployment technologies
- Good analytical skills and ability to think in concepts
- High level service focused mentality in combination with excellent communication skills
- Knowledge in IT project management and IT service management
- Great interpersonal and relationship building skills with team player mentality
- Team player with the ability to take decisions
- Excellent English language skills in writing and speaking
- Technical Background, MCSE, or Strong Network Skills
- Maintain harmonious and professional relationship with all departments and Home Office
- Perform any additional duties as assigned by the Director of Finance/Assistant Director of Finance or Director of IT