**Christopher Schneider**

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**IT INFRASTRUCTURE MANAGER| SYSTEM ENGINEER**

**it team development ◼ enterprise implementations ◼ systems engineering**

* **Skilled IT manager with proven ability to lead and motivate teams to maximize productivity**.
* **Repeated success developing and managing complex projects, strategically allocating resources and delegating tasks to achieve the desired results.**
* **Technology savvy self-starter, adept at moving into new environments and extrapolating from existing experience to quickly adapt to new technologies fluently.**
* **Results-driven professional offering a progressive career in information technology.**

**Recent Technology Stack**

|  |  |  |
| --- | --- | --- |
| Adaxes - AD Management / Automation  CCH Axcess Tax  DNSFilter  Forcepoint DLP  iland Secure Cloud Backup  Microsoft O365  NINJIO Cybersecurity Awareness  OKTA - Authentication  PRTG Network Monitor  SentinelOne Antivirus  Thomson Reuters GoFileRoom | Avanan Email Security  Citrix ShareFile  Dropbox Corporate  Fortinet firewalls / FortiEMS  LastPass  Mutare Voice Filter  nFront AD Password Filter  OneTrust Third Party Risk / GRC  Rapid7 InsightIDR  SysAid ITSM Helpdesk  VEEAM Backup & Replication | Avecto BeyondTrust  ConnectWise ScreenConnect  Duo - Two Factor Authentication  Illumio Segmentation  Logitech Teams Rooms & Schedulers  NinjaOne RMM  Netskope  PDQ Deploy and PDQ Inventory  Rapid7 InsightVM  Thomson Reuters AdvanceFlow  YAROOMS Desk Booking |

**Professional Experience**

**ORBA - OSTROW REISEN BERK & ABRAMS, LTD. (a Chicago accounting firm; highly ranked in the country)**, 9/2018 to 1/2024

**IT INFRASTRUCTURE LEAD | NETWORK ADMINISTRATOR | SYSTEM ADMINISTRATOR**

**IT MANAGER | HELPDESK MANAGER | VENDOR RISK ASSESSMENT OFFICER**

* Managed and provided mentorship to the helpdesk team. Focused them on business objectives and tracked progress to ensure milestones were completed on time and on budget.
* Acted as the SME on a majority of our technology stack.
* Handled all moves, adds, and changes in the Cisco phone system.
* Monitored and maintained the VMware environment.
* Handled all helpdesk system workflow customizations.
* Implemented a vendor risk assessment procedure and performed all ongoing assessments.

**Christopher Schneider,** Page Two

**MIDWEST PIPE COATING INC.** 2017 – 9/2018

**IT SYSTEMS MANAGER**

Managed, monitored, maintained, upgraded, and introduced new technology; functioning as the one-person IT team.

**MYOFFICEPRODUCTS a HITOUCH BUSINESS SERVICES COMPANY**, 2000 to 8/2016

**IT Infrastructure Manager,** 2011 to 8/2016

* Promoted within company because of demonstrated leadership skills. Developed an enterprise class 24/7 support team from the ground up. Supported 600+ end users in a Windows environment with VMWare Virtual Desktops. Took part in and led the team that was responsible for all aspects of developing and maintaining the companies IT infrastructure.
* Administered over 300 servers on 20 hosts in a highly-virtualized environment running on VMWare as well as over 600 user’s virtual desktops on VMWare View.
* Performed infrastructure migrations for 14 acquisitions between 2009-2016. Migrated email, telecom, network, and system platforms to integrate with the corporate infrastructure and standards. Trained users in the use of those new platforms.

**SENIOR SYSTEM ADMINISTRATOR,** 2000 to 2011

Supported users on various Windows OS versions. Installed, managed, upgraded, and maintained Windows servers. Managed AD / DNS, DHCP, IIS, Group Policies, SSL certificates, FTP servers, FAX servers, File servers, Switches, Routers, Firewalls / VPN tunnels, and Wireless access points. Administered server and workstation backups and anti-virus / anti-spam tools. Established and maintained relationships with telecom providers and vendors and negotiated contracts. Directed company-wide migration from an on-premise Exchange 2010 environment to O365: Exchange Online as well as the migration from a traditional Nortel Norstar PBX to a 3CX VoIP PBX.

**Education & Certification**

**VMware VCA**

**Working on obtaining my VMware VCP-DCV 2023 (required class taken / need to complete test)**

**ITIL V3.0**

**AAS in Computer Science,** Moraine Valley College (Palos Hills, IL)

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