

Nathan Preston Langford

(760) 481-2218 / nplangford84@gmail.com

<http://www.linkedin.com/pub/nathan-langford/29/56/434>

BIOGRAPHY:

Experienced and dedicated I.T. professional, with a strong focus on customer service; seeking Full-Time employment within the I.T. industry.

EXPERIENCE:

Director of Information Technology

Orange County Orthopedic Specialists AKA "Platinum Orthopaedics"

July 2016 – September 2019

Fountain Valley, CA

- Sole Network and Systems Architect for multi-site, 100-user orthopedic practice.
- Managed small help desk team, consisting of young technicians just getting started in I.T.
- Successfully support a highly demanding user base consisting of 15 orthopedic surgeons and 5 physicians' assistants.
- Also support 75+ medical assistant and office staff, as well as liaison with outside software vendors to manage our core business applications.
- I identified several key weak spots in the business's electronic workflow and designed and implemented fixes that the company would now struggle to be without today.
- I researched, designed and installed a completely free OpenFire/Spark instant messaging solution, which dramatically improved communication throughout the business. With this solution, employees could much more easily communicate, keeping the business moving. This solution was recently retired in lieu of Skype for Business (Lync), along with our migration to Office 365; but, it is still fondly remembered by the office staff for its 2+ years of quality service.
- I designed and installed an entirely new Call Center department along with a redesigned call flow within the PBX. The department has grown to 10+ call center agents, plus a manager and is now the most profitable department in the business.
- After the business expanded into a second site, I designed and implemented a site-to-site VPN tunnel that supports 25+ simultaneous SIP/VoIP calls to the remote site via the tunnel, where no physical PBX resides.
- Researched and deployed Office 365 company-wide, including e-mail hosting via Exchange On-Line service.
- Also migrated e-mail host from GoDaddy webmail to Microsoft, enhancing uptimes, reliability and features such as shared calendars and other collaboration tools.
- Implemented a free help desk solution, allowing I.T. to manage, track, close and document all I.T. requests, ensuring no break/fix requests went unanswered.

SKILLS:

eClinicalWorks EMR, Prime Clinical Systems Patient Chart Manager (PCM) EHR and OnStaff, HIPAA compliance, Windows Server 2008/R2/2012/R2/2016/2019, AD, GPO, DNS, DHCP, Hyper-V, Windows 7/10, WSUS, SonicWALL, Symantec Endpoint Manager, Backup Exec, MS Office 365/2016, Digium Switchvox PBX, iLO/iDRAC, Management, Interviewing, Hiring and training, etc.

EXPERIENCE:

Operations Manager

The Pointed Roof

April 2014 – June 2016

Escondido, CA

- Managed day to day operations and staff of 7 personnel.
- Responsible for purchasing, inventory and maintaining technology and security infrastructure.
- Created and designed business website and managed social media page.
- Troubleshooting POS system, engineered and administered database and managed PBX.

SKILLS:

PBX, POS system, Web design, Vendor contract negotiation, Management, Scheduling, Interviewing and hiring, Ordering and inventory, Verbal and written communication skills, etc.

EXPERIENCE:

I.T. Engineer

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August 2011 – March 2014

Carlsbad, CA

- Answer calls and e-mail in 1,200+ employee, global technology and entertainment company, in an effort to troubleshoot and repair end-user service issues across multiple branch offices around the globe.
- Perform network and system administrator duties necessary to keep end-users' I.T. systems operational and keeping users productive.
- Open, process, track and close service orders. Direct line of support for executive level users.
- Repair and maintain hardware and software pertaining to servers, laptops, desktops, mobile phones, tablets, monitors, printers, network connectivity, etc.
- Support hardware such as HP ProLiant, Dell PowerEdge, HP EliteBook, Dell Latitude, HP Workstation, Dell Precision, Nortel Call Pilot, Cisco routers, switches, PBX and voicemail, Apple iOS, Android and Blackberry.
- Administer user accounts in Active Directory, Exchange, RSA SecureID, Juniper VPN, Blackberry Enterprise Server, Maas 360 MDM for iOS/Android.
- Configure security hierarchy for network folders, ensuring limited access to specific individuals or distribution groups to pertinent network drives and mailboxes.
- Create, clone, migrate and edit virtual machines per end-user needs within VMWare vSphere, ESX, ESXi and Microsoft Hyper-V Hyper Visor terminal platforms.
- Administrator for AT&T mobility account with 200+ lines of service.
- Administrator of I.T. asset procurement including purchasing at CDW.com supplier. Responsible for replenishing I.T. supplies and facilitating development teams with assets.
- Create purchase requests and submit to finance, receive purchase orders in return, and ordered product once P.O. was obtained.

SKILLS:

Microsoft AD, Microsoft Exchange Server, Server 2008/R2/2010/2012/R2/SCCM/WSUS/Hyper-V, VMWare vSphere/ESX/ESXi, Cisco VPN server/RSA SecureID Administration, Blackberry Enterprise Server (BES), Maas360 MDM server for iOS/Android, Nortel PBX/VM, RDP/Citrix, GoToAssist, TopDesk Service Desk incident management/Asset management, AT&T corporate mobility account manager, Trend Micro Anti-Virus/Firewall, McAfee EPO/Endpoint, Encryption/SafeBoot

EXPERIENCE:

Help Desk Technician – Temporary Assignment

Solar Turbines (a subsidiary of Caterpillar, Inc.)

June 2011 – July 2011

San Diego, CA (Downtown)

- Lead 2,000+ employee, campus-wide workstation and operating system upgrade project at major manufacturing plant in downtown San Diego.
- Order, image and configure hundreds of Dell Precision T7500 workstations and OptiPlex desktops during upgrade project.
- Provide turnkey PC upgrade/refresh operation including data migration service, software installation/optimization and user training.
- Order and install PC peripherals and interconnects for end-users including RAM, user input devices, etc.
- Install high-end engineering software for demanding engineer user base.
- Proactively maintain and replace “shop floor” PC’s in manufacturing areas when environmental conditions such as oil and salty air from nearby marina render them ineffective.

SKILLS:

Active Directory/SCCM/Ghost/HP Service Center/Symantec End Point
LabView/Autocad/Mathcad/Geomagic/Matlab/NX/ProductView/Abaqus/Pro-Engineer Microsoft Office/Citrix/Lotus Notes/Lotus SameTime

EXPERIENCE:

Systems Analyst – Temporary Assignment
ArgonST (a subsidiary of Boeing)
April 2011 – June 2011
San Diego, CA (Sorrento Mesa)

- Answer calls and e-mail from 500+ employees at a major defense contractor in an effort to repair I.T. assets.
- Physically activate and de-activate network jacks per strict security policy.
- Administer BMC ServiceDesk Express and open, track and close service tickets.
- Enable, disable and administer accounts in Active Directory and Juniper VPN servers.
- Troubleshoot, repair and maintain user workstations and all related I.T. assets.
- Perform remote support when available via GoToAssist.
- Work in secure environment with top secret military defense information. Adhere to strict security procedures. Work around volatile electrical, chemical and radio fields including clean rooms, Faraday cages, Tyvek clean gowns and electrical grounding, etc.

SKILLS:

Matlab/MathCad/ProPricer/Citrix Xen/PA Tester

EXPERIENCE:

Help Desk Technician
The Prescott Companies
September 2009 – March 2010
Carlsbad, CA

- Answer calls and e-mail from 100+ end-users in real estate industry in an effort to repair I.T. assets.
- Dispatch to 10 branch offices to perform traditional I.T. support.

SKILLS:

Active Directory, Exchange, Mitel PBX/VM, Blackberry/BES

EXPERIENCE:

Service Department Manager

Prime Business Systems

January 2006 – August 2009

San Diego, CA (Sorrento Valley)

- Answer calls and e-mail from 2,000+ customers in telecom industry in an effort to troubleshoot and repair Avaya business telephone and voicemail systems.
- Schedule/dispatch team of 10 technicians to repair, maintain and install Avaya telephone and voicemail systems.
- Sell Avaya hardware and maintenance contracts to customers.
- Project manage Avaya telephone system installations.

SKILLS:

Avaya, AT&T, Lucent, S 8xxx series, Definity, IP Office, Intuity, Audix, Merlin, Magix, Spirit, One-X, VOIP, Analog and digital phone sets, admin consoles, music on hold, Tiger Paw CRM service desk, asset management, dispatch, project management.

EDUCATION:

New Horizon Computer Learning Centers

2016

MCSA – Microsoft Certified Solutions Associate Bootcamp Course 20410, 20411 and 20412

CCNA – Cisco Certified Networking Administrator Program Bootcamp Course ICND Part 1 and ICND Part 2

Palomar Community College

Computer Science

2005 – 2006

San Pasqual High School

High School Diploma

2000 – 2004

LICENSES AND CERTIFICATIONS:

MTA: Windows Server Administration Fundamentals

March 2015

Network+ CompTIA Credential ID N10-005

March 2015

A+ CompTIA Credential ID 220-801/220-802

January 2015

Avaya Sales Certified

December 2008



John P. Kelly, MD
11190 Warner Ave, Suite 300
Fountain Valley, CA 92708
Tel 714-241-7000 Fax 714-241-7003

September 23, 2019

To whom it may concern:

It is my pleasure to give a strongly positive recommendation for Nathan Langford.

Nathan has truly set himself apart from other information technology professionals that I have known. Nathan regularly volunteers for extra projects and works frequently from dusk until dawn to keep our systems in perfect working order.

Nathan has an extensive knowledge base and is extremely capable in all aspects of information technology.

I have also gotten to know Nathan socially and he is an amazing father and husband.

I recommend Nathan for any position for which he may apply.

Please do not hesitate to contact me if there is any additional information that I may provide.

Sincerely,

John P. Kelly, MD

JASON GRIESHOBER, MD

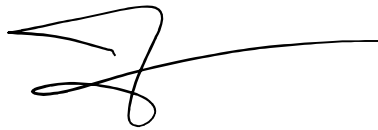
11190 Warner Ave. Suite 300. Fountain Valley, CA 92708 | (814)-440-4525 | jgrieshober@gmail.com

10/23/19

To whom it may concern:

I would like to offer the highest recommendation for the employment of my colleague and friend, Nathan Langford. I have known Nathan for more than three years in a professional capacity. He is beyond question one of the hardest working employees I have encountered at our company. His expertise speaks for itself. He is extremely knowledgeable and helpful. He always worked until the job was done, and he often put in long nights ensuring smooth operation of our IT services. As our company grew, so did our IT needs. Nathan rose to the challenge. He is very personable and his interpersonal skills are excellent. It was a pleasure to work with him over the last three years. I believe he is a strong asset to any company, and I am sad to see him go. Please don't hesitate to contact me if you have any questions regarding Nathan or his performance.

Sincerely,

A handwritten signature in black ink, consisting of a stylized 'J' followed by a horizontal line that curves back under the 'J'.

Jason Grieshober, MD
