



Joe Frazier

1010 NE 69th Street
Portland, OR

925 989 5039

joe.frazier@liketheboxer.com
www.linkedin.com/in/frazierjoe

SUMMARY

Driven, hard-working, versatile techie with two decades of experience and a variety of skills including desktop support, network, server and VM management with ample experience in managing teams of technicians, crafting policy and procedures, interfacing with other departments and providing executive support.

EXPERIENCE

Freelance IT Consultant

Portland, OR — August '16 - Present

- Provided remote desktop, network, server, and database support for a number of clients in a range of industries including accounting and retail.

IT Manager, CCH Senior Housing

Oakland, Ca — Jun '11 - July '16

- Oversaw IT operations for 400+ employees 55+ remote sites spread over 6 states
- Oversaw and supervised the CCH Helpdesk team including day-to-day helpdesk operations and larger project management.
- Provided second-line systems administration for the Director of IT on all corporate servers and network infrastructure including Active Directory and Exchange, SAN systems, and VMWare infrastructure
- Provided higher level support for advanced and challenging issues
- Worked with Operations Managers to ensure the technological needs of the sites are being met and to develop new technologies
- Maintained vendor relations
- Designed and implemented a company-wide AD and Exchange environment.
- Maintained hub-and-spoke VPN topology across all remote sites and the corporate office
- Designed and maintained Active Directory security group structure and user/group assignments to ensure user access and data security
- Maintained Microsoft Exchange email infrastructure for all site employees
- Designed, implemented and maintained corporate and site network infrastructure including eSoft and Fortinet firewalls, routers, switches, and physical cabling
- Thoroughly documented job functions and processes for added redundancy, as well as developed training materials for all employees.
- Developed and implemented comprehensive security policies to ensure data privacy.
- Developed flagship social media program including overall and campaign-specific strategy and grew CCH into a social media leader for the industry.
- Been a bridge between the communications department and IT.
- Digital Marketing Committee Chair
- Social Media Committee Chair

- Member of many committees include the marketing committee, the staff training committee, the annual fundraiser committee, and the CCH Diversity Council

References and letters of recommendation are available by request

Further experience and skills available on request and on LinkedIn