

Scott McDonald

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Strengths

Proven leadership experience
Passion for providing excellent customer service
Exemplary work ethic
Excellent analytical, problem solving, and troubleshooting skills
Strong communication skills, written and verbal
Outgoing and energetic personality

Core Competencies

TCP/IP Troubleshooting	Disaster Recovery Planning	Project Management
Voice Quality Analysis	Microsoft Exchange/O365	Juniper Netscreen & SSL VPN
Citrix Metaframe Server	Cost Benefit Analysis	Wired & Wireless Network Design
Aruba Mobility Controller	Mitel PBX management	Capacity Planning
Business Impact Analysis	Network Security	Microsoft Server & Desktop OS
Asset Management	Research and Development	Policy Development & Monitoring
Microsoft Active Directory	Tri-Geo SIM (Solarwinds)	Server Virtualization

Accomplishments

- Reduced overall telecommunications budget by 20% through negotiations with local service providers.
- Improved HIPAA, SOX, and PCI compliance monitoring, analyzing, and reporting by implementing a real-time log management and reporting solution.
- Worked with vendors and contractors to implement battery backup devices in conjunction with generators to eliminate systems downtime during power outages.
- Installed wireless infrastructure between mainland and island operations, approximately 12 miles off shore, to improve voice communications and create data communications.
- Developed scripts to secure workstations and inhibit unauthorized use of resources.
- Reduced service contract liabilities and utility cost by developing and installing a VMWare server infrastructure.
- Improved network infrastructure by replacing legacy equipment and configuring routers, switches, firewalls, VPN devices, and network monitoring tools.
- Designed and implemented encrypted and centrally managed wireless network with public and private access.
- Active participant in developing a VMWare infrastructure for hosted services in a Tier3 co-location facility.
- Developed, documented, and implemented geographically diverse remote site backup strategies for disaster recovery and business continuity.
- Installed and configured telephony and network devices to reduce inter-office toll calls, i.e. VoIP infrastructure.
- Installed revenue generating wireless infrastructure at hotel properties and have been profiled in a case study by the wireless hardware developer: Meraki
- Develop and maintain a change management process to improve project delivery and client experience.

Professional Experience

Pursuit Collection
Lacey, Washington

IT System Administrator

September 2019 to June 2020

As a member of the global support team I managed and maintained Microsoft O365 license levels, user account creation, remote desktop and server support, and assisting technicians at each of the Pursuit properties across the globe. Also provided network and system administration support to the global support team.

Alaska Collection by Pursuit
Anchorage, Alaska

IT Infrastructure Manager

May 2016 to September 2019

Charged with maintaining and supporting the Alaska tourism properties, including lodges, restaurants, and marine vessel operations. In addition to supporting the needs of the staff, virtual and physical servers, wired and wireless network infrastructure, property management and point of sale terminals, satellite systems, we assisted other teams of IT technicians around the world.

Alaska Communications
Hillsboro, Oregon/Anchorage, Alaska

Senior Manager, Managed IT Services

December 2014 to May 2016

My primary responsibility is to ensure the highest level of customer service for managed service clients through service desk metrics, processes, and technologies. Provide training, mentor technical staff, and act as a technical escalation resource for technical staff of direct and indirect reports. Foster relationships with vendors, develop products and services, enforce and maintain service level agreements, as well as align with emerging technologies. Able to establish inter-departmental communication, to promote process efficiencies. Also charged developing and maintaining departmental budgets and project plans for future growth.

DeTemple Company
Portland, Oregon

IT Manager

April 2014 to December 2014

As the IT Manager for a company that has been in business for over 100 years, and has always outsourced IT services, I am tasked with supporting all aspects of technology. Update aged systems to the latest versions, including servers, network equipment, telephony systems, and desktops. Create policies and procedures for all technology related services. Daily activities include upgrading and replacing desktops and laptops, backup and log monitoring, telephony and cell phone maintenance, server and network equipment management and maintenance, and Active Directory management. I have developed a low cost, reliable, disaster recovery plan which includes off-site storage. Implemented tablet devices for mobile users to improve efficiencies and revenue collection.

Wilson Construction Company
Canby, Oregon

IT Systems Administrator

October 2012 to April 2014

Install/build, test, and maintain a variety of computer and network hardware and software systems including servers, laptops, desktops, communications equipment, smart phones, and office equipment; perform diagnostics tests, modify or repair hardware systems. Install virus protection, and enable automatic updates using established methods. Provide front end support to office and field personnel, both onsite and remotely via email, phone, remote session, and face to face. Assist users in troubleshooting and resolving problems with hardware, software, office and communications equipment, network and remote connectivity. Relocate users and equipment, including setup of remote/temporary field offices. Manage and maintain group policies, backup systems, and software and hardware updates.

Future Networking, LLC
Tigard, Oregon

Solutions Architect

June 2012 to October 2012

Research solution alternatives; provide initial configuration and sizing data, and design products and solutions that are targeted to meeting client's business needs. Consult with account teams or partners on technical questions, and assists in advancing sales through communication of benchmarks and through orchestrating or direct execution of proof-of-concept walkthroughs, product demonstrations, and technical presentations. Contribute to the sales cycle, from aligning solutions with client needs to resolving customers' concerns. Manages or conducts solution acceptance testing, and knowledge transfer to ensure a positive total customer experience. My extensive knowledge in virtualization technologies, networking, system administration, and business processes allows me to develop effective solutions for new and existing clients.

TekMate/Alaska Communications
Anchorage, Alaska

Director of Technical Services

November 2010 to June 2012

With approximately 25 direct reports, including permanent outsource technicians and managers, system administrators, project engineers, and service desk technicians, I was charged with maintaining the profitability of all aspects of TekMate. My direct responsibilities included project management, customer service support, account management, vendor management, as well as a technical escalation resource.

Specific areas of accountability:

- Participate in continual process improvement planning.
- Participate in the planning and execution of strategic initiatives.
- Actively lead in the area of employee development by establishing and maintaining processes that support continuous performance management, coaching, employee development and training.
- Assist with revenue forecasting and billing/invoicing preparation in support of client services.
- Provide sales and account management support.
- Establish and maintain a culture of continuous process improvement.
- Manage and resolve difficult technology situations.
- Closely partner with the Service Desk to ensure incident resolution
- Work with all business and operational departments to continually enhance service quality standards to meet or exceed client expectations.
- Succession planning and building a strong talent pool.
- Initiating and participating in new product development.

Future Networking, LLC
Tigard, Oregon

Computer Technician

August 2010 to November 2010

Responsible for all on-site and remote troubleshooting. Specific areas of responsibility are Windows based servers, laptop, and desktop computers, wired and wireless network equipment, enterprise level email systems, anti-virus and anti-SPAM applications, backup devices, database environments, remote access and VPN technologies, VoIP telephone systems, certified repair technician for Toshiba laptop computers, and other duties as assigned.

Relocated to care for family

January 2010 to August 2010

Cook Inlet Region, Inc. (1999 – 2009)
Anchorage, Alaska

IT Director

January 2008 to December 2009

Responsible for the management of the IT Department including network systems, business applications, desktop user support, telephony, technology quality assurance, data-system-facility technology security,

and technology related projects. Responsibilities include overall administration and implementation of the IT Department including development of department objectives and design, implementation of supporting units, programs, processes, policies and/or procedures to successfully achieve those objectives. Monitor and manage all aspects of an intrastate and interstate enterprise infrastructure consisting of corporate and administrative offices, disaster recovery data centers, lodging properties, retail shops, marine vessel sightseeing tour operations, and reservation call centers.

Specific areas of accountability:

- Lead a team of technical support professionals, including desktop support analysts, database and network administrators, application support specialists, and web developers.
- Develop strategies to maintain alignment between IT processes and corporate objectives.
- Identify solutions to solve specific business problems through the use of existing corporate Financial, Business Intelligence, Human Resources, and Corporate Performance Management systems to improve planning, budgeting, and forecasting.
- Provide management reporting for support goals, timelines, budgets, and status.
- Implement methodologies and best practices to deliver the greatest value possible from the enterprise systems and services being provided.
- Replace and update hardware and software based on life-cycle analysis.
- Scope, plan, prioritize, and lead multiple development projects.
- Work closely with executives and managers to ensure application operations support strategies, plans, and service offerings meet regional requirements and known issues are identified and prioritized.
- Monitor outsourced services to ensure service providers are maintaining service levels, and response time for corrective activities per existing contract and internal measures.
- Develop and examine strategic and tactical plans, including project proposals, budgets, implementation strategies, and corporate policies.
- Ensure the integrity of the network infrastructure to protect financial and personal data, as well as proprietary corporate and shareholder information.

IT Manager

October 2003 – January 2008

Ensure the integrity, reliability, and security of computer related services for CIRI and its subsidiaries. Provide technical and non-technical guidance and leadership to the IT Department staff. Ensure staff services meet or exceed customer satisfaction expectations through direct communication with end-users and by analyzing help desk ticketing system statistics. Analyze, monitor, and maintain network infrastructure and enterprise server environment. Develop and communicate IT related policies and procedures, including application training. Cultivate relationships with external vendors and service providers. Lead staff in IT related projects and consult on potential corporate investment opportunities.

Specific areas of accountability:

- Provide guidance to developers, project managers, and external vendors and manage external service providers.
- Facilitate implementation of corporate goals as relating to information technology.
- Maintain or improve efficiencies relating to IT services with contractors through service level agreements.
- Research, evaluate, and install software and hardware.
- Establish and maintain IT related operating and capital budgets.
- Create, test, and maintain disaster recovery plan for all technology related services.
- Manage enterprise-wide telephony systems.
- Coordinate and manage information technology solutions and manage all aspects of the warehouses such as data sourcing, migration, quality, design, implementation, and training.
- Document and management of security analysis to ensure all applications are functional and secure.
- Oversight of monitoring information technology standards especially program and access change controls.
- Improve business processes and support critical business strategies by managing the development, implementation, and maintenance of business applications systems.

Jr. Network Engineer WAN/LAN

March 2001 – October 2003

Responsible for identifying and analyzing network requirements to develop detailed design specifications for data traffic and network enhancements. Lead role in the maintenance and implementation of CIRI's local area network and wide area network servers and workstations, routers, switches and telephony equipment.

Specific areas of accountability:

- Identify, report, and resolve network problems including security violations.
- Design and implement secure wired and wireless TCP/IP network infrastructure.
- Assist in the development of backup procedures for all systems to ensure data on all critical systems are backed up as required.
- Develop and execute network monitoring and controls.
- Create and maintain network user accounts.
- Install and manage network and server services, i.e. WINS, DNS, DHCP, IIS
- Integrate, upgrade, and maintain VoIP and PSTN telephony systems.
- Configure and troubleshoot Frame Relay, T1, OSPF, EIGRP, RADIUS
- Design and document network topology.
- Provide on-going recommendations of new technology to improve optimum performance.
- Ensure network related hardware and software meet support requirements.

Computer Support Specialist

June 1999 – March 2001

Responsible for supporting end-users in all aspects of technology as directed by corporate office. Main point of contact for end users of tourism related applications including point-of-sale and customized reservation and inventory management applications. Responsible for daily maintenance of workstations, printers, backup devices, and other network devices.

Specific areas of accountability:

- Troubleshoot computer related issues and update trouble-ticket system.
- Maintain system updates and rebuild desktop computers.
- Install and configure desktops, including point-of-sale systems.
- Ensure physical security of equipment.
- Communicate computer related concerns to IT Manager.
- Install and test Ethernet cable
- Recommend IT related solutions to management.
- Regularly meet with operational managers and staff to ensure systems function as required.

Certifications

CCNA
MCP
A+
Mitel ICP 3300 (VoIP PBX System)
Watchguard Certified Systems Professional - XTM

Training

Microsoft SQL Management and Installation
CISCO Implementing Quality of Service
Microsoft Windows 2000 MCSE courses – 2002
Microsoft Windows NT 4.0 MCSE courses – 1999
Dell Online Self Dispatch – Servers, Workstations, Laptops, Printers, Switches