

# BRIAN FROBISHER

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## Professional Summary

Seasoned IT Leader and Operations Management professional with over 28 years of experience in cross-functional leadership, technical project management, and developing end user computing and infrastructure systems. Extensive experience in designing technology solutions for business processes, ensuring superior helpdesk support, and providing superior customer service and client engagement. Continually exceeds expectations by building valuable partnerships and works well with people at all levels of the organization, including stakeholders, customers, and team members.

## Skills

- Cross-Functional Leadership & People Management
- Technical Project Management & Strategic Planning
- Office Management & Administrative Excellence
- End User Support & Marketing Technology
- Team Building & Talent Development
- Creative Problem Solving & Complex Analysis
- Superior Customer Service & Client Engagement
- Operations Management & Business Development
- IT Infrastructure & System Management
- Data Storage, Servers & Information Security
- Process Improvements & Helpdesk Expertise
- Excellent Verbal & Written Communication

## Work History

### Brierley+Partners

07/1995 to 05/2020

#### Head of IT (Regional) – Los Angeles, CA

- Expertly managing all Los Angeles IT systems, processes, and initiatives including technology selection, installation, and marketing support.
- Enabling the business by identifying and supporting various marketing tools while streamlining business processes.
- Proactively providing exceptional end user support as needed, ensuring superior customer service and user engagement.
- Spearheading technology and operational functions, successfully scaling technical and system capabilities.
- Developing initiatives resulting in an outstanding 4.9 out of 5 rating for in-person and remote global helpdesk services.
- Working remotely on end users' computers, liaising with them to provide excellent customer service.
- Leveraging diverse hardware and software across multiple countries while interfacing seamlessly with leadership.
- Spearheading Microsoft Windows and OS X setup and troubleshooting, and serving as a key resource with Mac expertise.
- Managing Microsoft Exchange user email, permissions and distribution groups.
- Selecting and architecting a secure cloud-based disaster recovery system for data files, while deploying and administering NAS systems and managing Dell servers.
- Spearheading virus remediation, disk encryption, patch installation, user provisioning and de-provisioning, and alert response.
- Creating company JIRA and Box workflow system while training team members and providing root-cause troubleshooting.
- Successfully lowering company building services costs by \$200K+, and troubleshooting complex office equipment.

## Previous Work Experience

### Systems Expert – Houston & Associates – 1992 to 1995

## Technical Skills

**Technology** – Mac, PC, Microsoft Windows and OSX, Microsoft Office, Microsoft Active Directory, Microsoft Exchange, Extensis Universal Type Server, Extensis Portfolio, JIRA, Box, DropBox, Okta, RSA Security, Synology NAS, Backup Exec, LTO and various tape backup systems, Backup Exec, Cisco IP Voice Systems, Dell Servers, Sophos, and Adobe Creative Suite licensing and setup.

## Education

### Inglewood High School – High School Diploma

## Interests & Hobbies

Home & Corporation Technology Enablement; LA Dodgers Enthusiast; Handyman; Cooking; Enjoy Hiking and Cycling; Licensed Amateur Radio Operator