

# Jake H. Topanian

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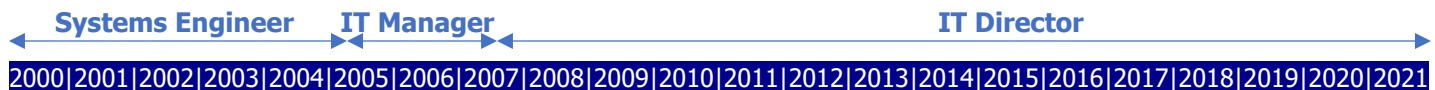
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## IT Director

### SUMMARY

17+ years experienced IT Director & Certified Technical Trainer highly skilled in leading IT team professionals to implement best practices & deliver compelling value to stakeholders. Proficient in orchestrating end-to-end technical operations, monitoring IT infrastructure, and managing multi-million-dollar budgets. Adept at training new employees and fulfilling client requirements within the organizational framework.

### CAREER SNAPSHOT



### KEY SKILLS

- Technical Operations Monitoring • IT Infrastructure Implementation • Security Risk Elimination
- Budgeting & Cost Reduction • Disaster Recovery Planning • Deployment • Resource Optimization • Database Management • Network Management • Systems Configuration • Process Optimization • Team Leadership & Training • Vendor Management • Project Delivery • Installation & Upgradation • Testing & Troubleshooting • Performance Improvement • Customer Relationship Management • Network Administration • Research, Analysis & Strategy

### TECHNICAL SKILLS

**AWS:** Amazon Web Services

**Databases:** MySQL, Oracle, MSSQL, MariaDB

**Languages:** HTML, CSS, JavaScript

**Networking:** Strong WAN/LAN administrator, 802.11 a/b/g/n Wi-Fi, SAN (multiple vendors/platforms), TCP/IP network design and administration.

**Network Hardware:** Dell PowerConnect, Cisco, Gigabit Switches, 3Com, HP ProCurve, Alteon AD3 Load Balancer, SQUID, Samba, VPN Configuration, Wi-Fi, SonicWALL, Linksys, Netgear, Wi-Fi, Ubiquiti

**Servers:** Dell PowerEdge, HP ProLiant, IBM, SuperMicro

**Security:** Watchguard, Viper, CrowdStrike, McAfee Advanced Threat Detection, Sophos, Nmap, Darktrace, Cisco IOS Security, NetApp

**Platforms:** MS Windows Server 2019, Red Hat Linux Enterprise, Linux (SUSE Linux Enterprise Server 9.x, Solaris, WebSphere, AIX, Debian, OpenBSD, CentOS, Mac OS, Cisco IOS, Citrix XenApp, SharePoint, VMware Sphere, ThinApp.

**Firewall:** 3Com, Cisco, SonicWall, Check Point, FortiGate, Sophos, pfSense, OpenSense,

**Messaging:** MS Exchange 2016/2019, SMTP/Sendmail, Postfix, Amavis, SpamAssassin, ClamAV, Dovecot, and OpenDMARC

**Virtualization:** Citrix XenApp, VMware Sphere

**Web Application/Scripting:** MS IIS, Apache, PHP, PERL, HTML, DHTML, JAVA, FLASH. CMS, Joomla, Wordpress.

**Frameworks:** React, AngularJS, Vue.js

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## PROFESSIONAL EXPERIENCE

### IT Director / Chief Security Officer

Apr 2008 – Present

#### MIVIP Inc.

CA, NV, FL, NY

*miVIP is a network of state-of-the-art outpatient surgery centers providing minimally invasive procedures in specialties including Bariatrics, General Surgery, Gynecology, ENT, Orthopedics, Spine Health and Urology.*

#### End-to-End Technical Operations Management

- Oversaw **technical operations & infrastructure** and evaluated them to ensure **compliance** with the company's policies
- Supervised the **design & implementation** of IT infrastructure and eliminated security risks

#### Budgeting

- Developed IT infrastructure **strategies**, which included, computers, information systems, security, & communication systems
- Developed, managed, and tracked the IT department's annual budget of **~\$2 Million; saved 25%** of the budget
- IT Policy Formulation
  - Purchased efficient & **cost-effective technological equipment** and software

#### IT Policy Formulation

- Devised and established **IT policies and systems** to support the implementation of strategies set by the upper management
- Analyzed business requirements of all departments to determine their technology needs; improved **productivity by 30%**

#### Team Leadership

- Spearheaded a **team of 20+** back-end & front-end developers, testers, and IT support members
- Provided training to **30+ new joiners** on IT operations, systems, and procedures

#### Vendor Management & Client Servicing

- Assisted in building relationships with **30+ IT vendors** and creating cost-efficient contracts
  - Re-negotiated with the supplier contracts to save the company **\$200k annually**
- Confirmed timely deliveries of projects to **50+ clients** & ensured their **satisfaction** by promptly responding to their needs

### VP of Information Technology | Feb '13 - Feb '15

#### Software/Hardware Development

- Provided **insights & ideas** to solve complex **IT issues** and developed **strategies** to save **\$500k** for the company
- Applied new **infrastructure** to optimize **resources**, manage & supervise **staff**; improving the overall **IT process** by **30%**

#### System Upgradation & Recruiting

- Discerned the need for **upgrades, configurations** or new systems and reported the same to the upper management
- Identified vulnerabilities, proposed **strategic solutions** and **recommended new systems & software** when needed
- Formed new **policies & procedures**, recruited new **talents**, & created new software & hardware tools to improve efficiency

#### Key Achievements

- Found a new IT support vendor to improve customer support **satisfaction by 15%** while reducing the IT costs
- Received **Best Employee of the Year Award** thrice in Jun '15, Jun '17 and Jun '19 for optimizing the entire IT process

### IT Director

Aug '07 – Mar '08

#### SRM Group, Inc.

CA, NV

*California-based insurance agency with 300+ employees servicing thousands of clients across all 50 states*

### Team Management & Network Security

- Bolstered overall **productivity by 30%** by analyzing departmental needs and aligning it with the business objective Deployed antivirus tools and directed network security initiatives for **100+ in-house** and remote users
- Spearheaded a team of **20+ employees** & trained them on hardware & software **installation and maintenance**
- Supported **data center operations** dealing with various levels of technical complexity.
- **Installing, configuring, and maintaining** data center production and pre-production systems.

### Database Administration

- Coordinated with **senior-level stakeholders** to identify technology needs and to optimize the use of IT resources & tools Monitored systems, **networks, & databases**, etc., to ensure smooth delivery & operation of IT services

### Team Leader | Sep '07 - Mar '08

#### IT Project Management

- Spearheaded a **team of 15** IT engineers and trained them on the process of system installation & configuration **Led 15+ projects** and ensured that the deadlines were successfully met to **improve client satisfaction**

#### Systems Installation

- Collaborated with **IT Managers** to develop focused plans & solutions for the IT infrastructure
- Managed systems installations & implementations for **200+ in-house users** and over **50 remote users**

### IT Manager

Feb '05 - Mar '07

### US Oncology

Las Vegas, NV

*Comprehensive, an affiliate of The US Oncology Network, is an award-winning multi-specialty practice comprising medical oncology, hematology, radiation oncology, breast surgery, pulmonary medicine, cancer genetic counseling and clinical research with employee base of 10,000*

#### Hardware Installation

- Communicated with the IT Director on a weekly basis to discuss **system needs** and responded to general **IT requests**
- Designed & installed computer hardware configurations for **500+ in-house employees**
- Test and deploy new **application releases** and **patches**.
- Set up, tune, deploy and manage the environments and **servers** and **storage** for production, staging and development (Apache, JBoss, Linux, Tomcat, MySQL, Web services), including but not limited to FC, iSCSI, NFS, NAS and SAN.
- Performed and administer daily backups using Sun Microsystems tape array solutions using Veritas Backup Exec 10 Pro.

### Systems Engineer

Mar '01 - Jan '05

### Kaiser Permanente

Los Angeles, CA

*Kaiser Permanente, which is the one of the largest health care provider in US, spent over 10 years of planning the Health Connect project. It is a 10-billion-dollar project that started early 1990. Going from 10+ Million patient paper charting to electronic patient charting, when medical history of the patient can be accessed any given time at any Kaiser location.*

#### Hardware Installation

- Communicated with the IT Manager on a weekly basis to discuss **system needs** and responded to general **IT requests** Designed & installed computer hardware configurations for **50+ in-house employees**

#### Troubleshooting & Issue Resolution

- Installed **software & networking systems** and troubleshoot software, network & hardware issues
- Trained **non-IT teams** on newly installed hardware & software systems and ensured that all the systems are **updated**

## EDUCATION

**A.A in Computer Science**  
**Los Angeles Valley Colledge**

1993-1996  
Van Nuys, CA

**B. Sc. in Computer Science**  
**CAL State Northridge**

1997 - 2003  
Northridge, CA

**GPA: 3.8/4.0**

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## CERTIFICATIONS

Certified Technical Trainer (**CTT**) | CompTIA Jun '16 | Microsoft Certified Professional (**MCP**) Apr '18 | Microsoft Certified System Administrator (**MCSA**) May '18 | Microsoft Certified System Engineer (**MCSE**) Jun '18 | Cisco Certified Network Administrator (**CCNA**) May '16 | Cisco Certified Network Professional (**CCNP**) July '16 | CompTIA (**A+**) Apr '16 | Certified Solutions Architect, Developer, SysOps (**ASW**) Sep '19

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