Alan S. Nelson

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IT Manager

Experienced professional with solid history of success in service desk and system administration aspects of diverse businesses. Strong ability to build and lead teams that meet and exceed designated goals and expectations. Highly adept at developing and implementing processes and procedures that enhance operational efficiencies. Demonstrated skills in overseeing projects from concept to completion ensuring on-time, on-budget, and on-target results. Extensive background in hospitality management environments.

Core Competencies:

- Strategic Planning and Implementation
- Team Building and Leadership
- Staff Training and Development
- Full Life Cycle Project Management
- Client and Customer Relations

- Budget Development and Administration
- Quality Assurance and Testing
- Process Improvements
- Issue Troubleshooting
- User Training and Support

Professional Experience

Pacific Office Automation, Salem/ Beaverton/Portland, OR

IT Service Desk Manager, 2018-2019

Guided operational support, maintenance, and development tasks for all managed IT, remote MFP, and internal enterprise clients. Determined and supervised a team of 52 MSP Support staff consisting of customer care coordinators, Tier 1, 2 and 3 technicians and supervisors, and a separate team for remote printer installations. Established service standards and ongoing service enhancement. Led ongoing staff training and development focused on improving overall customer satisfaction rating. Loaned to copier division to study, advise and implement the restructuring of Portland Public Schools print environment.

Key Achievements:

- Created and introduced first managed IT satellite office.
- Prepared new review protocols to better assess performance and growth potential in individual staff members.
- Decreased Portland Public Schools print structure from 100+ print servers to 10 while providing fault tolerance and disaster recovery options and initiating use of Papercut Print Management Software
- Reduced stale ticket volume from 50% to 5% with none holding over one week.
- Hired more than 20 staff while losing only 2 during initial training.
- Devised internal training program to move desk towards same goals with 100% participation.

ACS Professional, Portland, OR

System Administrator II Contractor, Bonneville Power Administration, 2013-2018

Supervised six technicians addressing all desktop printing and imaging needs for the Agency. This consisted of over 25 Servers hosting print and application services with 500 endpoints at more than 200 buildings in 65 locations in 4 states, and Washington, DC. Collaborated with vendors and members of other IT groups to resolve complex issues, update or implement new technologies. Planned and introduced new technologies, IT projects,

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staff communications, and security protocol compliance. Created training materials and taught staff and clients on appropriate use of hardware or software. Oversaw print environment infrastructure featuring mixed environment of Windows 2008 R2, 2012, 2016 and SQL Server on physical, VM and Hyper-V platforms. Migrated Windows 2003 environment to Windows 2008, 2012, Server 2016 environments. Responded to remote and on-site Tier 2 and 3 client support requests for desktops and servers.

Key Achievements:

- Rebuilt infrastructure twice saving more than $6M.
- Aided over 4,000 clients monthly producing more than 1 million pages.
- Administered and maintained Papercut Multi-Function Enterprise print management and tracking software
- Designed new infrastructure tools to help decrease time required to ensure smooth operations.
- Worked with staff, clients, and leadership to set requirements for new systems, hardware or revisions to existing infrastructure
- Nominated for two Presidents Awards.

Tualatin Valley Fire and Rescue, Tigard, OR

System Administrator, 2010-2012

Installed and sustained printer network, Commvault system, and tape library for state's second-largest fire department. Built and preserved MS Exchange 2010. Transferred public folders from 2003 to 2010 server. Directed all group policies for Windows Server Domain. Tested, employed, and guided SolarWinds and MS Forefront for tracking and securing environment. Maintained emergency service pager database and monitored system usage and problems. Handled Tier 2.5 service desk support focused on diagnostics and troubleshooting complex issues. Configured and supported Microsoft SCCM Server, VMware, Windows 7, Server 2003, 2008, 2008 R2, 2010, Active Directory management, SharePoint 2010 server.

Key Achievement:

- Launched Windows Vista deployment including new hardware to entire department.
- Upgraded entire department to Windows 7, without changing hardware.
- Served as backup and disaster recovery administrator.
- Moved district to centralized managed print environment saving over $500k.
- Migrated Commvault system and tape library to Veeam and NetApp OSSV environment.

Forest Grove Lumber, McMinnville, OR

System Administrator, 2007-2009

Managed Dell PowerEdge Servers and Active Directory domain and LAN network. Built and oversaw group policies for 100+ employees. Supported Tier 1, 2, and 3 deskside needs for 60+ clients. Constructed internal systems and all Windows Server maintenance and updates. Tracked and sustained 45 network printers within 100+ node network. Implemented and guided network and desktop security

Key Achievement:

- Created and used initial company disaster preparedness plan.
- Led enterprise-wide communications including Mitel VoIP system, Sprint/Nextel and AT&T phones, data and PRI lines, and wireless DSL connections.
- Oversaw VoIP installation project to guarantee smooth transition from legacy phone system.

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- Researched and deployed SonicWall firewall appliance enhancing network security and VPN access for remote clients.

Executive Support Resources, San Jose, CA

IT Consultant, 2002-2006

Served as system administrator/analyst for 18 small businesses while handling repair and recovery operations. Managed infrastructure and maintenance including TCO and expansion planning. Installed wired and wireless networks from provider to desktop. Built and sustained all technology hardware from wall to keyboard. Performed OS upgrades, patch management, data retrieval/transfer/security, backup strategies, telephone support, and disaster preparedness. Provided all levels of desktop support both on site or remote for clients.

Key Achievement:

- Upgraded hardware and software to lower costs or postpone complete replacement.

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*Prior experience as **Desktop/IT Support Manager** for Ketchum Public Relations, Redwood Shores, CA; **Desktop Support Technician** for Ohlone Community College, Fremont, CA; **Manager** for Applebee's, Milpitas and Livermore, CA; **Deputy General Manager** for TGIFridays, San Mateo CA; **Manager, Assistant Manager/General Manager/Deputy District Manager** for Bakers Square Restaurants, Bay Area, California; **Silver Service Waiter, Head Barman** for Aberdeen Petroleum Club, **Catering Manager** for Aberdeen University, Scotland; **Unit Manager, Sutcliff Catering** for Atlas Employment Agency, Aberdeen, Scotland; **Front of House Manager** for Michel's Restaurant, Table View, South Africa; **Manager/Chef/Partner** for Pizza Tavern, Table View, South Africa; and **Junior Engineering Officer** for South African Marine Corporation, Cape Town, South Africa*

Technical Proficiencies

Platforms: Windows OS, Windows Server NT through 2019, Active Directory, Exchange, SQL Server

Tools: VMWare, Veeam, Hyper-V, RSAT, SCCM, Shoretel Director, Connectwise Manage, Connectwise Automate, IT Glue, Lucidchart, Papercut MF, Office.

Hardware: Wintel, Dell, HP, Lenovo, Microsoft, Netgear, Linksys, Avaya, Juniper, Shoretel, Mitel, Konica, Lexmark, Sharp

Education and Credentials

Bachelor of Science in Marine Engineering
   Cape Peninsula University of Technology, Cape Town, South Africa

Associate of Applied Science in Computer Information Systems + Networking
   Portland Community College, Portland, OR

Certifications
   Exchange 2010 Certification through TVFR, New Horizon Training Center
   MCSE Program (NT and 2000) Computer Literacy Certification, Ohlone Community College, Fremont, CA

Professional Development
   A+ Certification Course, Wireless Network Administrator Course, Windows Server 2003 and Windows XP installation and support.), Foothill Community College, Los Altos, CA