

Nicholas Niederkorn

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PROFESSIONAL EXPERIENCE

Company Confidential

Los Angeles, CA

Vice President, Professional Services

May 2017 - Current

- Lead company initiative to form internal professional services group of 10 resources responsible for approximately 3MM in additional annual revenue.
- Establish protocols for systems development related to professional services, scoping and approval, change control and project management.
- Formalized process to conduct annual business reviews to identify and present client roadmap for technology related projects.
- Spearhead small to large technical integration projects (> 250 hrs.) for existing and one-off clients in a variety of industries including entertainment, finance, manufacturing and aerospace.
- Collaborate with management team to establish technology standards and competencies across all clients and implement process for documentation and training of MMR techs for future support.

Network Engineering, Inc (*Acquired by BGI)

Chicago, IL

CEO / Director, Engineering / Proprietor

October 2007 – December 2016

- Managed P&L responsibility for \$8.2MM organization with \$750K in capital expenditures and 38 employees - including budgeting and review, headcount and justification, technician dispatch, quota achievement and management of all engineering operations.
- Responsible for a workforce of 30 engineers performing network operations and supervising their performance.
- Provide strategic, tactical and short-term operations for the development, design, operation and improvement of core products and services.
- Successfully managed design, implementation and marketing of data center including disaster recovery, high availability and managed services.
- Reduced support and service calls by 20%, repeat calls by 15% and outstanding queues by 17%.
- Serve as an advisor to executive staff on company policies and practices, partnerships and financial goals.
- Lead company through due-diligence and acquisition.

International Vending Management

Indianapolis, IN

Director, Information Technology

August 2004 - October 2007

- Hire manage and mentor a team of seven experienced IT professionals. Provide career guidance and conduct performance and compensation reviews.
- Provide leadership of technical solutions including budgeting \$400K and 24x7x365 operations management for all networks and IT related resources.
- Manage support for corporate technology, ensuring streamlined productivity of environments and systems across all facilities in United States and U.K.
- Direct R&D of new hardware design, V Trak Access System, for integration with locks, and vending machines based on MDB standards, with features such as Bluetooth, ZigBee, RF and wireless technologies.
- Rapidly built new branch office, negotiating favorable vendor contracts and met aggressive schedules to successfully complete all projects in support of unanticipated business growth.
- Serve as champion in major client-focused data warehousing initiative, overseeing multidisciplinary team in design, production, troubleshooting, and support of terabyte-sized multimillion-dollar data warehouse.

Senior Systems Engineer

- Lead all aspects of the network infrastructure including administration of 8 servers running MS Server 2003, Exchange 2003 and SQL.
- Upgrade, repair, installation and maintenance of Cisco network including routers (Cisco 2600 – 7500), switches (Cisco 6500, 3500) and VoIP telecommunications system.
- Direct server capacity planning, purchasing, backups and disaster recovery architecture.
- Establish synergies with client IT departments to design and implement IPSec tunnels for fast and secure data delivery.

Manitoba Moose

Center, Professional Hockey Player

Winnipeg, MB

August 2004

EDUCATION

University of Georgia

Athens, GA

Bachelor of Computer Science, Class of 2004 GPA: 3.1

- Direct Admit Program – Directly admitted into highly competitive school due to academic merit of ACT score of 30 and graduation in top 10%.
- Bernard Ramsey Honors Scholarship – Received \$7,700 towards tuition for academic accomplishment.

Lucent Technologies

Summer Intern, Network Support

Indianapolis, IN

- Mentored by skilled group of Cisco and Microsoft engineers to plan, design and support network infrastructures including switches, routers, Active Directory and Exchange, TCP/IP and DNS.

PROFICIENCIES

Cisco

- CCDP Cisco Certified Design Professional, (March 15, 2006)
- CCNP Cisco Certified Network Professional, (June 24, 2007)
- * CCIE Cisco Certified Internet Engineer Routing and Switching, (2009)

Ubiquiti

- UEWA Ubiquiti Enterprise Wireless Admin, (Oct 20, 2014)

Microsoft

- MCP + I Microsoft Certified Professional + Internet, (2001)
- MCSA Microsoft Certified Systems Administrator, (2002)
- MCSE + I Microsoft Certified Systems Engineer + Internet, (2005)

VMWare

- VCP VMWare Certified Professional, (2009)
- VCDX VMWare Solutions Design Architect (2014)

AWS

- AWS Solutions Architect Associate, (2016)
- AWS SysOps Administrator Associate, (2016)

Languages

- MS .NET, Java (core, servlets, EJB, AWT, JAI, SWING), C/C++ (console, cgi, Visual), JavaScript, HTML, dHTML, XML, Perl, SQL, PHP, ASP

Platforms

- Win XP - 10, Win Server 2k - 2019, Mac OS 10.15, Unix, MS Exchange 5.5 - 2013, Multiple Linux Distributions, ESXi 4 – 6.7, SQL 8 - 15, Hyper V, Azure Cloud, AWS

ACTIVITIES

Perry South Stars, Director of Hockey

- Coached high school hockey club competing in the IHSAA.

University of Georgia Club Ice Hockey, Collegiate Athlete

- Participated in an intercollegiate athletic program competing in ACHA Division III.

CES Las Vegas, 2016 Advisor

ARTICLES

‘Most Likely to Succeed’ *The Wall Street Journal*, Sloane, Julie (2013), November

‘Best of the Best: Work Space’ *Robb Report*, Cygelam, Adele (2016), June

‘Consulting in the New United States of Technology’ *CIO*, Burnham, Kristin (2018), January