JOSEPH THOMAS MACIAS

(415) 705-9771   156 Duboce Avenue #4 San Francisco, CA 94103   macias.joey@gmail.com

- ➢ 15+ years of experience providing hands-on, comprehensive application support for top tier organizations
- ➢ Proven leader of successful projects & diverse technical personnel, fostering collaboration and best practices
- ➢ Impeccable communicator; engaged System Administrator & SME of business-critical software/infosec policy/IT infrastructure

TECHNICAL EXPERTISE

- eDiscovery Life Cycle
- EDRM concepts
- IPRO (OCR-Image-Review)
- LAW (full Suite of Apps)
- Relativity
- Autonomy Zantaz, Stratify
- Livenote Admin
- Trial Director, Compulaw
- Bowne JFS Litigator's Notebook
- Lexis-Nexis Search, Concordance
- CaseCentral, CaseMap, Summation
- Canvas LMS (Instructure)
- Ellucian DegreeWorks, Banner
- fsaAtlas
- Qualtrics
- StarRez
- Titanium
- Explorance (Blue)

- Oracle APEX & 12c installation
- Microsoft SQL Server
- CBORD Micros (Oracle 3700 RES)
- Nagios & EMC
- ACD Systems Admin
- JIRA, Confluence, statuspage.io
- Salesforce.Com (admin)
- Active Directory, SCCM
- Exchange Admin, Office365 Admin
- GSuite Console
- dt Search Server
- Aspect 9.0 ACD & full eWFM Suite
- Nortel Symposium/OTM
- iManage/FileSite
- SIP/ISDN Protocols Integration
- IEX/TotalView Workforce Management
- Kerberos authentication/security
- SharePoint Admin w/Fast Server

- MS Visio, MS Project, Excel w/SQL, Access
- Nice Systems (esp. call recording)
- Nice inContact (cloud ACD)
- Symantec/Veritas backup
- MySQL & SQL Navigator
- Certified: Aspect ACD & IVR
- NetSuite (Designer, POS, full Accounting)
- VoIP (Installations, esp. Nortel & Cisco
- Telco Carrier Provisioning
- IT SOP & Information Security Policy Dev
- Advanced Desktop Hardware/Appl Provisioning
- Meraki Admin, physical network config
- Change Control Management
- Software Development Operations
- Vendor Management (RFP to AP)

WORK EXPERIENCE

Independent Contracting:

5/2018 – 8/2019   **R.A.F.T. (via Anderson Frank LLP)** (contract)   Applications Administrator   San Francisco, CA

- Provided NetSuite and Active Directory Administration to facilitate cutover from old Accounting/CRM/Online Sales system.
- Created/Edited integrations and enterprise security settings for Google Vault, Office365, Slack notifications and Square POS

6/2018 – 3/2019   **University of San Francisco**   Senior Applications Administrator (contract)   San Francisco, CA
- Top level escalation point and vendor manager for 12 enterprise-wide applications resolving issues critical to faculty/student/staff success.
- System Manager/Administrator for the applications listed below, all related network integrations, data syncing/cloning,scripting, software updates and enhancements. Updated ServiceNow assets/change control data along with resolving support tickets and updating the KB.

Technologies: Office365 Admin, OneNote & SmartSheet Security, Canvas LMS (Instructure), Ellucian DegreeWorks, Banner, fsaAtlas w/Oracle 12c, Qualtrics, StarRez, Titanium, Oracle APEX, Microsoft SQL Server, CBORD Micros (Oracle Hospitality 3700 RES), Explorance/Blue, GSuite Console, Google Vault, SQL & Unix

1/2018 - 6/2018   **Coblentz Law via Robert Half** (contract)   Senior Applications Administrator   San Francisco, CA
- Provided partners and senior staff with personalized support of their firm application and hardware issues; supported senior leadership meetings for all complex A/V requests in their state of the art conference center. Helped manage IT assets and made network wiring changes.
- Provisioned new Windows/Linux/Mac OS X laptops for all attorneys and paralegals.

Technologies: Active Directory, Office365 Admin, SharePoint Designer, Meraki, Slack Administration, SalesForce, DigiCert, Okta, Duo Security, GSuite Console, Unix scripts, ad hoc reporting using SQL

6/2017 – 11/2017   **SourceClear via Taos Mountain** (contract)   Senior IT Administrator   San Francisco, CA
- Provided direct technical support to agents, staff, and C-levels at offices worldwide along with maintaining the HQ office network.
- Provisioned secure Mac laptop machines for all staff; set up/trained each engineer/staff member on 2FA and engineering resources (AWS)
- Administered security controls for all corporate accounts & applications; IT vendor management/documentation of corporate IT assets/domains/processes.

Technologies: Duo Security, AWS Cloud & EC2, DigiCert, Meraki, JAMF (Casper), Office365 Admin, GSuite Console, SQL, Ring (security), Slack Administration

8/2016 – 5/2017   **Compass.com via Robert Half**   IT Consultant (contract)   Mountain View, CA
- Provide direct technical support to agents, staff, and C-levels at offices in SF and throughout northern California
- System administration of three connected Avaya phone systems with 2-way LDAP sync.
- Manage IT network/relo/related projects along with provisioning all Mac OS X machines, Google accounts, personal devices, & company software; testing Compass Inc. and Compass Marketing mobile apps

Technologies: Windows Server, Slack Administration, Casper JAMF, ServiceNow, Mac OS X, SharePoint Designer, Active Directory, SCCM Package Builder, Cisco Meraki, Calabrio, GSuite Console, Office365 Admin, SQL Queries

5/2015 – 5/2016   **Veritas/Symantec**   eWFM System Administrator & Technical PM (contract)   Mountain View, CA
- Oversaw final network separation from Symantec in for 12+ Aspect eWFM servers, IVR, and related servers
- Resolved major data and application problems in order to certify split by Jan. 30th sale deadline while establishing a new comprehensive support structure and in harmony with all UCCE Engineers globally plus our client-facing personnel in over 20 countries.

- Verified and formalized all eWFM documentation; wrote Call Center Run Book and delivered final version prior to the deadline

| 4/2014 - 4/**2015** | **AIG/Dell** | Senior Support Engineer | San Francisco, CA |

- Provided support as a subcontractor for Dell, working for their client, AIG Insurance onsite.
- Full traditional Support Engineer activities focusing on reimaging/upgrading end user systems, provided in person troubleshooting to all levels especially executive special requests; resolved several long-standing network/Citrix/VPN issues in particular and documented same for the next members of the team

Technologies: Windows Server, Aspect eWFM, Casper JAMF, ServiceNow, Mac OS X, SharePoint Designer, Active Directory, SCCM Package Builder, Cisco Meraki, Cisco UCCE, Calabrio, GSuite Console, Office365 Admin

Intrax | International Cultural Exchange
San Francisco, CA

3/2014 – 3/2015   www.intraxinc.com   IT Support Engineer

- Supported complex applications & systems for five independent business units (education/staffing/internships/work travel)
- Responsible for server/db/end user systems total health; hands-on hardware configuration & deployment to all staff; Onboarding/Purchasing/Provisioning/Training/App roll-out; Systems Admin and back-up Network Engineer
- Direct support of 150 main office & S.F. classroom center personnel, two other U.S. student centers, plus 600 remote staff worldwide incl. training/implementation in both Mac OS X & Windows platforms
- Deployed new ShoreTel and Avaya IP phones, provided instruction guides & support for related apps firm-wide
- Deployed & trained users re: GoToAssist Service Desk

Technologies: Windows Server/7/8, Mac OS X, SQL, Active Directory, SCCM Package Builder, SharePoint, Juniper VPN, Citrix GoToAssist suite, RealVNC, Symantec Ghost, Salesforce, ShoreTel Communicator/Admin, Nice inContact, network wiring & physical build-outs

Litigation Support Independent Contracting
San Francisco, CA

5/2011– 2/2014   Project Manager & Senior Litigation Support Engineer

- Provided high volume eDiscovery processing & technology support for law firms; Receive, analyze, & report on 100's of GB of case evidence via hard drives (native/mail files) for analysis, reporting, deduplication & importing into case team databases per specifications; Trained users on Concordance & other tools
- Daily work included OCR & metadata extraction, image collection creation, Bates endorsing, & more according to industry methods/applications; importing/exporting to Concordance, online review sites, and/or SharePoint; provide access to attorneys & estimates of availability; created production
- Set-up new hardware such as scanners & data storage for practice support; migrate Concordance & other applications to Windows 7 laptops, provide training & troubleshooting directly to attorneys/partners; filled in for eDiscovery analysts through agencies such as Robert Half Technology & David Fusilier
- Clients included: H5 Consulting, Sedgwick LLP, Shute Mihaly Weinberger LLP, MetLife, Xerox, Morrison Foerster, Orrick, Quinn Emmanuel, King & Spaulding

Technologies: LexisNexis LAW, IPRO Tech, Nuix, Concordance, LiveNote, SharePoint, Active Directory, SCCM Package Builder, Exchange2010, Office365, iManage/FileSite, CompuLaw, DocuShare, Relativity

Celerity Consulting Group
San Francisco, CA

10/2010 – 4/2011   Project Manager – PG&E, JDG, IT Operations

- Provided full-service litigation technology & consulting services for highly visible cases & Joint Defense Group clients: including eDiscovery & collection, hands-on online review database set-up, intake/conversion/image/Bates number document collections; Trained Attorneys, QA staff, & contract reviewers
- Also performed IT Dept/Ops/Support/on-call review & SOP development plus capabilities research re: indexing & trained to be Administrator of Relativity
- Used existing internal processing tools to process 100's of GB of client data, brought in updated applications such as LAW to provide more throughput across all projects; used MS Excel & SQL to track millions of pages of scanned documents; resolved several long-standing VoIP/Exchange/Network issues.
- Performed all processing of interim & final production sets (approx. 150GB ea.) using client resources (LAW) to complete Phase I of historic PG&E matter
- Created SharePoint infrastructure as an offering to clients and to improve internal communication & project tracking

Technologies: dtSearch Server, Relativity, Salesforce.com, IPRO, Nuix, Concordance, Lexis-Nexis LAW, Windows Server 2008, SharePoint 3.0, Active Directory/SCCM, FTP, ShoreTel VoIP & SIP, advanced Excel including SQL, Exchange 2007, SolarWinds, MS Access, InfoPath

Litigation Support Contracting
San Francisco, CA

9/2008 – 10/2010

- Provided eDiscovery analyst case work & project management services to law firms & corporate legal departments; trained atty/staff on various review applications; used current litigation technologies to analyze/extract meta-data & OCR, created images, endorsed, produced, etc.; set-up scanner vendors
- Gave instruction on Concordance plus other ad-hoc user training for individuals & small groups, general IT & voice technology support/advice/SOP writing
- Clients included: Morrison Foerster, Shute Mihaly Weinberger LLP, Sedgwick Detert Moran LLP, & Xerox

Technologies: Concordance, IPRO Tech, Stratify, Autonomy, Active Directory, SCCM Package Builder, MS Exchange 5 & 2007, Cisco CallManager, TCP/IP, Nuance IVR, Aspect ACD & IVR, Lotus Notes Mail & database creation, Mac desktop/MacBook Pro, Ubuntu server & desktop OS, MySQL, MS Office 2007, CompuLaw, TrialDirector, LiveNote

Weil, Gotshal & Manges LLP
Redwood City, CA

3/2007 - 8/2008   Project Manager, Litigation Support Services

- Managed vendor relationships, set-up coding requirements, performed hot processing of raw data & created ad-hoc review databases

- Created suite of internal repositories for each case, Loaded all data to SV office, replicated via Notes to NY & each office making up, the case team, maintained those DBs, managed outside review application & worked with case team; tracked vendor processing, delivery, billing
- Provided technology solution recommendations customized per client & new matter; Supported case teams with all legal applications
- Prepared for trial in tandem with each case team, created all additional databases, replicated to attorneys & paralegals, supported trial war-room in person, provided ad-hoc reporting & transcription set-up; Trained staff & promoted cost-savings to case life cycle/lower per hour review through standardization

Technologies: FYI, Concordance, LiveNote, TrialDirector, JFS Litigator's Notebook, CompuLaw, IPRO Suite, CaseCentral, Stratify, Lexus-Nexus Search, LAW, Autonomy Zantaz, Cisco VoIP & CallManager, Lotus Notes Enterprise (mail & replicated DB), Active Directory, MS Project, Access, Excel, SQL Server 2005, OpenView, TCP/IP

CaseCentral   San Francisco, CA

10/2004 - 2/2007   Customer Care Manager – Telecom, Application Support, & Desktop
- Telephony Systems Admin, Change Control Board Chair, Primary client support engineer for high profile matters, 3rd/4th level Escalation Point for all internal & external support issues, Inventory & License Manager, primary IT vendor contact; communicated software releases to customers
- Managed Review & Repository application support team (built department from two to 9 engineers + 2 Assoc. PM's); Rolled out new systems firm wide &
- Performed sensitive productions & confidential data handling, delivered cross-functional process & reporting improvements; traveled to NY office & large client review sites; ensured Sarbanes-Oxley & SANS security policy through writing & training of personnel
- Integrated VoIP phone system, a customized CRM app & comprehensive reporting/integration to the company's accounting software (NetSuite) along with other infrastructure (Exchange/A.D./Oracle/XML from the client application) to improve customer satisfaction significantly in a short time frame.

Technologies: IPRO Suite, CaseCentral, QuickView, Windows 2003 Server, Apache, Active Directory, .ASP, TCP/IP, NetSuite, SIP, VLAN, SSL, Nortel Conference Bridge, OpenView, Oracle, SQL, Nagios, Cacti, EMC, Nortel Succession, Optivity Telephony Manager, Blackberry, Linux, Crystal Reports, Exchange/Office 2003

Providian Financial   Pleasanton, CA

4/2004 - 8/2004   Voice Engineer III (contract)
- PBX, ACD, & Network design for international call center; Provided engineering training for Optivity Telephony Management (OTM)
- Data handling/report integrations to legacy systems, project planning, VoIP systems management integration to financial data & India

Technologies: Nortel Optivity Telephony Manager, Option 11C/81C, Nortel Symposium, Cisco CallManager, OpenView, DNS, TCP/IP, ISDN, SIP, Windows 2003 Server, Oracle SQL, MySQL, Crystal Reports, Windows 2000, VB, Office 2003, Exchange 5.5

California State Automobile Association (AAA)   San Francisco, CA

7/2003 – 3/2004   Telephony Manager (contract)
- Lead Engineer of Support, & Administration of dozens of Avaya/Merlin PBX & Octel voice mail systems; Voice circuit/Centrex provisioning
- Unified 3 Aspect ACD/IVR/Contact Centers (CTI) sites & individual AAA offices throughout the West

Technologies: Meridian, Aspect, Win2000 Server, mainframe, VLAN, TCP/IP, SIP, ISDN, Win98/2000 Desktops, Crystal Reports, Harris PBX, SQL, Blackberry Windows 2000 Server, Crystal Reports, Windows 2000 desktop, SCO Unix

Discover Financial   Chicago, IL

10/2003 – 12/2003   Senior Voice Engineer (contract)
- Provided 3rd Tier Aspect ACD/IVR/Contact Server Engineering Design expertise; Validated design of multi-site project as top Engineering oversight authority
- Provided Operations & Data/Report planning + real-time management interface design/architecture

Technologies: Aspect ACD & IVR, Windows 2000 Server, Cisco, TCP/IP, SIP, SCO Unix, MS Project, AutoCAD

Contra Costa Dept. of Child Support Services   Martinez, CA

11/2001 – 6/2003   Telephony Manager (contract)
- Administered multiple PBX/ACD voice systems, employee wireless, directly supported end users
- Designed, implemented, & supported inter-agency network/voice projects according to strict budget, contractual, & legal requirements
- Designed/managed new Call Center project to completion, (incl. P.O.'s, benchmarking, vendor management)

Technologies: Win2000 Server, mainframe, Win98/2000 Desktops, Crystal Reports, Harris PBX, ISDN/SIP, SQL Navigator

Compucom Inc.   Dallas, TX

8/2000 – 10/2001   ACD Systems Administrator (contract)
- Administered Aspect ACD, IVR, & related SIP systems; designed, created, implemented integration to TotalView; Managed call center ACD upgrade to v8

Technologies: Aspect ACD & IVR, Windows Server, IEX TotalView Workforce Management System, MS Access

IEX/Tekelec   Richardson, TX

9/1998 – 8/2000   Software Support Engineer II

- Acted as single point-of-contact for client VIPs, supporting Sys Admins of TotalView WFM software, resolved application, switching & database issues
- Lead team as escalation point for all enhanced forecasting, load-balancing server & customer network/switching problems plus on-call

Technologies: Nortel, Lucent, Aspect ACD's, switching hardware, Sun Solaris 2.6, viEditor, db2, TotalView CallCenter, SS7, Eagle STP, VB Scripting

EDUCATION

University of Notre Dame   Notre Dame, IN

8/1985 – 5/1989   Bachelor of Arts, Economics & A.L.P.A.