Robert L. Wilson Jr.

4317 Cabot Drive ◆ Corona, CA 92883 ◆ Phone: (714)719-1375 ◆ Email: robert\_wilson15@yahoo.com

**QUALIFICATIONS AND ACCOMPLISHMENTS**

* Over 23 years of professional IT experience and leadership managing over 13 technical teams
* Developed and managed the IT Strategic Plans and Operating/Capital Budgets
* Excellent customer service, organizational, and project management skills within an enterprise environment
* Experience managing multiple projects simultaneously with budgets up to $5 million
* Detailed oriented with the ability to effectively prioritize and execute tasks in a high-pressure, ever-changing environment
* Developed and implemented standards and processes that are aligned with the business goals
* Operations, Training, Coaching/Staff Development & Support Management experience
* Experience with process development and service improvements

**PROFESSIONAL EXPERIENCE**

**CONSULTANT 8/2017- Present**

RW Technology Consultants

* Provide strategic advice on using technology to achieve a company’s business objectives
* Assist companies with improving business process and operations
* Design technology systems to ensure the right architecture and functionality
* Install network infrastructure (Cisco Switches and Cisco IP Phones, Computers, POS, Video Surveillance, Burglary Systems)
* Manage the remodel/new build-out of retail locations to include review of schematics and diagrams
* Plan and design Ethernet cabling projects for data communications systems
* Training staff on new and upgraded computer and video systems
* Research and identify opportunities for new business
* Develop a network of professional contacts with stakeholders, management teams, and vendors

**DIRECTOR INFORMATION TECHNOLOGY 12/2014 – 8/2017**

Lyon Property Management (Lyon Living)

* Reported directly to executive team and provided strategic direction for Lyon’s corporate and remote systems e.g.Network, Telecom, and Mobility systems
* Developed IT business cases with included cost benefit analysis for executive team
* Managed senior level IT personnel
* Developed Operating and Capital Budgets with 3-year strategic technology plan
* Oversaw Corporate Office and WAN/LAN at 40 remote locations including security audits
* Designed and developed IT systems from process to implementation
* Developed, maintained, and enforced SLA’s, policies and procedures for the operation of the IT Department
* Conducted Executive level meetings to discuss IT projects and processes
* Managed Server deployments including configuration and creation of technical system standards and policies
* Supervised Windows 2012/2008 Server Administration
* Handled Yardi Yoyager software administration/support
* Managed all assets and responsible for system lifecycle management
* Oversaw Cisco switch management
* Redesigned Active Directory to provide better functionality for group policy deployment
* Deployed Corporate-wide VoIP solution including call flow process
* Implemented Disaster Recovery for all Servers to cloud solution
* Managed HP Print Service Program for a fleet of over 100 printers (hardware installation, toner delivery, and maintenance)
* Consultant to application developers on security related requirements for new/existing applications
* Conducted information gathering for new systems and solution with RFP process
* Managed vendor relations including contract negotiations and reviewed all statements of work proposals to ensure business needs and financial considerations were in compliance
* Compiled Business Intelligence reports from Yardi and Help Desk products to provide improvement recommendations to Executive Team
* Enhanced and implemented monitoring systems for network infrastructure
* Lead IT organization by providing leadership, motivating, coaching and mentoring to staff
* Deployed and designed Meraki wireless solution for properties
* Managed acquisition due diligence processes

**CLUSTER IT MANAGER 5/2009 -12/2014**

Hilton WorldWide (Scope Expansion)

* Provided IT Support and management for six regional Hotels
* Developed and manage Operating and Capital Budgets with a 5-year technology plan
* Established strategies, operational procedures, and system policies
* Managed portfolio of IT services, including workstation/laptop deployments, infrastructure build-outs, application support, and service delivery
* Conducted Executive level leadership presentations to define technology plans and process improvements
* Handled Network Administration, Telecommunications Management and Consultation on Technical Solutions
* Handled system integration and workstation lifecycle management while supporting 300+ PC’s for regional Hotel’s
* Supported Micros POS implementations 8700/3700 with handheld wireless units and Kitchen Display Systems (KDS)
* Managed MS SQL Database for security and laundry systems
* Project Manager for all IT related business solutions and systems
* Researched and identified business opportunities for new technology to enhance revenues, services and add value
* Developed relationships with stakeholders, management, and monitored vendor compliance
* Oversaw support of Hilton PMS front desk systems
* Deployed Audiovisual Fourwinds solution for Meeting Rooms
* Managed service level agreements while reducing cost of services
* Supported Payment Card Industry and Data Security Standard (PCI DSS) and Sarbanes Oxley (SOX) compliance audits

**DIRECTOR OF TECHNOLOGY/COMMUNICATIONS 5/1998 – 5/2009**

Hilton Hotels (Anaheim)

* Managed IT Network and Telecommunication Service teams (Span of Control: 14)
* Developed and managed Operating and Capital Budgets with 5-year technology plan
* Managed technology infrastructure, software applications, and computer services in a matrix managed environment
* Implemented methods to generate higher ROI and work-flow optimization
* Facilitated the selection and implementation of network and communication infrastructure to match the company’s business objectives
* Oversaw management of 200 Windows XP/7 workstations and laptops
* Implemented Cisco Wireless Controller System
* Managed design, development, and deployment of Micros POS 8700/3700
* Supported Hilton PMS front desk systems
* Provided leadership to the IT organization by motivating, coaching and mentoring staff
* Established business unit service level agreements including response times
* Managed all IT vendor relations and contract negotiations and SLA performance levels
* Supported PBX/ACD Voicemail management systems
* Managed Cisco IP-based security surveillance system
* Supported Payment Card Industry and Data Security Standard (PCI DSS) and Sarbanes Oxley (SOX) compliance audits
* Maintained asset management system with Helpdesk and 24/7 emergency response team

**NETWORK ADMINISTRATOR 9/1997 – 5/1998**

Computer Generated Solutions, Inc.

* Forecast technology needs and manage the build-out and migration of network and computer systems
* Maintained strategic client relationships to manage technology expectations
* Gathered project requirements and performed business needs assessment
* Coordinated efforts of sales/marketing, architecture, service delivery to meet key milestones and company commitments
* Created technical support documentation for all projects for clients
* Managed service providers and vendors

**PC/NETWORK SUPPORT SUPERVISOR 5/1994 – 7/1997**

Universal Care, Inc. (HMO)

* Supervised all technical support staff members
* Deployed networking equipment to new HMO and Dental sites
* Network and desktop maintenance and support
* Managed Help Desk, Network, and Data Center Support
* Installed and configured Servers
* Monitored Help Desk reports, hardware inventory, software licensing
* Managed multiple LAN and desktop remediation projects
* Collaborated with end users to implement custom developed applications
* Established project scopes, schedules, and deadlines
* Responsible for 24/7 emergency service calls

**EDUCATION**

**CSU DOMINGUEZ HILLS**

B.S. in Business Administration

Area of Concentration: Computer Information Systems

**MICROSOFT CERTIFIED PROFESSIONAL**

* License #2725327

**MICROSOFT CERTIFIED SYSTEM ENGINEER**

* Microsoft Windows 2000 Network and Operating Systems Essentials (Quickstart Technologies)
* Implementing Microsoft Windows 2000 Professional and Server (Quickstart Technologies)
* Implementing a Windows 2000 Network Infrastructure (Quickstart Technologies)
* Installing, Configuration, and Administering Microsoft Windows 2000 Server (Quickstart Technologies)
* Implementing and Administering Microsoft Windows 2000 Directory Services (Quickstart Technologies)
* Designing a Secure Microsoft Windows 2000 Network (Quickstart Technologies)
* Designing a Windows 2000 Directory Services Infrastructure (Quickstart Technologies)

**MICROSOFT SQL**

* Installing, Configuration & Troubleshooting Microsoft SQL Server (CompuMaster)

**LOTUS**

* Domino 4.5 & Lotus Notes 4.5 System Administration 1 (New Horizons)
* Domino 4.5 & Lotus Notes 4.5 System Administration 2 (New Horizons)

**CISCO**

* Fundamentals of Cisco Router Configuration (CompuMaster)
* Cisco Video Surveillance Manager 6.3.2 (CompuMaster)
* Catalyst 2950 Switch Software Configuration (CompuMaster)

**TELECOMMUNICATIONS**

* CS 1000 Telephony Manager Release 3.2 Applications and Web Services (Global Knowledge)
* CS 1000 Telephony Manager Release 3.2 System Administration (Global Knowledge)
* Telephony Manager 3.2 Installation and Commissioning (Global Knowledge)
* Telephony Manager 3.2 Telemanagement Applications Fundamentals (Global Knowledge)
* Telstrat CallParrot Business Call Recording (Global Knowledge)
* Innovations Voicemail 24 port (Elite)

**WIRELESS**

* Certified Wireless Network Administrator (New Horizons)

**PROJECT MANAGEMENT**

* Project Management for IT Professionals (Skillsoft)
* Beginning Microsoft Project 2003 (Skillsoft)
* Intermediate Project 2003 (Skillsoft)