### KENNETH C. FREELS (“K.C.”), MCSE, UEWA

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**EMPLOYMENT HISTORY**

# Healthy Technology Solutions

Las Vegas, NV

Senior Project Manager – Oct 2019 to Present

* Managed migration projects for one of Nevada’s premier MSPs.
* Handled client tickets and requests as required.
* Lead cybersecurity audit and remediation team.
* Responsible for implementing security best practices for all clients based on NIST Risk Management Framework and ISO 27001
* Provided network and system engineering for many healthcare, legal, and engineering firms.
* Provided HIPAA risk audit services to medical offices and created remediation plans when required.
* Lead project to eliminate all Win2008 and 2008R2 servers we managed and replaced with 2016 and 2019 servers.
* Provided personal customer service to high profile clients.
* Lead Exchange on-prem to Office 365 conversions.

# Nashville Office Solutions

Nashville, TN

VP, IT Operations, Solutions Division – October 2007 to Apr 2010

Owner, Nashville Office Solutions – April 2010 to September 2019

*Key Tasks:*

* Create and operate a network services division for a well-established business equipment supplier looking to diversify business into new areas.
* Provide complete outsourced IT management and support to small and medium sized businesses.
* Handled sales and business development duties, and trained existing copier sales force to sell IT services.
* Provided primary point of contact to clients for resolution of all technical and computer related issues.
* Developed program to take over IT management for several local non-profit organizations, offering a combined program that saved non-profits money while guaranteeing an additional 50 hours of billable time per month for the company.
* Provided all aspects of IT service and management to clients, from strategic planning to virus removal.
* Supervise all other employees of NOS division of Nashville Office Machines.
* Develop yearly budgets and goals for Solutions division.
* Provide support to NOM operations when network related.
* Bought out network services division of NOM in 2010, operated personally and independently since.
* Grew NOS to $300k yearly income and 4 employees.
* Designed and implemented entire enterprise networks for up to 300 users.
* Performed hundreds of network upgrades and migrations, specializing in Windows and Exchange.

# Concept Technology

Nashville, TN

Field Engineer – February 2005 – October 2007

*Key Tasks:*

* Work as part of a team of experts to provide managed IT solutions to a large number of high profile clients.
* Plan upgrades of networks going from previous Microsoft server solutions to Windows Server 2003.
* Implementation of Blackberry Enterprise Servers.
* Perform regular maintenance of client networks, including routine service to PC workstations and servers.
* Provide remote support services to clients, both on the phone, and using remote administration tools.
* Create network documentation and diagrams.
* Advise clients on IT purchasing decisions, including selection of equipment and vendors.
* Perform security audits on client networks, and provide remedy for any vulnerability found.
* Served as “resident expert” on MS Windows, Exchange, and SQL server, providing technical support to other Concept Technology Field Engineers on complicated or unusual problems.

# AStArt Technologies

San Diego, CA

Senior Technician/Service Manager – September 2003 – December 2004

*Key Tasks:*

* Design of custom network solutions as per client request.
* Act as consultant to clients, providing ideas and proven solutions to improve business productivity using advanced Microsoft and Open-Source software solutions.
* Perform routine service to PC workstations and servers.
* Sales of equipment to customers.
* Management of other technicians.
* Responsible for handling “Special” or “Troublesome” clients displeased with other techs.
* Plan and implement large and small Windows migration projects, in particular, upgrades to Windows Server 2003.
* Planned and performed 20+ migrations to Small Business Server 2003 from NT4, SBS 4.5, SBS2000, Windows 2000, Novell and Linux/UNIX environments.
* Creation of “Redbooks,” complete documentation of system and networks settings, lists of vendors, and standardized administration practices.

# TrialStar, Inc.

## Nashville, Tennessee

# Network & Information Technology Associate – June 1999 – July 2001

Network & Information Technology Manager – July 2001- August 2003

Outside IT Consultant – August 2003 – January 2004

*Key Tasks:*

* Responsible for the ordering, tracking and issuing of all computer related equipment and software.
* Responsible for maintaining the integrity of TrialStar’s network by adding/deleting users, running daily data back-ups, performing routine diagnostics and expanding the system as necessary to maintain proper performance.
* Responsible for troubleshooting all hardware and software issues.
* Ensures off-site archival of data back-up tapes as outlined in TrialStar’s SOPs.
* Serves as primary contact for vendor relations for all electronic equipment, which includes but is not limited to: copiers, fax machines, printers, postage machines, security and telephone systems.
* Responsible for maintaining proper working order and routine maintenance of copiers, fax machines, printers, postage machines, security and telephone systems.
* Managed outside contract programmers during development of StarTracker© Safety Tracking Database, and acted as StarTracker© Database Administrator.
* Plan and perform Systems Validation of applications created for TrialStar according to FDA regulations and Federal Law.
* Creates digital forms, clinical materials, documents, and files for TrialStar employees.
* Serves as Website administrator.
* Develop strategic short-term and long-term IT plans which include domestic expansion, incorporation of large clinical projects, and global expansion outside the U.S.
* Develop, configure and support a regional on-line network for TrialStar clinical staff.
* Plan and perform migration from Windows 98 and Windows NT4 to Windows 2000.
* Plan and perform migration to Windows Server 2003 and Exchange 2000 hybrid backend.
* Continued to provide consulting services to TrialStar executives and IT staff after leaving for California.

# The Business Link

Nashville, Tennessee

Service Technician – February 1998 – June 1999

*Key Tasks:*

* Design of custom network solutions as per client request.
* Setup and administrative duties using Microsoft Windows NT and Microsoft BackOffice.
* Perform routine service to PC workstations and servers.
* Sales of equipment to customers.
* During tenure at TBL, served as lead Network Engineer on design and build of Metro Nashville Board of Education Windows NT 4 network. (250+ clients)

**TRIADS Computing**

## Murfreesboro, Tennessee

Technician – October 1997 – February 1998

*Key Tasks:*

* Custom building of PCs, servers, and workstations.
* Perform in-home service on PCs.
* Perform sales duties for TRIADS.

**D&W Marketing Group**

## Mt. Juliet, Tennessee

Direct Sales – October 1996 – December 1997

*Key Tasks:*

* Perform field service audits of cable systems throughout Middle Tennessee.
* Inspect lines and ground blocks to check for unauthorized cable service.
* Responsible for income producing sales of cable television.

**Law Office of Sayer MacNeil**

## Santa Barbara, California

Apprentice – February 1996 – September 1996

*Key Tasks:*

* Read California law under Sayer MacNeil, Esq.
* Performed duties in Mr. MacNeil’s office including filing, typing and meeting with clients.

**EDUCATION**

### McIntosh High School, Peachtree City, Georgia – Graduate, Fine Arts Seal 1994

### Nashville Tech, Computer Networking Technology Program, Nashville Tennessee – 2001-2002

College Of Southern Nevada, Information Technology Project Management degree track, Henderson, NV – 2018 – present (Should graduate in 2021 with BA in Project Management and additional AS degree)

Currently enrolled in courses at CSN that should result in new A+, N+, and Security+ certifications, and new MCP for Win 10 and Modern Desktop Management using Azure by late spring 2021.

**CONTINUING EDUCATION/CERTIFICATION**

TestOut PCPro Certification – May 2020

* Perfect score on exam, 2000 of 2000

TestOut NetworkPro Certification – May 2020

Ubiquiti Certification School – DoubleRadius, Charlotte, NC - 2017

* Ubiquiti Enterprise Wireless Admin (v2.0)
* Awarded UEWA certification

New Horizons Computer Learning Center, Nashville, Tennessee – 2008

* Course 2823 – Implementing and Administering Security/Windows Server 2003
* Course 2274 - Managing Windows Server 2003
* Course 2275 - Maintaining Windows Server 2003
* Course 2277 – Implementing Windows Server 2003 Network Infrastructure
* Course 2279 – Plan and Implement Windows Active Directory
* Course 5115 - Windows Vista Install and Configure
* Course 5119 – Windows Vista Applications and Deployment

Nashville Tech, Nashville, Tennessee – 2001

* Course 70-215 – Microsoft Windows 2000 Server
* Course 70-210 – Microsoft Windows 2000 Professional

New Horizons Computer Learning Center, Nashville, Tennessee – 1999-2000

* Course 803 – Administering Windows NT4
* Course 922 – Supporting Windows NT Core Technologies
* Course 689 – Supporting Windows NT Server 4.0 Enterprise Technologies
* Course 578 – Networking Essentials
* Course 688 – Internetworking with Microsoft TCP/IP
* Course 832 – Systems Administration for MS SQL Server 7.0

Microsoft Certified System Engineer-December 2000

Microsoft Certified Professional – October 1999

PERI – September 1999

* Validation of Computer Systems in Clinical Environments Training Course

SBS, Inc. – August 1999

* Registrar Systems Administration Training
* Registrar Users Training

**Many excellent references available upon request.**