**Pedro Manfredi**

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**It mANAGER**

***Hardware Software Procurement ▪ Backend Server Setup and Support▪End user support***

***Project and Vendor Management***

**EXECUTIVE SUMMARY**

Hands-on **IT manager** with over 30 years of successful accomplishments. In charge of all aspects of client and server implementation, maintenance and support. Project manager: software and hardware procurement and vendor management. Team leadership and management.

Responsible for whole IT management, from conception to implementation, with a commitment to increasing company success while ensuring end user satisfaction.

Expertly developed and implemented programs and projects, building successful partnerships with key stakeholder that ultimately lead to successful accomplishments.

**CORE COMPETENCIES**

* Manage all projects involving IT operations
* Hardware and software procurement – budget management
* Maintain essential IT operations, including operating systems, security tools, applications, servers, email systems, tablets, Network, Printers, Receipt Printers, Payment Terminals, POS (point of sale), Notebooks, Desktops, Windows 9,10
* Server setup, support: Windows Server 2016, 2019
* Client and Server software integration gateway
* Creative thinker
* Problem solver
* Hands-on technical professional

**RECENT EMPLOYMENT EXPERIENCE**

south Lake 2014-2021

**IT Lead**

In charge of whole IT infra-structure

Responsibilities

* Microsoft Windows server administration
  + Windows Server 2016 (AD, DHCP, DNS, Remote Desktop)
* Email Server administrator
* Web Server administrator
  + Light HTML, CSS, JavaScript Development
  + Microsoft Azure Servers
    - Virtual Machines
    - Web Server
* Management of vendors and consultants
* Infra-structure
  + Low voltage wiring, network cabling
  + PC, printer, monitor installations, upgrades, and troubleshooting
  + Routers, switches, and access points
* Management of POS Client and Server software  
  + Upgrades and replacement of client and server
  + Manage and monitor Firewall, Antivirus, and Malware policy.
  + Planned and deployed, new installations, and upgrades.
* User Support  
  + Remote and in person support of Hardware and Software as needed
    - ServiceNow helpdesk solution
    - Manage the proper disposal of computer hardware.
    - Manage website logins, passwords and access
  + Procurement of Computer hardware and software
    - PC, Laptops, Tablets, Monitors, and accessories
    - Network routers, switches, access points, Payment terminals, Receipt Printers, Point of Sale Hardware and software
  + Manage user remote access
    - Windows Server VPN
    - Remote Desktop
* Phone system  
  + AT&T SB35025 Syn248 Deskset Phone System
  + DataLabsUSA Voice Exec EVM-2x

**PREVIOUS EMPLOYMENT EXPERIENCE**

Microsoft, HQ, Redmond, WA 1992-2012

**Windows HPC Engineer - (Windows 7, Windows Server 2012)**

**Technical Evangelist – Software Architecture**

**EDUCATION AND PROFESSIONAL DEVELOPMENT**

**Bachelor of Science in Computer Science,** Universidade de Mogi Das Cruzes, São Paulo, Brazil

**Continuing Education – Quick MBA**, Fundação Don Cabral, São Paulo, Brazil

**LANGUAGES**

Native-**Portuguese; Fluent**-**English; Informal**-**Spanish**