**Ben Ngo Tel: 415-279-3336  
 Email: Ben94903@gmail.com**

**SUMMARY**

An experienced IT professional with Microsoft Certified System Engineer (**MCSE**) and Cisco Certified Network Associate (**CCNA**) certifications, management skills, hands on knowledge and experience with the following networking skills, Microsoft products, applications and other technologies:

Server: Windows NT, 2000, 2012 and 2016, SQL 2014  
Desktop: Windows 95, 98, 2000  
Email Server: Exchange 5.5, 2000 and Office365  
Office Applications: Outlook, Excel, Word, Visio, PowerPoint and MS Project  
Networking: Active Directory, TCP/IP, DNS, DHCP, RAS, VPN, VMWare, SANs, NAS, wireless,  
 Router and Firewall   
Printer: Network and wireless printers  
Virtualization: VMWare 6.5 and Microsoft Hyper V  
Remote Access: Citrix 6.5, RAS and VPN  
Telecom: On-Premise Mitel, 3-COM PBX system, Cloud PBX, T-1, PRI  
Applications: Microsoft CRM, Financial system (Sage 100), Ticketing System (Fresh Service), SharePoint, Leasepoint, MDM   
Others: SOX compliance documentation and audit

Possessed strong knowledge and experience in providing IT management, administration and support that aligned with business goals and objectives. Identified and analyzed business needs and provided solutions that met business requirements. Worked in a team environment and provided excellent support to diversified group of employees at corporate office, remote and home offices.   
 **PROFESSIONAL EXPERIENCE**

**Institute of Noetic Sciences**

**Manager of IT Programs 10/2019 – Present**

* Managing all aspects of IT related matters for the organization
* Assessing IT infrastructure and systems and recommendations for improvements
* Upgrading and improving IT infrastructure, cablings, network equipment
* Upgrading virtual hosts, physical servers and VM servers
* Standardizing desktop and laptop equipment, purchasing and deploying new equipment
* Improving and managing Cloud-based PBX phone system, Sonic.net
* Improving and implementing files sharing and security for the organization using G Suite
* Assisting users as required with their needs and improving effeciencies

**WILLIS LEASE FINANCE CORPORATION** - **2001 - 2018**

**IT Director / Systems Administrator**

* Managed all technology needs for a publicly traded company with multiple offices in San Diego, Florida and Novato. Set the company-wide infrastructure direction and plan and execute the development of Willis Lease’s IT infrastructure.
* Evaluated, identified and implemented technology solutions, systems, tools, training and resources to support a rapidly growing company and business efficiencies.
* Managed a small IT team (3) to deliver technical expertise and support throughout the organization.
* Collaborated with the Willis’ internal SOX compliance team and external auditors to ensure IT compliance with the SEC for a publicly traded company.
* Worked with team to assess, design, implement and manage IT infrastructure including Network LAN/WAN, Data Network, Disaster Recovery, Telecommunications, and in-house and third-party applications.
* Managed and supported a virtualized network with Windows servers, Windows 2000 desktop systems, MS Office application, PBX systems (on-prem and cloud), routers, firewalls, e-mail systems (on-prem and cloud), Email management system (Mimecast) financial system (Sage 100), remote access, backup and recovery, anti-virus, printers, MS CRM and SharePoint.
* Established, negotiated and maintained with selected hardware and software vendors for telecommunications and IT products, systems and services.
* Managed MS CRM project implementation, Office365 migration, and office systems moves.
* Installed Windows based servers, Exchange on-prem, Citrix 6.5, configured firewall, implemented and managed on-prem PBX VoIP Telecom system.
* Worked with team to install and configure VMware and managed the virtual environment. Converted physical servers to virtual.
* Worked with team on installation, configuration and management of EMC SAN and Synology NAS.

**Staff Accountant - 1996 - 2001**

* Created asset depreciation schedule, portfolio report for all assets, prepared financial and cashflow statements and filed financial reports with the SEC for a publicly traded company.

**EDUCATION**

**State University of New York at Oneonta**   
Bachelor of Science   
 **CERTIFICATIONS**

Microsoft Certified Systems Engineer, MCSE New Horizons, San Francisco

Cisco Certified Network Associate, CCNA New Horizons, San Francisco

Citrix Training Certificate

Ongoing online training with VMWare, Server 2016, Windows 10, SQL 2012, Cloud Technology and others - StormWind Studios

**Reference** – Available upon request