### Chris Caruso

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##### IT Manager

**Application Support | Infrastructure Development & Management | Security Optimization**

Analytical and multifaceted IT Manager with 20+ years of leadership experience, backed by a proven track record of success in infrastructure development/management, application support, and security optimization. Excellent communication and interpersonal skills as a dynamic leader with a history of driving professional development among team members, building high-performance teams, and collaborating across functions to outline and achieve project targets. Complex problem-solver skilled in managing projects, developing proposals, integrating technologies, and delivering business solutions based on a range of methodologies and engineering principles.

**Areas of Expertise**

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| * Printer Support & Solutions * Customer Service/Experience * Infrastructure Planning * Project Management/Coordination * Technical & Application Support * Creative Problem-Solving | * Team Building & Leadership * Staff Training & Development * Strategic Planning & Analysis * Cross-Functional Collaboration * Network Engineering & Setup * Administrative Support | * MS Server 2019 / Exchange Server * Windows 10 OS Implementation * Security/Firewall/Anti-Virus Support * Troubleshooting & Diagnostics * Technical Issue Analysis & Debugging * Hardware Upgrades |

# Professional Experience

**COFFMAN EXCAVATION,** Oregon City, OR 2001 – 2019

***IT Manager***

* **IT Leadership**: Spearheaded all facets of planning, management, and implementation of four network, server, and infrastructure upgrades over an 18-year timeframe.
* **Team Building & Staff Training/Development**: Directed and trained a workforce comprised of over 50 computer operator trainees, both onsite and remotely via internet/intranet.
* **Recruiting & Staffing Initiatives**: Ensured full staffing with high-performance personnel.
* **Project Management**: Pioneered and executed all IT-related projects, including server, network, and desktop maintenance, upgrades, setup, support, security, and ongoing performance monitoring.
* **Regional IT Management**: Coordinated and oversaw setup, maintenance, and support for numerous remote office sites (including desktops and laptops).
* **Cross-Functional Collaboration & Creative Problem Solving**: Collaborated closely with project personnel on expeditiously zeroing-in on and resolving a broad range of complex IT problems.
* **Cross-Functional Leadership & Workflow Optimization**: Maintained optimized project team workflow through proactive control of budget requirements, staff schedules, and individualized work scopes.
* **Strategic Planning & Analysis**: Conceptualized, developed, and launched a diverse range of strategic business initiatives, including cost-benefit and ROI analyses.
* **Risk Assessment & Management**: Conducted in-depth risk assessments and deployed management/response strategies designed to prevent potential roadblocks.
* **Mobile Device Management**: Managed and supported over 150 mobile cellular devices, including iPads, iPhones, and all device applications.
* **Software Expertise**: Supported all software platforms, including Microsoft Server, Exchange, Office, Viewpoint, HCSS, Bluebeam, Agtek, Autocad, and more.

**CD PROCOMP, LLC**, Sherwood, OR 2009 – 2016

***Co-President/Operator***

* **IT Expertise**: Implemented server/network infrastructure upgrades and provided desktop support (including windows 10/7 OS) for customers within the construction, finance, and service industries.
* **Marketing & Revenue Growth**: Conceptualized, developed, and initiated marketing and advertising strategies designed to accelerate profit growth and achieve evolving revenue goals.
* **Start-Up IT Solutions**: Engineered/setup networks and server/desktop environments for a multitude of new startup businesses; provided comprehensive technology consultation, made IT recommendations, and upgraded existing systems for growing businesses.
* **Technical Support & Customer Service**: Addressed a broad range of IT inquiries through providing technical support for both onsite and remote scenarios.

Additional Experience

**Account Project Manager** • Veronex Technologies, Inc., Newport Beach, CA

# Education & Credentials

**Information Technology**, New Horizons Career Center, Beaverton, OR

**Information Technology Coursework**, Cal Poly Pomona, Pomona, CA

**Software Support**, Viewpoint, Portland, OR