


SUMMARY


Proactive IT Manager with over 5 years of experience in managing IT infrastructure, leading technical teams, and ensuring system reliability for business-critical environments. Strong background in IT operations, network administration, virtualization, and compliance standards. Proven ability to enhance IT processes, prevent service disruptions, and deliver excellent customer service. Skilled in Windows Server, VMware, Active Directory, network security, and disaster recovery. Committed to fostering a culture of continuous improvement and operational excellence in fast-paced environments.

EXPERIENCE

IT Manager



Jun 2018 – Ongoing



Avondale, AZ


Led IT operations for business-critical systems

- Managed a team of 5+ IT specialists, providing mentorship, training, and technical guidance while maintaining high levels of customer satisfaction.
- Implemented best practices for IT infrastructure, including server management, network security, and compliance with HITRUST and HIPAA standards.


Optimized network and server performance

- Coordinated incident management and resolution, reducing service downtime by 20% through proactive monitoring and timely escalation.
- Developed disaster recovery and backup plans, ensuring data integrity and system availability.

IT Infrastructure Specialist



Dec 2015 – Jun 2018



Glendale, AZ

Managed IT infrastructure and operations

- Administered Microsoft 365, Active Directory, VoIP systems, and network components, enhancing overall system performance and reliability.
- Collaborated with internal and external teams to support IT projects, manage change control, and update documentation for improved transparency and compliance.

Maintained secure and compliant IT environments

- Implemented ITIL-based processes to streamline support operations, improve incident response, and ensure compliance with industry standards.
- Assisted in server virtualization using VMware, achieving efficient resource allocation and cost savings.

EDUCATION

Bachelor of Science in Information Technology



Graduated May 2015




Tempe, AZ


- Specialization in Network Administration, Virtualization, and IT Security.

CERTIFICATIONS


ITIL Foundation Certified



2020



2018



2021

CompTIA A+/N+ Certified

Microsoft Certified: Azure Administrator Associate

AXELOS

CompTIA

Microsoft

SKILLS

IT Infrastructure Management

Windows Server / Active Directory

VMware

Microsoft 365

Network Security

Disaster Recovery

Compliance (HITRUST, HIPAA)

Team Leadership

ITIL Best Practices

VoIP Systems