Danny C. Bolbecker
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TECHNICAL SKILLS & ABILITIES

- CompTIA A+, Network + and Security + certified and current (Exp.07/2029)
- Broad knowledge of troubleshooting network connectivity at all levels of the OSI model
- Extensive knowledge, experience, & troubleshooting skills with TCP/IP Ethernet networks
- Experienced setup, use & maintenance of Cisco routers & switches; CLI proficiency
- Utilizes Packet Tracer to build, test & troubleshoot various network environments & designs
- Knowledge and understanding of BGP, EIGRP, OSFP, & RIP
- Proficient with Windows-platform installation, maintenance, security, and connectivity
- Knowledgeable and experienced with Linux operating systems
- Experience in Web site development; HTML, CSS and various editors and management tools
- Knowledgeable with and utilizes MS SQL; Basic Python and PowerShell experience

EMPLOYMENT HISTORY

City of Jacksonville Beach, Fl.   **(Feb 2023 – Present)**
- ERP Systems Analyst for city utility billing and HR conversion to Munis ERP system
- Administers and maintains city ERP financial system ensuring uninterrupted processing
- Maintains ERP system Microsoft 2019 DB ensuring functionality and high availability
- Responsible for Munis ERP administration, maintenance, upgrades, and configuration
- Maintains and administers Windows and Linux based Touch Time, time clocks
- Analyzes business processes to ensure ERP system fulfills business process requirements
- Provides city leadership regular updates on system health and conversion timelines
- Works closely with IT system admin to ensure sufficient connectivity & security needs
- Documents system requirements and procedures for users, admins and troubleshooting
- Lead SME for city initiative to implement Artificial Intelligence ensuring security of data
- Oversee and manage implementation of File Bound for Records Management

Nassau County BOCC, Fl.   **(Jan 2021 – Feb 2023)**
- Lead MIS Technician II maintaining 800+ devices & systems for 400+ staff at 27 locations
- Charged with asset & life cycle management duties for all network connected devices
- Maintains virtual machines for file, print, helpdesk, fuel management db & DocStar servers
- Maintains & manages active directory, exchange, SharePoint & access control systems
- Provides input for change management initiatives and develops procedures for staff & users
- Provides tier 2 network support and maintenance for over 22 network segments
- Provides tier 1 support for Munis ERP system & Cisco IP phone systems county-wide
- Maintains cable management at 20+ MDF/IDFs ensuring network security & connectivity

Ancora Corporate Training, Jacksonville, Fl   **(Jun-Sep 2020)**
- SME for transitioning Amazon employees enrolled in A+/Network+ certification training
- Responsible for providing instruction in Windows 10, Networking and server Admin
- Contractual as needed and when available

Automotive Broadcasting Network (ABN), Jacksonville, Fl   (2017 – 2020)
Mar 2019 – Jun 2020   Client Support Center Supervisor, ABN
- Technical and general supervision of 6 technical engineers, 2 dispatch personnel and a network specialist; performed key role is operations and personnel
- Duties included ensuring client SLA's are achieved for 1,500 + Cisco based networks & uptime for over 20K digital signage client networked end devices and various SaaS information services
- Oversaw planning for the technician assignments to modernize current Content Management System to Samsung's Magic Info system and update over 20K content delivery/display devices
- Utilized JIRA for client support issue tracking and reporting; developed dashboard reports
- Utilized Smart Sheets for dispatch & equipment tracking for field support, creating reports
- 1st line POC for 3rd party vendors, including contact field techs & equipment vendors

Feb 2018 – Mar 2019   Integrations Coordinator, ABN
- During an 8-month initiative, ensured accurate scripting, documentation, and installation of up to 150 Cisco routers, monthly, for new client digital signage network integration
- Maintain over 1,500 digital signage networks ensuring accurate collection and tracking of network configuration data ensuring uptime SLA for all network and A/V equipment
- Designed and executed over 50 new network designs for clients with unique requirements
- Integrate ABN network with Metro-E, MPLS, fiber, cable, DSL and other WAN technology
- Ensure proper security procedures & policies allow for compliance with industry standards
- Coordinate all network requirements with dealership network engineers and administrators
- Coordinate integration of client db assets with digital signage appointment and sales boards

Aug 2017 – Feb 2018   Project Coordinator, ABN
- Key innovator of Integrations Coordinator position based on business change
- Lead and coordinate the installation of Pro A/V digital signage projects, cradle to grave
- Oversaw successful completion of over 300 digital signage project installations: coordinated equipment delivery, technician requirements and client expectations
- 4-month temporary position for ABN project coordinator; hired after 45 days

Technology Support Intern, PSU Fayette, Lemont Furnace, PA.   (Mar – June 2017)
- Decommissioned, refurbished, and redeployed 2 Dell PowerEdge R720 servers
- Installed and configured MS server 2016 for use as a data backup server
- Volunteered to design, deploy and maintain St Vincent DePaul, Uniontown, Pa website

Teacher, Laurel Highlands School District, Uniontown, PA   (Aug 2009 – Aug 2016)
- First Aerospace Science Instructor (AES) for new U.S.A.F. Jr. ROTC program
- Instruct students (9-12) in aerospace science, management, leadership, and general life skills
- Cyber Patriot coach for Laurel Highlands High School, mentoring students in Cyber Security, Cisco Networking skills and general computer and technology skills

Master Sergeant, United States Air Force (Ret.) – various locations (May 1984 – Oct 2008)
Jun 2004 – Oct 2008   First Sergeant
May 1984 – Jun 2004   Multimedia (A/V) Specialist

EDUCATION AND TRAINING

New Horizons Computer Learning Center, ITIL Training (Feb 2018)
AA, Information Sciences & Technology, Penn State, (May 2017 – 3.91 GPA)
AA, Human Relations, Community College of the Air Force, (2007)
Certified Training Instructor, U.S. Air Force, (1998)

PROFESSIONAL ORGANIZATIONS

Service Officer, AL Post 283 (2021 – Present)
Adjutant, VFW Post 8543 (2014 – 2017)
Treasurer, Penn State Fayette – Student Veterans of America (2016 – 2017)
CPR/First Aid Instructor – American Red Cross (2010 – 2019)
Toastmasters International certification – Competent Toastmaster (2004)
VP of Public Relations – Okinawa chapter of Toastmasters International (2005)