

## IT DIRECTOR

### Accomplishments

- CXA- 206-1 | Citrix XenApp 6.5 Basic Administration; IT Security Essentials; Spiceworks 101: Foundations & Lab Introduction to SQL Military UA Army, Ukraine Senior Sergeant.

### Experience

#### IT Director

August 2015 to Current Company Name - City , State

- Formulate and deploy long-term strategic plans for acquiring and enabling efficient and cost effective information processing and communication technologies.
- Manage IT department operational and strategic planning, including business requirements, project planning, and organizing and negotiating the allocation of resources Operational Management Where necessary, reengineer applications support to ensure it aligns with business processes, tactical planning, and strategic vision.
- Define and communicate project milestones, service level agreements, and resource allocation to executive team, department leads, support staff, and end users.
- Develop and review budgets for and from IT department divisions and ensure they comply with stated goals, guidelines, and objectives.
- Review performance of IT systems to determine operating costs, productivity levels, and upgrade requirements.
- Benchmark, analyze report on, and make recommendations for the improvement of the IT infrastructure and IT systems.
- Develop bid requirements for all hardware and software upgrades, reviews submitted bids for compliance with stated requirements, and makes the appropriate award.
- Authorize and oversee the deployment, monitoring, maintenance, development, and support of all hardware and software based on department needs.
- Develop business case justifications and cost/benefit analyses for IT spending and initiatives.
- Direct research on potential technology solutions and implementations in support of new initiatives, opportunities, and procurement efforts.
- Oversee provision of end user services, including help desk and technical support services.
- Develop and implement all IT policies and procedures, including those for architecture, security, disaster recovery, standards, purchasing, and service provision.
- Oversee negotiation and administration of vendor, outsourcer, and service agreements.

#### Business Application Specialist

August 2013 to August 2015 Company Name - City , State

- Support major components of distributed business applications: Pivotal CRM, Sage MAS100/200, MoveTrack, EMC, Crystal Reporting, Scribe, Salesforce PaaS Improve standards and techniques used to provide security in client/server environment Diagram components at each tier of client/server environment for Disaster Recovery Create and maintain product and training documentation Conduct technology and application training assessments to ensure staff preparation Provide field application support and respond to technical inquiries, Coordinate with Project Team resources for timely delivery , implementation of support tasks Investigate options and ways to improve products and services Lead tech for application implementation, development, testing, and enhancements Conduct Data Analysis, Mapping, Extraction, Conversion and Migration Performance monitoring, analysis and bottleneck detection for Microsoft SQL Databases.

#### Information Technology Specialist

February 2011 to August 2013 Company Name - City , State

- Compleitive experience of VMware vSphere environment: Install, Configure, Manage Provide expertise and support for Citrix Infrastructure, XenApp, Access Gateway and NetScaler Perform support and administrative tasks pertaining to end-user environment Manage backups and restores using EMC Avamar and Arkeia backup solution Adjust DHCP DNS and Internet Protocol settings to access the network and the Internet Deploy and support Microsoft Exchange 2007/2010, and Office365 Administer the installation and support for all

enterprise hardware, software, and applications Maintain network, firewalls, Windows/Linux servers/computer system security to ensure optimal performance Train users on the proper use of hardware and software Respond to and resolve technical issues in a timely matter Administrate and maintain Mitel 5000 IP PBX and MultiTech FaxFinder faxing system Maintain "how-to" documentation for resolving network, phone, and mobile issues Oversee multi-function printer/copier configurations and network connectivity Utilize Help Desk management tools to create and resolve end-user support tickets.

Information Technology Specialist I

October 2010 to January 2011 Company Name - City , State

- Information Technology Specialist I Experience in imaging machines using Norton Ghost, Macrium Reflect, Acronis, FOG, Clonezilla Hands-on resolution at the desktop level, including installing, configuring and upgrading software, systems and applications Utilize Microsoft Management Console to administrate computers and user accounts Define security policies for user and computers compliance Adhere to "best practices" when administrating user password controls and management Upgrade standalone servers to roles of domain controllers using Active Directory tools Manage Active Directory based user, security and group membership accounts Maintain campus-wide Intranet, LAN, and Wi-Fi hardware Organize physical cabling of computer server rooms and infrastructure Provide policies and procedures training and information to scholars and staff Develop, document, and maintain hardware inventory processes for 2 campuses.

Network Assistant

February 2010 to July 2010 Company Name - City , State

- Work-study Assess network performance Set up and observe network system recommends, upgrades, or improvements Support development of technical standards and application uses Resolve network problems and offer technical assistance to users.

General Manager

July 2004 to January 2006 Company Name - City , State

- Trained and coordinated 25 office personnel Provided supervision; supported and motivated employees Organized maintenance features, inventory control and ordered necessary materials Formulated daily sales reports Participated in development of company advertisement.

Education

Associate of Applied Science : Network Administration , 2010 Hennepin Technical College - City , State Network Administration &ndash Applied Science

AAS GPA: GPA: 3.71/4.0 GPA: 3.71/4.0

Business Management , 2006 IT Security Essentials - CertificateBuchach University of Business and Management - City , Ukraine

Bachelor of Science : Elementary Teacher , 1999 Zaporizhzhya Pedagogical College - City , Ukraine

Skills

Active Directory, DHCP, DNS, WINS, GPO, backups, budgeting, Citrix, XenApp, VMware, Hyper V, Dynamic CRM, Dynamic GP, ERP, Crystal, Data Analysis, Databases, Disaster Recovery, documentation, Financial Management, firewalls, imaging, inventory control, LAN, WAN, Linux, Microsoft Exchange, Office365, Office, Microsoft SQL, Windows, Migration, negotiating, enterprise, network, PBX, printer, processes, procurement, improve products, project planning, project management, purchasing, Reporting, research, Sage, sales reports, servers, strategic plans, strategic planning, supervision, technical support, cloud, Azure