INFORMATION TECHNOLOGY MANAGER / NETWORK ENGINEER

Professional Overview

A highly skilled and accomplished Information Technology Manager with over 16 years of expertise in planning, implementing and streamlining IT systems to ensure maximum customer satisfaction and business revenue.

Strong leader with demonstrated ability to work effectively with individuals at all levels and in all functional areas. Exceptional communication and project management skills with the ability to successfully manage multiple priorities and assignments.

Skills

Platforms: Windows 2000, 2003 Server and Professional, Windows XP (Pro   and Home), Win 3.11/95/98, Dos 6.22, Citrix ICA, MS Exchange   2000

 Hardware: HP, IBM, Dell, and Intel Based Server and Desktop Platforms,   Cisco 2500 Switches, Sonic Wall Hardware VPNs, HP Laser Jets,   Toshiba E-310 Color Copier, Toshiba and Sony Laptops, Inter-tel

 Software: MS Office, Visio, Citrix Metaframe XP, Symantec: PC Anywhere,   Ghost, Antivirus, Utilities, Win fax; McAfee Virus Scan, Adobe: Acrobat, Illustrator, Photoshop, Partition Magic, Adware,   Spyware,

 Networking: TCP/IP, Wireless 802.11 a/b/g, DNS, WINS, DHCP

Relevant Experience

Information Technology Manager / Network Engineer Feb 2006 to Current

Company Name – City , State

- Responsible for all day-to-day operations and functions of Wilkes & McHugh's six offices and 300 staff members.
- Currently lead a team of 6 IT professionals and Developers in the planning, upgrades, and implementation of IT systems, business applications, and development of new software tools.
- Work closely with the CIO and senior management to ensure business and technology objectives are aligned.
- Researched new technologies and calculated future needs to achieve accurate capacity planning. Negotiated hardware and software purchases and maintenance contracts.
- Dramatically reduced IT costs and maintenance by virtualizing the company's infrastructure using VMware. Reduced physical servers from 50 to 4 and streamlined disaster recovery processes.
- Planned and executed Active Directory domain migration from 2008 to 2012 R2.
- Coordinated the planning and migration to MPLS network for 8 sites, including upgrades of all routers, switches and network equipment.
- Increased speed and reliability of company email by migrating from Microsoft Exchange 2010 to 2016.
- Streamlined operations by designing new Citrix infrastructure using Netscaler load balancers to ensure better speed and connectivity with less downtime for remote offices.
- Led the planning and implementation of Disaster Recovery site in Atlanta. Created company's first comprehensive business continuity plan and tested with success.
- Installed and configuring Barracuda Spam & Virus Firewalls resulting in the reduction of Spam by 40%.
- Enforced security policies, managed, monitored and updated spam filtering, Virus and Malware prevention systems.
- Reduced desktop & application deployment times by 60% by designing and implementing Microsoft's System Center Configuration Manager.
- Conducted training on internal systems, local procedures and other technical subjects for company employees.
- Coordinate with external technology vendors, internal staff members, and third-party consultants

Network Engineer Sep 2003 to Jan 2006

Company Name – City , State

- Administered and managed a Windows 2003 server network environment.

- Responsible for all LAN and WAN duties of local and remote Networks.
- Acted as a technical consultant for our clients and for various IT projects.
- Provide End-User Support for Windows XP and 2000 Operating Systems.
- Installed and implemented Exchange 2003 mail server.
- Implemented Server and Desktop security using Mcafee Enterprise and ePolicy Orchestrator.
- Installed and configured Web servers, FTP servers, and POP3 mail servers.
- Manage Cisco 1900 Switches and 2600 Routers. Configured VPN Remote Access for users.
- Implemented software, Domain policies, patches and upgrades using Group Policy and SUS.
- Trained new employees in Systems Administration and Web development.

Network Support Technician Jan 2003 to Aug 2003

Company Name - City

- Provided network and desktop support to over 800 users Provided technical support to all offices of the S.B.A.
- Domain Supported the Help Desk using Help Star software Troubleshooting of Windows 98 and 2000 Desktop Computers Implemented Group Policy Objects to control desktop environment and security Performed Hardware and Software upgrades and replacements Performed installations and troubleshooting of MS Office Suite Managed users, computers, and Organizational Units through Active Directory Created disc images of desktop and notebook computers using Norton Ghost Troubleshooting and repairs of Laser Printers and Copy Machines.

Education
Bachelor of Science , Management Information Systems University of Maryland University College
 - City , State
Certifications:
Microsoft Certified Technology Specialist 2008 (MCTS 2008)
Citrix Certified Administrator (CCA)
Information Systems Management Certificate
Project Management Certificate