

Managed and maintained Windows active directory forests for several key clients; provided operating systems deployment, level-3 support for mission-critical servers and networks, security enhancements, and DPRs.

- Oversaw the efficient implementation of new technology solutions to various internal business units; identified project requirements and provided exceptional support.
- Upgraded IT infrastructure, established quality assurance standards, and recommended new products to enhance clients' operational efficiencies.
- Coached and mentored team of Network Engineers and IT Engineers. Conducted training programs to enhance staff technical skills and motivation including network/server administration procedures, virus protection, and security measures.