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| Timothy S. Pancrazio |

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CAREER SUMMARY

Systems Analyst and Administrator with more than 13 years of experience supporting the design, development, implementation, and administration of enterprise technology architectures. Facilitates all aspects of system development lifecycles, aligning business requirements to IT development, testing, and implementation efforts. Establishes technology management processes that improve business and system security and performance. Notable professional achievements include:

* Researched and recommended new IT products, ensuring that new technology solutions aligned with the overall goals of government agencies.
* Planned, installed, and administered a new Active Directory architecture for North Carolina Division of Workforce Solutions.
* Led the migration of multiple enterprise IT networks onto the North Carolina State government’s Active Directory forest.
* Configured and managed group policies throughout state agency operations.

TECHNICAL SKILLS

**SOFTWARE:** McAfee AV and Encryption (Management/Deployment), LANDesk Management, Meraki (Cisco) Web Management Tool, Wireshark TCP/IP, Packet Tracer, NMap, VMWare, Hyper-V, Office 2010-2016/365

**OPERATING SYSTEMS:** Windows Server 2016/2008, Windows 10/7/XP

**HARDWARE:** Cisco, VSphere, HP Servers & Printers, Dell, Compaq, Xerox Printers,

**PROTOCOLS:** TCP/IP, UPD, SMTP, SNMP, ICMP, HTTP, POP, FTP, IMAP, DNS, DHCP

**SOFTWARE DEVELOPMENT:** Visual Studio 2017, Windows Power Shell, Window scripting, Visual Basic, C#

**DATABASES:** Microsoft Access, SQL Server

PROFESSIONAL EXPERIENCE

NORTH CAROLINA DIVISION OF WORKFORCE SOLUTIONS, Raleigh, NC 2013 - 2017

***Lead IT Systems Analyst***

* Planned and completed IT infrastructure development and administration initiatives, leading and supporting all phases of system analysis, engineering, and administration.
* Analyzed hardware, software, and database systems, gathered technical and operational requirements, and managed the implementation of new systems designed to improve business and technology performance.
* Collaborated with business teams and end users during the creation of new IT solutions; ensured that development, implementation, and administration efforts aligned with operational expectations.

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NORTH CAROLINA DIVISION OF WORKFORCE SOLUTIONS -

***Lead IT Systems Analyst (Continued)***

* Identified and corrected system defects; tested and inspected systems to find opportunities for technical improvements while ensuring the consistent functionality of enterprise IT architectures.
* Provided ongoing support for multiple systems, including VMWare and Hyper-V systems, IDS/IPS systems, DHCP and DNS servers, Active Directory, and McAfee EPO (Antivirus & Encryption) platforms.

NORTH CAROLINA EMPLOYMENT SECURITY COMMISSION, Raleigh, NC 2006 - 2013

***Systems Analyst***

* Created technology strategies, test plans, and processes required for the completion of technical development and support efforts; focused on creating and administering enterprise IT systems used throughout the agency.
* Drove multiple IT improvement initiatives to achieve enhanced system quality and performance.
* Collaborated with business and technical personnel to identify system requirements, and directed efforts to translate operational needs into stable, supportable hardware and software platforms.
* Conducted user-driven analysis and technical support activities, driving responsive and effective support of IT resources; assisted users with technical questions, field complaints, and comments.
* Developed solutions to automate the collection of critical server software and hardware states.

NORTH CAROLINA EMPLOYMENT SECURITY COMMISSION, Raleigh, NC 2004 - 2006

***Help Desk Technician***

* Performed all aspects of technical administration, equipment configuration, and ongoing service and support of installed systems, including Windows and Novell servers.
* Assisted with post-implementation processes; fine-tuned technical functionality, service optimization, and managed technical support requests from users.
* Scheduled, planned, and conducted system upgrades; coordinated the transition of software and hardware platforms from development to production environments.
* Delivered on-site and remote support to computer users; evaluated and resolved reported hardware and software issues, as well as cases related to network and Internet connectivity.

PROFESSIONAL TRAINING

***Microsoft Certified Systems Engineer (MCSE) - Windows Server 2000 & NT 4***

***CompTIA A+***

***Active Directory Installation & Operation Training***

***Leading at All Levels - 1st Level Management - NC State Government Training***