Joe Michaels

Tampa, FL
-Email me on Indeed: http://www.indeed.com/r/Joe-Michaels/b64d8989f987e6b5

Professional Summary

I am a dynamic and forward-thinking IT Executive with over 15 years of experience leading transformative initiatives in cloud migration, digital transformation and compliance. Passionate about innovation, I leverage emerging technologies such as

AI, machine learning, and automation to create cutting-edge IT solutions that drive business growth.

My leadership philosophy is centered around collaboration and continuous learning—whether it's developing talent, fostering cross-functional partnerships, or guiding teams through change. With a focus on streamlining IT service management (ITSM), optimizing cloud environments, and strengthening cybersecurity,

I thrive on delivering value while ensuring a culture of excellence and innovation.

Willing to relocate to: Miami, FL - Sugar Land, TX - Austin, TX

Work Experience

Owner

Independent IT Consultant-Tampa, FL
May 2024 to Present

· I took time to focus on personal growth to prioritize physical health, family, and work-life balance while keeping up to date with industry trends and technologies, while also consulting with various clients on IT strategy and local business initiatives. This period allowed me to deepen my expertise and keep pace with the latest industry trends, ensuring that I am ready for new leadership challenges.

Technical Support Manager & Cloud Support Manager

AFLAC Dental & Vision-Tampa, FL
September 2019 to April 2024

· Provided leadership in cybersecurity, implementing zero trust architecture and conducting regular penetration testing.

· Managed ITSM processes, overseeing SOC2 audits, SLAs, and continuous improvement initiatives.

· Led the migration from a Managed Service Provider (MSP) to an in-house IT operations model, increasing agility and reducing costs.

· Successfully transitioned infrastructure from Azure and on-premises environments to AWS, expanding capabilities for CI/CD pipelines and microservices architecture.

· Achieved 99% uptime by implementing advanced monitoring, automation, and proactive incident management techniques.

Director of IT

Datum Technologies-Sarasota, FL
May 2019 to September 2019

· Drove the strategic direction of IT as part of the executive leadership team, focusing on cloud adoption and digital innovation.

· Implemented an ERP system (ConnectWise) with automated workflows, improving service delivery and client engagement.

· Collaborated with account managers to enhance customer experience through data analytics and AI-driven insights.

· Mentored IT staff in DevOps practices, fostering a culture of continuous learning and innovation.

· Led cloud migration initiatives involving Office 365, AWS, and Azure, ensuring compliance with PCI DSS standards.

Owner

Independent IT Consultant-Tampa, FL

May 2018 to May 2019

· Partnered with SMBs to develop IT roadmaps, focusing on cloud migration, cybersecurity, and IT infrastructure optimization.

· Delivered tailored solutions using AI, machine learning, and advanced analytics to drive business growth.

Senior Manager, IT

FrankCrum-Clearwater, FL

July 2014 to April 2018

· Modernized IT infrastructure through virtualization, cloud migration (VMware,

Azure, AWS), and the adoption of hybrid cloud models.

· Negotiated enterprise agreements with key vendors, achieving significant cost reductions in cloud services and SaaS subscriptions.

· Led the adoption of ITIL and ITSM frameworks, improving incident response times and service delivery quality.

· Directed cybersecurity initiatives, including the implementation of SIEM systems, endpoint detection and response (EDR), and data encryption protocols.

· Optimized network performance by upgrading to next-gen firewalls, SD-WAN, and high-availability architectures.

Education

MS in Instructional Technology

Southern Illinois University

Southern Illinois University

Skills

- Talent Development & Success Planning
- SharePoint
- SOX
- Office 365
- SAN/NAS
- Microsoft Azure
- Budgeting & IT Financial Management
- IT Service Management (ITSM)
- AWS
- Process Automation & Optimization
- Microsoft Azure

- Incident & Problem Management
- CheckPoint
- NetApp
- AWS
- HIPAA
- Cisco & SonicWall firewalls
- CI/CD tools (Jenkins, GitLab)
- Office 365
- PCI DSS
- Ansible
- Enterprise Architecture & IT Infrastructure
- Docker
- Hyper-V
- Vendor Management & Strategic Sourcing
- NIST
- HITRUST
- ISO 27001
- Dynamics 365
- VMware vSphere
- SQL
- FISMA
- Kubernetes
- Terraform
- Business Process Reengineering (BPR)
- Enterprise-grade servers
- SaaS/PaaS/IaaS solutions
- DevOps & Continuous Integration/Continuous Delivery (CI/CD)
- PowerShell
- Digital Transformation & Cloud Strategy
- HP & Cisco switches
- Cybersecurity & Risk Management
- Certifications: AWS Certified Solutions Architect
- Google Cloud Platform
- EMC
- Disaster Recovery & Business Continuity
- Agile
- Cloud Computing
- Computer Networking
- DNS
- Microsoft SQL Server

- System Administration
- Active Directory
- Information Security
- Operating Systems

Certifications and Licenses

AWS Certified Solutions Architect