

Operations Manager Operations Manager Operations Manager - I.T.S North Chili, NY Operations Manager Work Experience Operations Manager I.T.S - Rochester, NY January 2012 to Present

14621 Plan, organize, direct, control and evaluate the operations of information systems

Develop and implement policies and procedures for computer systems operations and development

Hire and manage information systems personnel and contractors to design, develop, implement, operate and administer computer and telecommunications software, networks and information systems

Control, manage, and plan the computer systems budgets and expenditures Assist in troubleshoot hardware, software and network issues for level 3 support Network Administrator St. Ann's Community - Rochester, NY April 2007 to January 2012 14621 Provide Network & System support for all servers and workstations

Migrated Citrix environment from Presentation Server 4.0 to 4.5, rebuilding the infrastructure from the old Windows server 2000 platform to Windows server 2008.

Coordinated & implemented the upgrade of all Windows '98 workstations to Windows 7.

Troubleshoot network related issues Maintain, support, and upgrade software based products.

Provide 3rd Tier Help Desk support and training to end users. Network Administrator Complemar Partners September 1987 to April 2007

Provided Network & System support for all servers, workstations, and software based products.

Management of the PBX; configuration and support of call center queues, Interactive Attendant, remote users, and network users for the entire organization.

Migrated network from NT4.0 to Windows 2000 to current Windows 2003.

Migrated Exchange 5.5 to Exchange 2000 to current Exchange 2003

Managed the migration of four servers to the Cyber Center which involved the turn-up of the T-1, configuration of the Firewalls, creating a VPN tunnel between three networks, purchasing/building/configuring of all the servers, switches, routers and the communication of several vendors.

Provide Help Desk support and training to end users.

Education Bachelor's in CyberSecurity Excelsior College - Albany, NY May 2017 to Present

Associate Degree in Applied Science in Cybersecurity Excelsior College - Albany, NY May 2015 to May 2017

None in Biochemistry Roberts Wesleyan College - North Chili, NY May 1986 to September 1986

None in Biochemistry Spring Arbor College - Spring Arbor, MI January 1983 to 1985

High school or equivalent E.J. Wilson High School - Spencerport, NY September 1977 to June

1981 Skills BUYING/PROCUREMENT (10+ years), Exchange (10+ years), Firewalls (10+ years), Microsoft Windows (10+ years), PBX (10+ years), Project Management (10+ years), Operations Management (7 years) Certifications/Licenses ITIL 2014 Certificate in CyberSecurity 2015 Additional Information

SKILLS PROFILE

Project Management Project management; resource planning, scheduling, requirements gathering, process improvements, good communication skills, collaborative leadership, able to manage multiple tasks and assume additional responsibilities without compromising results or quality. Managed the installation of a PRI T-1, which involved communication with vendor, a switch over from the existing T-1 to the PRI without customer impact, configuration of the PRI on the PBX. Managed the network infrastructure reconfiguration / installation, this project involved the purchasing of the servers, communication with vendors, replacing the existing servers and configuration of the new servers with little to no customer impact. Managed the migration of multiple servers to the Cyber Center which involved the turn-up of the T-1, configuration of the Firewalls, creating a VPN tunnel between three networks, purchasing/building/configuring of all the servers, switches, routers and the communication of several vendors.

Operations Management Managing employees, strategic planning, system implementation, process optimization, strong leadership, team building, procedural developments, good negotiation skills, strong decision making skills and excellent problem solving skills. Certified in Cybersecurity and Information Technology Infrastructure Library (ITIL) Foundation Skilled in Inventory Management, Risk Management, Project Management, Business Strategy and Staff Development. Team work, effectively communicate to staff, delegate responsibilities, strong interpersonal skills.

Network Systems Knowledge and support of Operating Systems: Microsoft Windows XP/Win 7/Win 8 Workstations, Microsoft Windows 2003/2008/2012 Server, Novell Netware 4.1 / 4.11 / 5.0, Xenserver 6.1 / 6.2 / 6.5, VMware 4.3, Red Hat Linux Enterprise 4.0, complete PBX, Knowledge and support of Software: Microsoft Exchange 2003/2010/2013, Microsoft SQL 2005/2008/2012, Interactive Intelligence (server based PBX), Syteline 5.0 (ERP), Check Point Firewall 1 v 4.1, Citrix MetaFrame/Presentation Server 4.5/6.5, along with multiple end user applications, such as Microsoft Office 2003/2007/2010/2013. Knowledge and support of Network

Infrastructure: Cisco routers, Pix Firewalls, TSU/DSU, HP & Cisco Switches Strong decision making, problem solving and troubleshooting abilities; able to successfully circumvent client problems.

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