North American I.T. Project Manager North American I.T. Project Manager I.T. Site Specialist II - Vertiv/ Emerson Network Power Huntsville, AL An IT Specialist with 5 years of experience and diverse background in networking, hardware and remote applications. Currently providing support from manufacturing to the executive level in large Research park facility. Authorized to work in the US for any employer Work Experience North American I.T. Project Manager Electricfil Corporation July 2018 to Present Michigan sales force, North American headquarters and Guadalajara Mexico research plant I.T. management Network/System Administration Buiding Security/ Badge/ Access Control Electrostatic Discharge (E.S.D.) testing specialist Metrology and development lab bench testing equipment and Robotic Industrial Controller Support.   Database administration and process improvement for Operations VOIP phone system Director- North America provide EDM, EDI and other Business Intelligence solution support to users   Budget tracking and cost analysis: Cut budget 60% in first year Mobile Device Coverage and Cost upgrade Print Services consolidation and cost reduction -50% Conferencing software re-purposing 50% Corporate Software alignment I.T. Site Specialist II Vertiv/ Emerson Network Power - Huntsville, AL 2017 to Present   Onsite technician for large production facility of 200+ users   Firmware, software and hardware test engineer support   New user Active Directory and Exchange administrator   Group Policy management   Image Creation and custom PowerShell scripting   Endpoint Protection and 3d party drive encryption   Windows 10 OS upgrade as well as Office/Outlook 365 migration for users   Assist with the vulnerability scanning   PBX phone line/Data Closet management   Wan fiber circuit upgrade   POE switch replacement VOIP project   Digital platform site contact for Network advancement   Site wide Exchange to Outlook 365 migration Depot Repair Manager Hexagon I.T. Services/Intergraph - Madison, AL 2013 to 2017   Multi Device computer and network equipment onsite repair and tech supervisor   SCCM Computer Management   Reset and re-program Wireless Lan Controllers, Access points and Routers   Setup and deployment of VMware ESXI Servers   Department process creation and diagnostics   Emergency Network Response and device replacement   Help Desk Support   Tier 1 and 2 Phone/Email/Chat based support   Inter-departmental Knowledge Base Administrator   Avamar Backup Administrator - remote and

onsite   Mobile Device Team activation and troubleshooting   Hardware Analyst   Hardware Depot testing and diagnostics, Image creation and implementation   Cisco network device configuration, routers and switches configuration, wireless LAN controllers, remote power switching   Printer repair, 300+ facility thin client upgrade   VOIP equipment, access points and Server testing Incoming equipment asset tracking   Warehouse inventory control specialist within Excel and Service Now databases   Beta testing and design for Service Now ticket platform Help Desk Analyst II Hexagon I.T. Services/Intergraph - Madison, AL 2013 to 2017 Q4 2015 and Q1 2016 award winning multi-tiered support Education Certificate in MCSE career path (see resume) Calhoun Community College - Huntsville, AL 2003 to 2010 Skills CISCO (4 years), DEPLOYMENT (4 years), LAN (4 years), ENCRYPTION (1 year), APPLICATION PACKAGING (Less than 1 year), System Admin, Active Directory, Vmware Links https://www.linkedin.com/in/tom-niemann-40a31128 Additional Information SKILLS   Service Now ticket platform   Share Point, SAP, Kronos, Cisco and Palo Alto VPN,   Oracle, Heat response ticketing systems   Microsoft SCCM application packaging and deployment   LAN Desk patch management   Checkpoint Endpoint encryption   Mobile Iron Administration for IOS devices   Goto Assist, Team Viewer, and various Windows Remote Desktop programs   Putty and Terminal network configuration for various Network Devices   Skype, Slack, WebEx, Symantec Endpoint Protection

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