

Chief Technical Officer Chief Technical Officer Northglenn, CO Secure a position in a fast-paced environment with many challenges and opportunities to succeed. Authorized to work in the US for any employer Work Experience Chief Technical Officer PersonalHD.net - Denver, CO February 2016 to Present Responsible for all business operations. Established relationships with clients to establish secure networks and data. Serviced Server and Workstation systems to maximize uptime. Enforced company policies and HIPAA compliance with regards to computer systems. Project Manager PersonalHD.net - Denver, CO May 2017 to October 2017 Responsible for producing leads and converting to contracted clients. Met with insurance adjusters to establish a scope of work for storm restoration. Coordinated product drops and labor crews to perform the scope of work. Filed final paperwork to insurance to release payment agreed upon for work performed. IT Consultant Proactive Services - Burlington, IA March 2014 to March 2016 Head Technician: TechPhD Responsible for intake of systems, consulting with customers, and resolving issues with end-users. Educated clients on various aspects of computing, including software, printers and other devices. Advised customers of possible upgrades or replacement systems for outdated or failed hardware. Responsible for invoicing and receiving money for completed systems. Proactive Services Lead Responsible for implementing and monitoring cloud-based backup services for home and business clients. Implemented monitoring software to administrate backups for VCS Cloud services and Carbonite backups. Responsible for problem resolution and error checking for clients enrolled in proactive service plans. Aided in recovery for clients experiencing catastrophic hardware failure resulting in lost data. Education High School Diploma West Burlington High School - West Burlington, IA 2003 to 2007 Skills Microsoft Office (10+ years), Microsoft Operating Systems (10+ years), Microsoft Server (5 years), Linux Server (3 years) Certifications/Licenses A+ Certified March 2016 to March 2018

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