IT Service Manager / Vice-President IT Service Manager / Vice-President IT Service Manager / Vice-President - NEXimage Inc Ijamsville, MD   Combines expertise in Systems Deployment and Systems Administration   Charismatic communicator, able to build lucrative rapport with clients and colleagues   Demonstrated capabilities for leadership, team building, and project management

Work Experience IT Service Manager / Vice-President NEXimage Inc 2015 to Present   Develops relationships with external clients and organizations to assess their technology, support, and security needs   Provides client assessments, and pitches IT and AV equipment and service packages during meetings or presentations   Offers innovative solutions that meet clients' needs while remaining cost effective   Manages projects by creating timelines, adhering to budgets, and assigning staff members   Establishes client and sales goals, and tracks progress and other metrics   Maintains relationships with technology, software, and security vendors   Manages and assesses the performance of staff members who specialize in support, sales, and installation   Identifies staffing needs and works with human resources colleagues to pursue the hiring process   Specializes in IT and AV needs and demands for a particular industry, such as academics, finance, or healthcare   Maintains familiarity with current and upcoming IT and AV equipment, services, and other developments   Coordinates troubleshooting, support, and service for equipment and networks when necessary   Upholds a sense of customer service and measures client satisfaction   Attends industry events and trade exhibitions to learn about cutting edge product releases and news

Network Engineer / Lead Programmer Bethesda Systems 2012 to 2015   Perform System Administration duties for multiple Windows 2003, 2008 and NT domains   Maintain server rack systems, tape storage libraries, and APC uninterruptible power supplies   Maintain end user PC's, including installing new hardware and software, and troubleshooting various applications   Install and configure Automation systems from rack building to programming   Perform PC move request and printer maintenance Network Administrator Mid-Maryland Network Solutions 2010 to 2012   Interfacing with customers to achieve predefined business financial and operating results. Provided top tier support for all technical issues, both local and remote   Responsible for multiple geographical service areas requiring remote management of field service engineers   Leading and

directing a team of technicians in achieving customer support and financial objectives   Installed and maintained a wide array of server, TCP/IP networks and PC hardware components for clients   Installed firewalls and anti-virus solutions to reduce client's exposure to security treats from outside sources   Recommended maintenance procedures, security patch updates, and computer/security policies for clients   Performed Windows Server 2003.2008 and Small Business Server updates and PC migrations. Network Administrator / Service Manager NEXimage Inc 2002 to 2010   Interfacing with customers to achieve predefined business financial and operating results. Provided top tier support for all technical issues, both local and remote   Responsible for multiple geographical service areas requiring remote management of field service engineers   Leading and directing a team of technicians in achieving customer support and financial objectives   Supervised Help Desk operations to ensure optimal levels of performance and customer satisfaction   Administered variety of 2003 and 2008 servers and served as top tier technical resource for Intel-based servers   Administered and troubleshot voice and video communication systems   Recommended, procured, and configured workstations as well as software applications   Controlled and tracked IT assets including servers, end user systems, and conferencing and phone equipment   TECHNOLOGY Windows 2012, 2016, 2019 Servers   Windows (7,8,10)   Firewalls   Network Sniffers   Anti-Virus Suites   File & Print   IIS 6,7,8,9.0   FTP   Telnet   Terminal Server   RDP Services   SNMP SMTP   TCP/IP   LAN/WAN Support   Ethernet   Wireless   Lenovo Servers   HP / Dell / Lenovo PCs   HP / Lexmark / Epson / Printers   MS Office 2010, 2016, 2019   Remote Access Servers Assessments Technical Support   Highly Proficient August 2019 Measures a candidate's ability to apply protocols to identify errors and solutions in order to maintain system function. Full results: https://share.indeedassessments.com/share_assignment/qmoqyqiar1uaclhe   Indeed   Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

Name: Eric Johnson

Email: patrickmendoza@example.net

Phone: 001-412-382-3309x9616