

Executive Director / Project Manager / Managing Partner Executive Director / Project Manager / Managing Partner Executive Director / Project Manager / Managing Partner - Point Technology Gardner, KS Solid IT background spans technical support, network engineering, IT security, server administration and configuration, audio & video system design and installation, telecommunications, remote support, O/S installation, Active Directory administration, and project management. Adept at budget administration, strategic planning, vendor management, IT procurement, and driving process improvements which fuel productivity and decrease expenses. Skilled at establishing disaster recovery strategies and contingency plans to defend information systems. Well-versed in vendor selection, infrastructure management and optimization, and instituting operational strategies to support organizational growth and capitalize on emerging technologies. Excellent talents in designing and installing CCTV systems, access control solutions, and Ubiquiti Aps. Proficiency in installing, configuring, managing, and maintaining computer and network hardware. Skilled at standardizing procedures and best practices to eliminate unproductive processes. Work Experience Executive Director / Project Manager / Managing Partner Point Technology - Merriam, KS 2014 to Present Spearhead full-scope operations encompassing policy and procedure development, staffing, purchasing, client relations, contract negotiations and administration, daily Scrum meetings, and budgetary control. Steer all facets of project management from estimating and budgeting to delegating tasks to team. Compile regular reports for partners to illustrate organizational fiscal status, growth issues or patterns, industry trends, management/staffing issues, and strategic recommendations. Oversee business direction and planning in conjunction with partner to achieve KPIs. Operations Manager / Customer Solutions / Project Manager Championed installation of cabling, voice systems, video distribution equipment, patch panels, network switches, and wireless access points to configure LANs and WANs. Helmed layout, installation, termination, labeling, testing, and certification of CAT 3, CAT 5, CAT 5e, and CAT 6 twisted pair cable, single- or multi-strand multi-mode or single-mode fiber optic cable, and other associated video and data components. Provided practical recommendations for hardware and software, IT policies, and support and maintenance procedures. Held critical accountability for systems administration and

mentored less experienced IT professionals in troubleshooting functions and techniques. Mobile Support Manager Experis / Dairy Farmers of America - Kansas City, MO 2014 to 2014 Delivered high-quality technical support to end users, administered ticketing system, performed comprehensive troubleshooting, and documented hardware failures and repair procedures. Installed and troubleshot printers and fax machines, managed security groups and drives, and methodically performed equipment upgrades and repairs. Analyzed and reported on system and network performance, conducted frequent system testing, and installed customized configurations to optimize performance, reliability, and uptime. Managed Active Directory for clients, built-out domains, and installed Windows operating systems. NOC Tier 2 Technician YOH / Century Link - Gardner, KS 2013 to 2014 Assessed, prioritized, and responded to inbound calls from Installation, Repair, and Provisioning Teams. Swiftly resolved or dispatched issues in ticket queue and provided quality-focused maintenance support for high-speed internet. Provisioned and troubleshot ADSL, ADSL2+, VDSL, GPON, AFC, Fiber to Prem, T1-6, DSL, and DSOs. Fostered and encouraged seamless cross-departmental cooperation to expedite outage resolution and optimize customer satisfaction and retention. IT Support Technician All Seasons Tent Rentals - Kansas City, KS 2012 to 2013 Installed, analyzed, diagnosed, and rectified a wide range of customer problems related to hardware, software, electronic office equipment, phones, and printer. Considerably enhanced desktop, laptop, and network functioning via monitoring, analysis, performance tuning, and removal of viruses or spyware. Education Certified Engineer Pittsburg State University - Leawood, KS Skills Strategic Planning, budget, Word, training Certifications/Licenses A valid IT Specialist certification

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