

Information Technology Manager Information Technology Manager Information Technology Manager - DAZ Systems Torrance, CA Work Experience Information Technology Manager DAZ Systems - El Segundo, CA 2011 to Present Make key contributions to providing mission-critical business systems to optimize connectivity, process improvement, upgrades and migration, infrastructure relocation, hosting and support. Clients include global leaders in technology and media, retail and consumer goods, healthcare, finance, manufacturing, wholesale distribution, engineering and construction. Lead comprehensive strategies, integrating hardware, VPN connectivity, VOIP telephony (RingCentral), Azure & AWS cloud servers, Office 365, Barracuda threat management, security, antivirus and firewall protection. ? Migrated all technologies from 400-employee network to network with million employees, including multiple websites and Office 365. Assisted with 20 year-old bug tracking system migration into Zendesk. ? Implemented SharePoint and built over 20 sites, including templates, for corporate intranet. ? Managed corporate migration of PBX into RingCentral VOIP. ? Currently oversee employee onboarding with a strong emphasis on outstanding customer success management. ? Provide staff with level 1 and 2 "break-fix" support, ensuring timely service, minimizing downtime. ? Negotiate advantageously with external vendors, overseeing contracts for internet, phones and security services. Director of Information Technology Nexsys Networks & Consulting - Lawndale, CA 2008 to 2011 Excelled within a provider of services to the healthcare industry, including medical billing, practice management, training, IT and network in deployment of comprehensive outpatient solutions. ? Oversaw complex network technologies for 30 locations, including design, build and implementation, maintaining Active Directory and Group Policy domain properties. ? Customized server, network and workstation administration for physician offices and hospitals. ? Built and maintained SQL Server database for individual locations with VPN vendor access. ? Administered domain structure security and accounts. ? Maintained local and FTP backup services for all clients, protecting critical patient records and medical imagery PROFESSIONAL HIGHLIGHTS (Continued) Network Engineer & Systems Administrator Aurora Enterprises - Torrance, CA 2007 to 2008 Provided network consulting services for leading clients in manufacturing, distribution, engineering and

design. ? Ensured WAN and LAN availability in a multi-domain Microsoft Server 2003 Active Directory environment. ? Significantly improved security and operating system patches on servers and workstations. ? Configured disaster plan and data recovery options, applying Arc Serve & VERITAS Backup Exec. Network Administrator Patriot Communications - Los Angeles, CA 2005 to 2007 Customized server, network and PC administration to meet exacting requirements of a 200-user network for an industry leader in interactive telecommunications, database management and internet marketing solutions. ? Configured end-user hardware for internet and Checkpoint VPN access. ? Served as lead technician for proprietary software, including STRATA, Core-Direct and WIMIS. Education Associate of Sciences Degree in Computer Network Systems ITT Technical Institute - Torrance, CA 2005 Skills Cisco (1 year), Juniper (2 years), Tcp (10+ years), Tcp/ip (10+ years), Vmware (9 years), Vpn (10+ years), Security (10+ years), Sharepoint (3 years), Voip (5 years), Ios (9 years), Veritas (5 years), Sql server (10+ years), Sql (1 year), Exchange (10+ years), Networking (10+ years), Backup exec (9 years), Ms office (10+ years), Blackberry (8 years), Symantec (10+ years), Ms exchange (10+ years), Active Directory, Customer Service (10+ years), IT Management (10+ years), Excel (10+ years), Strategic Planning (10+ years), Network Administration (10+ years), Vendor Management (10+ years), Disaster Recovery, Citrix, HTML

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/cwpqaat7g-gfyhba Project Management Skills: Time Management Highly Proficient August 2019 Prioritizing and allocating time to effectively achieve project deliverables. Full results: https://share.indeedassessments.com/share_assignment/q1ylloux5abvi6fy Supervisory Skills: Directing Others Highly Proficient August 2019 Measures a candidate's ability to motivate the performance of others through feedback to identify improvements or corrective actions. Full results: https://share.indeedassessments.com/share_assignment/vcqygidzu67xgfel Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field. Additional Information CORE COMPETENCIES Build productive

relationships among stakeholders, devise Timelines and identify Milestones for Critical Deliverables, Deploying Enterprise Architectures and Ecosystems for Sophisticated Organizations. Foresee, Pinpoint and Conclusively Resolve a wide range of issues. Adept in Analytic Insights and Business Intelligence to generate targeted metrics, delivering Business Development, Budgetary, Technical and Operational results. An effective Communicator & Motivator; spearhead ambitious projects, drawing upon proactive Leadership Skills in Cross-Functional Training and Collaboration. Apply Organization-Wide Resources, innovating solutions and promoting Best Practices. Build productive relationships among Internal and External Customers to achieve project objectives. Adept in Vendor Relations, Presentation, Deal Structuring and Negotiation. Thrive in challenging, dynamic environments, applying the full spectrum of proven capabilities, to make key contributions to corporate profit improvement. TECHNICAL EXPERTISE Operating Systems - MS Windows Server 2016, 2013, 2008, 2003, 2000, Windows 10/7/Vista/XP, Apple IOS Networking - LAN, WAN, TCP/IP, VPN (Cisco, Juniper) Software - MS Office, SharePoint, MS Exchange, SQL Server, e-MD's, Symantec Solutions, WebEx, VMWare Hardware - Routers (Cisco, Netgear, SonicWall), Hubs, Switches, Dell Servers, Dell Tape Drive Tools - VERITAS, Antivirus (TrendMicro, McAfee, AVG), Symantec Backup Solutions, Backup Exec Communications - PBX, VOIP, Blackberry Enterprise Security - SonicWall, Cisco Security Appliances

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