

IT Manager IT Manager IT Manager Hudson, NH Experienced Information Technology Manager with a demonstrated history of working in the financial services, retail, and non-profit industries Authorized to work in the US for any employer Work Experience IT Manager Confidential - Boston, MA May 2012 to Present Reduced operational spend by consolidating multiple platforms and maximizing value of existing platforms Maintained 99.999 uptime for production systems Maintained 85% Service Level Target for end user support Maintained 83%+ overall IT satisfaction in annual IT Survey Designed IT Needs, planned, moved and/or opened, all offices, including HQ and primary datacenter, on time and on budget. Started as principal systems administrator, now leading team of 3 end user support technicians and 2 systems administrators. Responsible for Datacenter, End Point, and Security program budget, projects, and roadmaps Responsible for ITSM policy and procedure development, reporting, and enforcement Matured organization's disaster recovery solutions and procedures, wrote IT Security policy, and enforced end user IT Security Education Windows System Administrator Demoulas Supermarkets, Inc - Tewksbury, MA January 2010 to May 2012 Project lead for Microsoft Exchange 2007-2010 conversion, retiring aging single purpose file servers in favor of consolidated DFS environment, and moving physical application servers to more secure virtual environments. Performed PCI 1 Compliance Tasks when required. Principal Systems Administrator Boston Senior Home Care - Boston, MA February 2007 to January 2010 Started in End User Support role and promoted to Systems Administrator responsible for modernizing and consolidating the infrastructure for 100 user state funded health care agency. Projects included migrating from Novell to Windows, Postini to Exchange, design and build out new headquarters IT needs, build in-house IT Ticketing System, and Intranet Education High School Diploma North Andover High School - North Andover, MA June 2001 IT Infrastructure Management Southern New Hampshire University - Manchester, NH Skills Active Directory (10+ years), Android (10+ years), Citrix (3 years), Exchange (5 years), Service Desk (10+ years), Network Administration, VMware, Customer Service, IT Management, Strategic Planning, Disaster Recovery, ITIL, Vendor Management (5 years), VoIP, Nutanix (2 years), HCI (2 years), VOIP (7 years), SDWAN (5 years), Incident Management (7 years), Vendor Management (7 years), Vendor Relationships (7 years),

Project Management (3 years) Links <https://linkedin.com/in/cgferguson> Assessments Management & Leadership Skills: Impact & Influence Proficient December 2018 Measures a candidate's ability to adapt their leadership style to accomplish goals using rational or emotional appeal. Full results: https://share.indeedassessments.com/share_assignment/gaqiskpy0qvheucz Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field. Additional Information TECHNICAL SKILLS Active Directory IIS Microsoft Office Suites Android Exchange 2003/2010/O365 SQL Server 2005-2016 Open Office Suites iOS Windows (7/10) Server 2003-2016 WSUS/SCCM Linux (Ubuntu/Fedora) Citrix XenApp LAN/WAN/WiMAX/VPN Hyperconvergence (Nutanix) SDWAN (Viptela & Silver Peak) SAN (Equallogic) Lenovo endpoints Dell production servers Juniper JUNOS Sonicwall SOFT SKILLS Incident Management Project Management Project Sponsorship Team Leadership Priority Management ITSM Policy Writing, Delivery, Enforcement End User satisfaction management style

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