

CIO & IT Network Administrator CIO & IT Network Administrator CIO & IT Network Administrator -
Millennial Networks, LLC San Juan, PR IT Network Administrator with 10+ years of experience
promoting teamwork, communication and documentation to efficiently achieve group objectives.
Management style is relationship-oriented to maintain a positive, motivating work environment
where team cohesion and productivity flows. Experienced in evaluating performance metrics to
identify opportunities and develop improvements on both individual and departmental level.
Experienced in identifying the roles, resources, and guidelines needed to complete department
projects and objectives successfully. Also, expertly performed coordinator assigning tickets to all
tiers, escalating tickets, following-up with users and tier techs, and purchasing role/budget manager.
I am a US Citizen with US Passport. Authorized to work in the US for any employer Work
Experience CIO & IT Network Administrator Millennial Networks, LLC - San Juan, PR June 2017 to
Present CIO & NetAdmin for MSP with about 50+ clients and 400+ Endpoints. 2 DataCenters with
Hosted VoIP, UniFi Controllers, Webpage Hosting. Managed team of 5+ Technical Staff. ? Provided
immediate expert level support to business services including but not limited to application and web
development, high volume call center platform, compliance inquires, and infrastructure. ? Windows
Server administration and maintenance including Active Directory and Group Policy. ? Excellent
troubleshooting and customer service skills to quickly meet their needs. ? Oversaw the local
configuration of a new server/communications room and installed application servers as well as
configured and deployed desktop hardware and software into the new network environment.
?Analyze and inventory all key network infrastructure assets for planning of corporation wide
infrastructure upgrade. ? Conversion of servers to VMWare ESXi & VMWare vSphere for system
redundancy. ? Trained staff on hardware and software technologies. ? Migrated company intrusion
prevention and detection system from other routers/modems to Fortinet/FortiGate solution. ?
Established IT procedures for user administration. ? Configure FusionPBX VoIP to resell SIP &
DID's to customers. IT Network Administrator Eastern Consulting Group, Inc. dba Facilidades
Medicas Asociadas, Inc - Humacao, Puerto Rico, US March 2014 to June 2017 Netadmin &
Sysadmin which includes 10 remote sites, 1 DataCenter and Redes de Salud, Inc. company with

over 150+ users overall including office and executive force. ? Provide trainings of eClinicalWorks EMR to 80+ people. ? Experienced in proposal development for new business opportunities. ? Implemented their first EMR hosted locally. ?Telephony VoIP troubleshooting and escalation with ISP. ? Negotiated contracts with ISP, Printers and Hardware purchases. ? Design and Implemented all Servers movements to Data Center in our ISP Facility. ? Design and implementation of wireless network in all facilities. ? Support for Printing/Scanning/vFaxes. ? Help Doctors (30+) with problems with ECW and permissions. ? 11 Fortigates Firewall Management ? Worked with HIPAA compliance, ensuring that our customers' data is safe. ? Designed & Admin the webpages of Eastern Consulting Group and Redes de Salud including Intranet website. Operating systems: Windows XP to 10 / Server 2003 to 2019, Linux, MacOS Mobile Operating systems: iOS, Android, Blackberry OS Virtualization: VMware vSphere (ESX), Oracle VM VirtualBox, Veeam Backup Network: FortiGate, Ubiquiti AP/Switch, QNAP, Enterasys, Extreme Networks, VLANs, QoS, SSH, Routing, IPSec, VoIP Phone Systems: FusionPBX/FreeSwitch, Avaya/Nortel, Elastix, MirtaPBX, Grandstream Windows Administrative tools: Active Directory, DNS administration, Print servers, GPO, DHCP Business Productivity: Admin for Office 365, Google Apps Admin, OwnCloud, TeamWork Project, JotForms, EasyClocking, Sage50, QuickBooks, Microsoft RMS/ Dynamics, Amazon AWS, VDI N-Computing MDM: AirWatch Printers: Ricoh, Xerox, HP, Canon, Zebra, TSC Security: Avast Endpoint Protection for Business Remote Control: iTarian (Comodo One) RMM, Teamviewer, LogMeIn, Dameware Remote Control, AnyDesk Service Desk and IT Asset Management: Lansweeper, Spiceworks, TeamWork Desk Web Design: HTML, WordPress, Domains, DNS, SMF Forums, Photoshop, Apache/Tomcat, MySQL, phpMyAdmin, Plesk, SSL/TLS Hardware: Mobile phones, tablets, computers, printers, switches, routers, AP, DVR /NVR systems, security keypads, LAN gates Daily Apps: PuTTY, FileZilla FTP/Server, TFTP, Angry IP Scanner, NetScan, RDP, Chrome, LastPass, Authy (2Step Auth.), DropBox, G Drive, MS Teams, DokuWiki Work Experience cont'd IT Network Administrator Droguer a Betances, LLC - Caguas, PR October 2009 to March 2014 NetAdmin & Sysadmin which included remote pharmacies, Luis Garrat n, Inc. & "Criollos de Caguas Baseball Team" both companys with over 600+ users overall including office

and sales force. ? Solo IT person for over a year. ? Responsible for two (2) Tier 1 technician. ? iPad Project for Sales Force with orders of \$19M+ during the first year. ? Provide trainings that enhance technicians skills and improve performance. ? Negotiated contracts with ISP, Printers and Hardware purchases. ? Administrated passwords, upgrades, and hardware repairs. ? Designed the new facility IT needs, DataRoom, Network and Phone Infrastructure 300+ and placement of hardware. ? Warehouse movement in 72Hours, including 200+ Computers and Printers ? Designed & Admin the webpages of Droguer a Betances and Luis Garraton. ?? Assist marketing team on the branding for the company. ? On-Call 24/7 Operation of warehouse ? Design and Implemented all Servers movements to new warehouse Facility. ? Managed NetStore witch was our Sales website with sales of \$200M+ annually ? Created Social Media Pages. IT Help Desk / Supervisor / Level 3 Department of Natural Resources - Cupey, PR August 2006 to January 2009 IT Help Desk / Supervisor / Level 3 As a IT Help Desk the priority was to establish and maintain open lines of communication with the users and the team which greatly improved the work flow. Main tasks include: ? Support to on-site and remote users (1k+). ? Responsible for four (4) Tier 1 technicians. ? Active Directory User Account Management and Security. ? E-Mail/Outlook/Blackberry troubleshooting and constant communication with team responsible with Exchange Servers. ? Site specific applications troubleshooting and escalation with owners. ? Data Backup/Computer Reimaging. ? Other tasks include HR tickets for New Hires, Transfers, Terminations. Education Bachelor's degree in Computer Repair and Network Management Inter-American University Skills Strong communication skills, Bilingual, Fast learner, Problem solver, Mentor, Team building, Active Directory, Networking, Technical Support, Vmware, Windows 7, Windows, Customer Service, System Admin, Linux, System Administrator, Linux Administrator Additional Information Skills Fully Bilingual (English & Spanish) Strong Communication skills Focused on results Research and critical thinking Coach/Mentor Team building Customer Satisfaction oriented Problem solver Efficient at learning new software, fast learner Fast typing (Keyboard Cowboy) Active and productive Web surfer Self-Taught Technician, Webmaster & Network Management Expert Breaker of Things

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