

Information Technology Manager Information Technology Manager Information Technology Manager - Deployed Resources Oneida, NY Authorized to work in the US for any employer Work Experience Information Technology Manager Deployed Resources - Rome, NY October 2018 to Present Exchange Syntactic Administrator Active Directory Administrator Hardware Diagnostics (RAM, GPU, CPU, NIC, etc.) Cisco VPN management and account creation Network Administrator Duties Created IT Strategic 5 Year Plan Created and implemented IT Policies (clean desk policy, password management policy, Life Cycle Policy to name a few) VoIP Avaya phone systems administrator Netsuite back up Administrator 3 Employees reporting to myself for general day to day activities Weekly Department Reports Monthly Budgeting for the IT Department along with Budget Reports and Expense Reports Network Administrator/Systems Administrator Oneida-Herkimer Madison BOCES - New Hartford, NY March 2017 to October 2018 Network and Infrastructure Diagnostics Hardware Diagnostics Remedy Ticket Management Systems Hardware Diagnostics (RAM, GPU, CPU, NIC, etc.) Active Directory Administrator Group Policy Creation and Administration Nightly Backups Executed via Windows Server Backup Hyper-V experience (creating virtual servers) Aruba Network monitoring SolarWinds Ticketing System QueCenter Ticketing System Blackboard Administrator for Web Page Design Cisco VOIP Management (Assigning Static IP Addresses) Network switch and hub replacement Exchange Active-sync Administrator Smartboard Management and Smartboard maintenance Projector maintenance (cleaning, replacing bulbs) Lightspeed Web/Content Filtering Administrator Desktop/laptop hardening and deployment Network/Computer Technician II/Residence Counselor Upstate Cerebral Palsy - Rome, NY March 2008 to March 2017 Backup Systems Administrator Active Directory Administrator Maintaining VPN Tunnel Network with Cisco Meraki Managing windows updates and large scale software deployments SolarWinds Ticketing System Biometric Fingerprint Reader Administrator (also Project Lead on this system) Hardware troubleshooting such as RAM, CPU and GPU Diagnostics Hardware, Software and Firmware upgrades for Apple Devices, and Windows PC's Cisco Meraki configuration and set up (using configuration Sync) Lan sweeper admin, maintaining end users via remote connection Remote Desktop Management (

RDP, G2A, LogMeIn, TeamViewer) Password resets Nortel Phone Systems administration (password resets, vm set up, trunk set up) Cat5/6 wiring installations (punch downs and testing with Fluke Network tools) Windows Vista, XP, 7,8/8.1, and Windows 10 Support iOS Support Citrix Management Junior Systems Administrator (Internship) New York Life - Utica, NY September 2013 to October 2014 Customer Service Helpdesk Technical Support for New York Life Servers Database retrieval Exchange ActivSync Administrator Active Directory Administrator Group policy creation and administration Nightly Backups executed via Windows Server Backup Hyper-V experience (creating virtual servers) Remedy Ticket Management Systems Hosted Server Administrator Outlook/Exchange email set up and servicing Registry Error Fixes, and Reporting Go to Assist Remote Services Computer diagnostics and repair Windows XP, 7, 8/8.1 Support MAC OSX Software Support HDD, Cell Phone and Database Encryption Set Up VOIP and Network Infrastructure set up Hardcoding Passwords for Outlook and Agency Portal Apps TCP/IP, VPN, QoS support with enterprise and home networks Education Associate in Computer Science/Info Systems MVCC - Utica, NY August 2005 to May 2007 High school in High School Rome Free Academy - Rome, NY February 2002 to June 2004 Additional Information Technical Skills: MS Word, Excel, PowerPoint, Outlook Windows OS Linux Based OS (10+ years) VMware Active Directory Exchange Server Citrix Project Management Windows Xp Windows 7 Windows 8 Windows Server Linux RedHat Ubuntu Macintosh Exchange ActivSync Windows Server 2012R2 CISCO Meraki Configuration with Configuration Sync Adobe CS6 Suite TeamViewer Remote Hosting Software 4 Years of Remedy Experience Hyper-V

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