IT Infrastructure Manager IT Infrastructure Manager IT Infrastructure Manager - Quality Training Systems Chicago, IL Seeking a position which will allow me to utilize my exceptional project management abilities, strong networking-computing and IT infrastructure skills, communication talents, and experience in the IT and business fields to ensure the company's success. Work Experience IT Infrastructure Manager Quality Training Systems - Chicago, IL November 2018 to Present   Directed IT Infrastructure operations according to executive strategies developed by partnering with corporate executive team and department heads.   Managed a $100K IT operations budget for all hardware, software, and infrastructure.   Supported the entire IT enterprise (in office, remote and external clients including top level utilities such as PG&E, Consumers Energy, Southern California Edison Co and more.)   Researched, evaluated, and managed the implementation of a new VoIP companywide phone system that cut costs by 40%.   Created virtualization roadmap to reduce physical server count by 80% and save ongoing annual savings of $50,000 by the virtualization of numerous servers.   Defined requirements for a new help-desk ticketing program (JIRA) that improved overall reporting and visibility of operational performance metrics   Work directly with C-level management to create value, drive ROI, increase profitability, and reduce costs.

    Architected the expansion of virtual server environment, increasing application performance across the enterprise by 35% within the software and application environment.   Achieved a 12% efficiency gain within the Active Directory user group and security administration.   Revised technology plans and policies to address technology gaps regarding security hardening methodology and virtualization leading to an "excellent" IT rating from our outside IT examiner for IT systems, processes, and compliance.   Created and implemented strategic implementation plan and upgrade paths for the migration of Windows Server 2008 to Windows Server 2016. Successfully completed all migrations within project scope and budget.   Manage the IT team and ensure proper training, mentorship and detailed focus which has led to numerous projects completed successfully and below budget.   Championed research, architecture design and implementation of Disaster Recovery procedures and a SOC / HIPPA Compliant Secure Disaster Recovery/Auto Backup/Backup Restore system to reduce downtime, protect our company data, client data, and

source code and to ensure compliance.   Developed custom web pages, portals and websites that brought more traffic and client engagement while streamlining company information and processes.

  Praised for implementing project management and project delivery methodologies that increased productivity, profitability, and customer service.   Recognized for achieving a 99% up time for the corporate-wide IT infrastructure.   Created a powerful in-house Finance server that securely housed our QuickBooks and Financial audits while allowing secure employee collaboration by configuring RDP.   Generated significant savings in travel time and travel expenses for employees in other states and countries by implementing a company SharePoint for departmental portals to quickly share information and collaborate on projects while also housing our newly created company file share.   Initiated a mentoring program and monthly IT newsletter to benefit the employees and the company that increased the company engagement and educated our staff for better cybersecurity compliance.   Promoted ITIL-based policies and procedures that addressed incident, problem and change management.   Created and implemented internal and external SLA's and various other documentation   Developed detailed reports for budget and spending   Oversee and develop IT training for staff   Ensures compliance with developed security policies   Manage all software licensing and allocation for internal users   Managed all new user setups and configurations (accounts, equipment, licensing, software)   Discovered security vulnerabilities and implemented solutions   Maintained and implemented firewall, router, modem and switch configurations   Manage IT disaster recovery and disaster recovery drills   Manage all IT contracts and vendor agreements   Manage all servers (AD, WEB, APP, Test, QB, SQL) and IT equipment while ensuring appropriate patches and updates are installed   Manage cybersecurity of office   Review new technologies and perform cost benefit analysis   Reworked, simplified, added and removed when necessary vendor contracts to benefit the business IT Administrator/Founder Trusty Craftsman Inc - Chicago, IL February 2017 to Present   Build and develop our internal servers / NAS systems   Design and develop our website and webs server   Build and implement virtual ticketing system   Configure and image fleet of tablets and windows machines   Develop marketing material and content   Build business plan and promote company to clients virtually   Manage the company and

financials   Handle business development and strategy   Maintain IT Systems; computers, networks, email systems, printers, phones, and other data systems for our clients   Responsible for installation, configuration, troubleshooting, support and maintenance of PC hardware and peripherals including desktop computers, laptop computers, scanners, modems, and a variety of other technology equipment   Provide IT support for the Global Helpdesk   Identify and replace malfunctioning Apple/PC based LCD's, RAM, Hard Drives   Participate in weekly reporting and conference calls to discuss IT updates   Managed active directory: performed password resets/unlock, edits to group policy, adding clients and users to different groups, creating new machines and granting permissions   Troubleshoot email problems when requested   Utilized Slack for company communications   Developed organizational units in Active Directory (AD) and managed user security with group policies   Analyzed and defined user problems and/or requirements and developed efficient, cost-effective systems solutions, while communicating with my manager and team   Handle and prioritize maintenance needs, and repair or upgrade systems as needed   Configure, install, and set up new employee workstations (phones, computers, email, user accounts, VPN- Cisco AnyConnect, exchange, extension)   Maintain and managed IT equipment at multiple locations IT Support/ IT Account Manager Technologyville Inc - Chicago, IL April 2018 to November 2018   Maintain Corporate IT Systems; computers, servers, networks, email systems, printers, phones, and other data systems   Managed Helpdesk support and abided by SLA's   Responsible for installation, configuration, troubleshooting, support and maintenance of PC and Apple hardware and peripherals including desktop computers, laptop computers (MacBook Pro, iMac, Chromebook, Dell, HP), scanners, modems, Apple and Android tablets and cellphones and a variety of network printers (Xerox & Canon)   Managed all vendor relationships and reworked contracts in company's best interest   Successfully migrated over 2500 user mailboxes from Exchange 2013 to Office 365 to create hybrid deployment for the business   Applied patches, service packs, and security updates to servers   Helped deploy ADFS Server to provide single signal capabilities   Automated office 365 procedures using Widows PowerShell   Provided technical guidance during client workshops and regional events   Resolved tenancy technical issues

and monitored Office 365 systems   Administered and supported Office 365 and MS Exchange policies   Suggested and implemented latest technologies and software solutions   Administered and supported system backup and disaster recovery processes   Maintained detailed technical documentation of messaging and system architecture   Managed MS Exchange servers, AD applications and public folders   Conduct in-depth technical analysis of all systems, including the governance framework, architecture, and disaster recovery and business continuity; delivered gap analysis and recommendations, attaining 99% up time   Handle all purchasing of new equipment and hardware   Manage vendor relationships and negotiate best contracts for the needs of the business IT Administrator - Technology Infrastructure Services Northern Trust - Chicago, IL February 2018 to July 2018   Manage asset management and electronic tracking of assets   Developed SharePoint desktop and IT support documentation and training modules   Created numerous SOP and SLA materials to assist in migration transition   Provided onsite and remote technical support   Managed Service Now service center system (migration, creation, permissions, deletion)   Maintain Corporate IT Systems: computers, servers, networks, email systems, phones, and other data systems. (Over 2,000 users utilizing Mac and Windows PC)   Responsible for installation, configuration, troubleshooting, support and maintenance of PC hardware and peripherals including desktop computers, laptop computers, scanners, modems, and printers   Handled and prioritized maintenance needs and repaired or upgraded systems as needed   Configure, install, and set up new employee workstations   Maintain all IT equipment at multiple company locations   Handle support calls and helped users in person or remotely (TeamViewer)   Budget for new computers each year and reuse/upgrade computers when possible   Maintain wired and wireless networks at multiple locations   Maintain secure wireless networks, troubleshooting connectivity problems   Created and configured Outlook accounts properly created and moved ID files, reset passwords, and performed data migration. Provided permissions for additional user access for calendars, inbox, and address books   Troubleshoot other email problems when requested   Configured the LAN/WAN network share points for local and remote access to all digital assets   Created static IP connections (devices and printers)   Instruct new users how to utilize

equipment and machines   Maintain fleet of Xerox and Canon business imaging equipment   Manage vendor contracts and ensure compliance   Implement ITIL (Information Technology Infrastructure Library) practices IT Manager Ornua Foods North America - Evanston, IL November 2016 to May 2017   Maintain Corporate IT Systems; computers, servers, networks, email systems, printers, phones, and other data systems   Responsible for installation, configuration, troubleshooting, support and maintenance of PC and Apple hardware and peripherals including desktop computers, laptop computers (MacBook Pro, iMac, Chromebook, Dell, HP), scanners, modems, Apple and Android tablets and cellphones and a variety of network printers (Xerox & Canon)   Managed all vendor relationships and reworked contracts in company's best interest   Was able to strategically cut costs by over $600,000 per year   Created standard operating procedures for the business   Managed and developed IT budgets   Successfully migrated over 2500 user mailboxes from Exchange 2013 to Office 365 to create hybrid deployment for the business   Applied patches, service packs, and security updates to servers   Helped deploy ADFS Server to provide single signal capabilities   Automated office 365 procedures using Widows PowerShell   Provided technical guidance during client workshops and regional events   Resolved tenancy technical issues and monitored Office 365 systems   Administered and supported Office 365 and MS Exchange policies   Suggested and implemented latest technologies and software solutions   Administered and supported system backup and disaster recovery processes   Maintained detailed technical documentation of messaging and system architecture   Utilized ActiveSync for configuration of mobile messaging services   Managed MS Exchange servers, AD applications and public folders   Master of Google Apps Admin console   Master of NetSuite, ServiceNow, and cloud services   Managed EDI integration and team of 5 to ensure project completion satisfactorily by due date   Worked with IT and executive teams overseas in Dublin, Ireland   Traveled to support other global offices within the USA   Conducted reports and worked directly with upper management (CEO/CFO) in solving problems   Developed all training materials and created project presentation plans   Managed all users and managed all of our business accounts with ATT, Comcast, Canon and Netgain   Managed User Accounts on WindowsNT

(Creation, Deletion, Permissions, and VPN Access)   Developed organizational units in Active Directory (AD) and managed user security with group policies   Created and maintained email addresses and distribution lists in MS Exchange   Compiled data to assist technical writers with IT new hire manuals and prepared data to report to testers for system enhancements   Conduct in-depth technical analysis of all systems, including the governance framework, architecture, and disaster recovery and business continuity; delivered gap analysis and recommendations, attaining 99% up time   Handle all purchasing of new equipment and hardware   Manage vendor relationships and negotiate best contracts for the needs of the business IT Systems Administrator Production Resource Group - Chicago, IL May 2016 to November 2016   Maintain Corporate Chicago, IL/DeKalb, IL/Detroit, MI IT Systems; computers, servers, networks, email systems, printers, phones, and other data systems   Was responsible for installation, configuration, troubleshooting, support and maintenance of PC hardware and peripherals including desktop computers, laptop computers, scanners, modems, and a variety of networked printers   Performed cross platform audits of Active Directory (AD) objects and user permissions   Managed User Accounts on WindowsNT (Creation, Deletion, Permissions, and VPN Access)   Developed organizational units in Active Directory (AD) and managed user security with group policies   Created and maintained email addresses and distribution lists in MS Exchange   Compiled data to assist technical writers with IT new hire manuals and prepared data to report to testers for system enhancements   Conduct in-depth technical analysis of all systems, including the governance framework, architecture, and disaster recovery and business continuity; delivered gap analysis and recommendations   Analyzed and defined user problems and/or requirements and developed efficient, cost-effective network systems solutions, while communicating options and ramifications to stakeholders   Handle and prioritize maintenance needs, and repair or upgrade systems as needed   Configure, install, and set up new employee workstations (ID Badges/key card access, phones, computers, email, user accounts, VPN- Cisco AnyConnect, exchange, extension)   Maintain and managed all IT equipment at multiple locations   Provide IT support for the Global Helpdesk (Over 10,000 users globally)   Budget for new equipment each year and reuse/upgrade equipment when

needed   Create purchase requisitions with comprehensive justifications for company approval   Maintain wired and wireless networks at multiple locations and troubleshoot connectivity   Identify and replace malfunctioning Mother Boards, LCD's, RAM, Hard Drives   Participate in weekly reporting and conference calls to discuss global IT updates   Managed active directory: performed password resets/unlock, edits to group policy, adding clients and users to different groups, creating new machines and granting permissions   Troubleshoot email problems when requested   Configured the LAN/WAN network share points for local and remote access to all digital assets, configured VPN and VNC setups   Implemented an automated 3 tier backup solution with redundant hardware (RAID 5), local and remote storage (Buffalo station)   Instruct new users on how to utilize equipment/created PDF training booklets   Maintain fleet of Xerox and Canon business imaging equipment (Ordering Toner/supplies)   Maintain servers   Ensure data is backed up to multiple remote locations   Test backup systems quarterly in addition to weekly backup generator tests IT Systems Administrator Saggezza Inc - Chicago, IL May 2015 to May 2016 Maintain Corporate IT Systems: computers, servers, networks, email systems, phones, and other data systems. (Over 3,000 users utilizing Mac and Windows PC)   Responsible for installation, configuration, troubleshooting, support and maintenance of PC hardware and peripherals including desktop computers, laptop computers, scanners, modems, and printers   Handled and prioritized maintenance needs and repairer or upgraded systems as needed   Configure, install, and set up new employee workstations   Maintain all IT equipment at multiple locations: San Clarinda, CA/Chicago, IL   Took support calls and helped users in person or remotely   Budget for new computers each year and reused/upgraded computers when possible   Maintain wired and wireless networks at multiple locations   Create IT Charter: (Framework of the IT department at Saggezza.) Maintain secure wireless networks, troubleshooting connectivity problems   Created and configured Lotus Notes 6.5 and Outlook accounts properly created and moved ID files, reset passwords, and performed data migration. Provided permissions for additional user access for calendars, inbox, and address books   Troubleshoot other email problems when requested   Configured the LAN/WAN network share points for local and remote access to all digital assets   Instruct new users how to

utilize equipment and machines   Maintain fleet of Xerox business imaging equipment   Maintain servers at Saggezza **IT Specialist ReVamp Electronics - Chicago, IL April 2014 to December 2015** Created and managed the IT department   Performed ongoing maintenance and troubleshooting of all Apple and PC equipment   Provided exceptional helpdesk support to all employees and clients Identified and replaced malfunctioning Hardware   Migrated MS Server 2003 to MS Server 2008 Setup and configure iOS devices (iPhone/iPad), configured "Apple Mail" with Microsoft Exchange server, Gmail and a multitude of others   Contributed to increased productivity by recognizing need for and suggesting implementation of an automated script to create phone accounts and extensions   Performed summary billing analysis for over 1700 reports using Microsoft Excel   Image new Mac and PC machines for users   Reviewed and analyzed organization business needs; confer with users to evaluate requirements, discuss solutions and develop a plan of approach **Customer Master Data IT Specialist GE Healthcare - Wauwatosa, WI February 2012 to March 2014** Execute data quality audits to validate data quality scores for all GEHC core customer account attributes in ITO, ERP and CRM systems based on the criteria established for GEHC business Standard Operating Procedure requirements   Validate and update customer account information based on internet resources such as, Secretary of State, D&B, and IMS website pages. (Over 85,000 accounts.) Provide source system account creation using Excel and ORACLE systems, modification and inactivation's based on results from the Internet research completed   Comply with data reporting mechanisms and tools for measuring the quality and completeness of each data set remediated Utilize Team Viewer and Cisco WebEx to remote into clients' machines and provide support Create and edit standard operating procedures in compliance with GE reporting guidelines   Provide support for validation and testing for automated data remediation processing   Proficient with LexisNexis and database search verification tools   Met or exceeded my monthly account verification goal targets by 27%   Created over 1500 billing accounts using ORACLE Hummingbird DM server systems **Education certification University of Wisconsin 2014 Skills** Data Center, Itil, Migration, Vmware, PMP, M&A, Data Warehouse, Cisco, Windows, SQL, Servers, Networking, Technical Writing, Mac OS X, Technical Support, Project Management

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