

Michael E. Flaherty

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WORK EXPERIENCE

FREELANCE WEB DEVELOPER 2016-2017

AwesomePDF.com – Free online PDF editing utilities

Techmulch.com – Technology blog

Impressario-Studios.com – Showcase site for WordPress plugin *Image Master*

THE UNIVERSITY OF THE POTOMAC, Washington, DC 2012 – 2016

SYSTEM ADMINISTRATOR

RESPONSIBILITIES

- Provide IT support for a university, with 3 campus locations, 50-60 staff members, 70+ adjunct professors and 400+ students
- Implemented and manage ticketing system
- Manage Domain Controllers, DHCP and DNS servers, Active Directory, Exchange, SharePoint, Citrix Xenapp, File Servers and SQL servers
- Handle user administration in telephony system
- Handle IT contracts and purchases and maintain asset inventory
- Report on IT issues at weekly Leadership meetings
- Monitor system uptime, network performance and apply critical patches
- Assess and document IT successes and strategies for accreditation agencies and Board members
- Working knowledge of TCP/IP networking fundamentals
- Application support for Microsoft Office 2010 - Microsoft Word, Excel, PowerPoint
- Administer and maintain an intimate knowledge of Student Information System, our Learning Management System, our public website and our staff and student portals

PROFESSIONAL ACCOMPLISHMENTS

- Successfully planned and implemented the relocation of our flagship campus to a new building – coordinating with contractors for several months and handling all aspects of cabling, wireless infrastructure, telecom, server room specs, overhead projectors and WAN services, so that the relocation could take place over one weekend with minimal downtime
- Transitioned organization from Exchange to Google Apps to compensate for an aging server and a very limited budget
- Developed first imaging approach in the company for effectively maintaining and deploying new computers – also adding 2 additional computer labs
- Significantly brought down excessive IT expenses through various methods such as canceling PRIs at two locations and rerouting to our base PBX, deploying new

antivirus software at 33% the prior price, and renegotiating internet and copier contracts

- Created a PowerShell script to automate reports on a complex audit process, saving hours of manpower on a project that was very critical to the survival of the company
- Created a VB.net application to allow users to input asset tag information to store in a database, initiating the first real inventory control our company has used

CERTIFICATIONS

- Comptia A+, Network+, Security+

EDUCATION

Arizona State University, Tempe, Arizona
Bachelor of Arts in Political Science, 2008