INFORMATION TECHNOLOGY TECHNICIAN I

Summary

Versatile Systems Administrator possessing superior troubleshooting skills for networking issues, end user problems, and network security. Experienced in server management, systems analysis, and offering in-depth understanding of IT infrastructure areas. Detail-oriented, independent, and focused on taking a systematic approach to solving complex problems. Demonstrated exceptional technical knowledge and skills while working with various teams to achieve shared goals and objectives.

Highlights

- Active Directory
- Group Policy Objects
- PowerShell and VBScript
- Microsoft Exchange
- VMWare experience
- New technology and product research
- Office 365 and Azure
- Storage management
- Enterprise backup management
- Disaster recovery

Experience

Information Technology Technician I Aug 2007 to Current
Company Name ï¼ City , State

- Migrating and managing user accounts in Microsoft Office 365 and Exchange Online.
- Creating and managing virtual machines for systems such as domain controllers and Active Directory Federation Services (ADFS) in Microsoft Windows Azure (IaaS).
- Creating and managing storage in Microsoft Windows Azure (IaaS).
- Installing and configuring StorSimple iSCSI cloud array (STaaS/BaaS).
- Installing, configuring, and testing Twinstrata iSCSI cloud array (STaaS/BaaS).
- Collaborating on project plan for Office 365 migration.
- Developing detailed specifications for the Office 365 migration, including business-case documentation, cost benefit analyses, technical diagrams, and work flow documentation.
- Received training in MVC 4 for Visual Studio using .Net Framework 4/4.5 to develop application using HTML5 and CSS3.
- Installing, configuring, and supporting Linux machines for the open Wi-Fi network project.
- Compiling and generating statistical information concerning wireless network traffic using Cacti.
- Configuring wireless LAN router networking and security access.
- Installing and configuring wireless certificates.
- Developing detailed specifications for the acquisition of an Enterprise backup system including systems design, business-case documentation, cost benefit analysis, technical diagrams, and work flow documentation.
- Reviewing, evaluating, and analyzing departmental policies, guidelines, procedures, and standards with management and staff.
- Developing test scripts for acceptance, unit, and system testing of Hyperion Phase 1 and MiamiBiz Phase 2.
- Developing Quality Assurance and testing plan for Hyperion Phase 1 and MiamiBiz Phase 2.
- Debugging and logging of errors in Hyperion and MiamiBiz using Team Foundation Server (TFS).
- Participated in various phases of the project life cycle such as: determining requirements, design conceptualization, testing, implementation, deployment, and release for the Hyperion and MiamiBiz projects.
- Collaborating on project plans for Hyperion and MiamiBiz.
- Preparing presentations and documentation to demonstrate Hyperion and MiamiBiz functionality or design.
- Monitoring network traffic, and compiling and generating statistical information using Solar Winds.
- Collaborating on Disaster Recovery plan and procedures.
- Researching, evaluating, and recommending new hardware and new software.
- Communicating and defining systems design and requirements for new and existing systems and applications.
- Researching, evaluating, recommending, testing, and implementing third party software/utilities.
- Planning and designing network infrastructure changes â€" adding/removing servers, appliances, network logical flow.
- Reviewing, evaluating, and analyzing existing system and application viability with management and staff.
- Administering and maintaining shares on the file servers.
- Reviewing server logs to troubleshoot issues.
- Scheduling and applying hot fixes and security patches on the server infrastructure which includes the operating system and application software.
- Reviewing systems reporting in SCCM (System Center Configuration Manager).
- Resolving service requests escalated by the Help Desk or other technicians.
- Troubleshooting and analyzing and system problems for root cause analysis.
- Giving and participating in training and education programs to explain upgrades to end users.
- Migrating users' documents from local computer storage to shares on the file servers.
- Configuring, supporting, and maintaining file shares using Distributed File System (DFS)
- Managing, implementing, and testing Enterprise backup infrastructure systems such as the Symantec Veritas Netbackup, Symantec Backup Exec System Recovery/Livestate, and VRanger backup servers.
- Managing, configuring, and supporting DataDomain storage.
- Configuring and supporting Microsoft Windows Server 2003, 2008, and 2012.
- Installing, configuring, and supporting Microsoft Windows 7, Windows 8, and Microsoft Office 2007, 2010, and 2013.

- Installing, configuring, and supporting McAfee anti-virus software on servers.
- Migrating Exchange infrastructure from Exchange 2003 to Exchange 2007 and from Exchange 2007 to Exchange 2010.
- Supporting servers in the virtualization infrastructure using VMware vSphere.
- Installing, configuring, and testing Veeam virtual machine backup software and Virtual Desktop Infrastructure (VDI).
- Reviewing systems reporting in System Center Configuration Manager (SCCM).
- Administering and maintaining the Symantec Enterprise Vault servers.
- Managing the Active Directory Domain Controllers (DCs).
- Creating and maintaining Group Policy Objects (GPOs) in Microsoft Active Directory.
- Configuring and supporting Microsoft Exchange Active Sync on devices with Apple iOS and Android mobile operating systems.
- Configuring and supporting Blackberry devices on the Blackberry Enterprise Server to receive Exchange email.
- Developing, testing, designing, and implementing application scripts using languages such as command batch files, Visual Basic Script, and PowerShell.
- Creating policies and procedural documentation.

Information Services Liaison, T Aug 2005 to Aug 2007
Company Name ï¼ City , State

- Troubleshooting hardware and software problems over the telephone and through remote PC administration software.
- Installing, configuring, and supporting McAfee anti-virus software on desktops.
- Installing, configuring, and supporting BBars computer backup software.
- Developing and maintaining websites on servers running Microsoft SharePoint Server and Internet Information Services (IIS).
- Supporting Systems Management Server (SMS)
- Troubleshooting LAN, WAN, Internet, and Intranet network and security access.
- Troubleshooting network connectivity issues related to TCP/IP, Domain Name Service (DNS), Dynamic Host Configuration Protocol (DHCP) protocols, Internet Security and Acceleration (ISA) proxy server, and VPN.
- Troubleshooting web application/page issues, client browsers, and related software.
- Administering and maintaining of end user accounts, permissions, and access rights in in Microsoft Active Directory.
- Administering and maintaining of NTFS security permissions on the file servers.
- Installing, configuring, and maintaining hardware such as: servers, workstations, laptops, printers, and scanners in a Windows Enterprise environment.
- Installing, configuring, and supporting printers on the print servers.
- Installing, configuring, and supporting Microsoft Windows Server 2000 and 2003, Microsoft Windows XP and Windows Vista, and Microsoft Office XP, 2003, and 2007.

Education
Bachelor of Science , Information Technology 2005 Florida International Univeristy ï¼ City , State , United States

- Coursework in Programming, Web Administration, Network Administration, Database Administration, and Systems Administration â€“ Linux
- Programming Languages: C++, Java, JSP, HTML, CSS, VB.Net, Bash, T-SQL

Certifications

CompTIA Network+ - 2014

Skills

Active Directory, Azure, anti-virus, Backup Exec, backup, Bash, batch, Cacti, Cisco ASA, databases, DHCP, DNS, documentation, DataDomain, EMC, Enterprise Vault, ePO, file servers, firewall, GPO, HTML, IIS, ISA, LDAP, Linux, McAfee, Exchange, Microsoft Office, Microsoft Windows, security, policies, PowerShell, programming, proxy server, servers, scripts, SolarWinds, SQL, StorSimple, troubleshooting, TMG, Ubuntu, Visual Basic Script, VBS, Veritas Netbackup, VPN, VRanger, Veeam, VMWare, VDI, virtual manchine, NMap, ZenMap.

INFORMATION TECHNOLOGY MANAGER

Professional Summary

Possesses an extensive background in Information Technology Management, along with a Masters of Science degree and multiple certifications. Excels in planning, implementing, and evaluating the systems, infrastructure, and staffing necessary to execute complex initiatives and meet deadlines in dynamic, fast-paced environments; adept at overseeing and participating in the installation, configuration, maintenance, and upgrade of networks, hardware, servers, and peripherals. Detail-oriented and decisive; applies communication and leadership skills to interface effectively with all levels of an organization. Expertise spans: Network Engineering, Helpdesk Administration, Software Licensing, Disaster Recovery, Backup/Restore Operations/Project Management, Strategic Planning/Analysis, Budgeting, TeamBuilding/Training, Vendor Relations Policy/Procedure Development, Quality Assurance, Troubleshooting, Problem Solving, Process Improvement.

Experience

04/2013 to Current
Information Technology Manager Company Name ï¼ City , State

- A bankruptcy Trustee office handling Chapter 13 and Chapter 12 cases for the Northern District of Georgia Manages application database/hardware systems used to track Chapter 13 bankruptcy cases, all office technologies,, information systems, and anti-spam/anti-virus servers.
- Evaluates, recommends, implements, supports, and troubleshoots hardware and software.
- Maintains LAN/WAN infrastructure, connectivity, and security as well as LAN user documentation.
- Performs disaster recovery planning.
- Administers licenses and service contracts; schedules service visits from vendors and suppliers.
- Defines, documents, assesses, and updates IT-related procedures as needed.
- Creates and maintains user accounts, including email.
- Inspects all employees' computers quarterly to ensure compliance of configuration and settings with office policies.
- Coordinates special projects.
- Designed and implemented network infrastructure enhancements to improve performance, security, remote access, and connectivity.
- Standardized hardware, peripherals, and software.
- Established a helpdesk support system for monitoring, prioritizing, and scheduling requests.
- Spearheaded the deployment of a new tracking system that provided performance metrics used to identify where additional training and resources were required.
- Researched, installed, and configured an enterprise backup solution for disaster recovery that included features to allow users to recover deleted items without the need to recover from DR backups.
- Doubled WAN bandwidth and propelled LAN and WLAN performance to 100% or higher through WAN, LAN, and WLAN reconfiguration.
- Improved accuracy, more than doubled efficiency from 35% to 87%, and increased cost savings from $250/quarter to $2,500/quarter by developing an automated script for retrieving data from an outside server.
- Automated asset tracking by employing a hand scanner and database system to improve efficiency and accuracy.

08/1987 to 06/2012
Network Analyst Company Name ï¼ City , State

- A $1B+ global manufacturer of equipment for precision material dispensing, testing, inspection, surface preparation, and curing Fueled a 1,000% improvement in LAN performance by replacing the existing network, which entailed changing software and LAN cabling for 20 existing switches, including reconfiguring the core switch with remote wiring closets with multiple stack units.
- Led a team of five network and equipment support specialists.Configured, maintained, analyzed, and troubleshot Nortel and Juniper networks, systems, and equipment (WAN/LAN/WLAN infrastructure, servers, PCs, notebooks, thin clients, printers, and other peripherals) used by 600 workers in Georgia.Supported 200 units configured for operation through client servers.Advanced global company objectives through participation in IT and telecom design and implementation.Advanced to this role through promotions from Mechanical Drafter, Engineering Checker, Mechanical Designer, and Network Administrator.Slashed support requests 75%, cut equipment costs 50%, and boosted work productivity 30% by applying near-zero configuration to develop, install, and implement a thin client solution for 90 plant manufacturing cells.
- Reduced standard company imaging and system deployment time 60% before station-specific customization by replacing and/or refreshing 40 PCs each quarter, 100% on schedule.
- Planned, designed, installed, configured, and tested wireless networks (WLAN from Cisco, Nortel, and Meraki) in multiple facilities; documented standards for US operations; trained users; and monitored performance.
- Replaced 125 field and service laptops by programming standard images and custom configurations on each machine, completing the six-week project on schedule despite disruption of parts availability due to a tsunami.
- Championed the use of computers in manufacturing cells to provide drawings and also facilitate order tracking in conjunction with the ERP system; designed and implemented automated pick list and shipping documents as well as real-time tracking for distribution.
- Trained and mentored 15 new department staff members and contractors.

02/1753
Designer/Drafter Company Name ï¼ City , State
Plant Manager/Quality Control Manager Company Name ï¼ City , State
Drafter Company Name ï¼ City , State

Accomplishments

- Microsoft Word/Excel/Access/Outlook/PowerPoint/Visio/Publisher/Project, Apple Pages, Numbers, Keynote, Autodesk, AutoCAD

- Microsoft Word/Excel/Access/Outlook/PowerPoint/Visio/Publisher/Project, Apple Pages, Numbers, Keynote, Autodesk, AutoCAD, SolidWorks, SAP r3 Operating Systems: Microsoft SQL, Microsoft Exchange, SCCM, DOS 6.22, Windows 3.1-Windows 10, Windows NT 3.5 Server, Windows Server 2012, OSX 10.2-10.11, IOS Hardware and WLAN: Nortel, Mitel, Shortel, Cisco, Meraki, Apple AirPort, Palo Alto-Firewall, Sonicwall Firewall Peripherals: Barracuda Web Filter, Barracuda Message Archiver, Riverbed-WAN Accelerator, Dell ISCSI SAN Installation and Configuration: Dell PowerVault, Adtran Routers, Cisco Routers, Catalyst Switches, HP Procurve Switches, ICC Patch Panels, Cross Connects, Cat3-6A (Phone and Data)

Education
Master of Science : Leadership Walden University ï¼ City , State
2015
Master of Science : Information Systems Management Project Management Walden University ï¼ City , State
2013
Bachelor of Science : Information Systems Management Mechanical Engineering Walden University ï¼ City , State
Certifications
MCP, Â CompTIA Network+, CompTIA A+
Skills
anti-virus, backup, cabling, Cisco, hardware, contracts, client, clients, database, disaster recovery planning, disaster recovery, email, ERP, features, imaging, information systems, inspection, Inspects, LAN, notebooks, laptops, Mechanical, access, office, enterprise, Network Administrator, network, networks, Nortel, peripherals, pick, policies, printers, programming, real-time, scanner, scheduling, servers, script, shipping, switches, switch, user documentation, telecom, WAN, wiring

WORKING RF SYSTEMS ENGINEER

Qualifications

Microsoft office/Office for Mac, pages, numbers, keynote Â· RF/Microwave software: Ansoft Designer, AWR Microwave Office. Â· RF test instruments: Spectrum analyzer, Vector Network/Signal Analyzer, Logic Analyzer, etc. Â· Programming language: C/C++, Python, Java, Matlab, and LabView Â· Circuit design software: SPICE, NI Multisim Â· PCB design software: Eagle, PCB Artiest

Experience

Working RF Systems Engineer

May 2014 to Current Company Name

- Qualification Â· Multidisciplinary background: RF hardware designs, manufacturing operations and data analyst.
- Summary Â· Experienced in developing hardware's DFM procedures, checklists and requirements to subcontractors Â· Perform EVT, DVT, PVT verifications and utilize FA process to drive root cause from system to unit level Â· Team leader on multiple end-to-end technical project design, development, testing and validation Â· Manage Test/Production readiness reviews and drives quality requirement for post-ramp qualification Â· Ability to manage multiple projects simultaneously, self-starter with innovation and sharp attention to details Experiences - New RF systems introduction on satellite communication architecture designs and proposals - Define RF hardware unit DFM procedures and requirements for Antenna, receivers, filters, and amplifiers - Lead suppliers by providing technical design specifications and testing requirements to meet SSL standards - Utilize FA process to monitor overall project field performance.
- Audits and DFM reviews on-site with suppliers - Investigated the algorithm to optimize the overall RF system performance for design, manufacturing and testing - Perform EVT, DVT and PVT validations and quality measurements for satellite assembly at system and unit levels - Drive and track closure on any RF components and modules NCs and issues impact to production readiness - Work with cross-functional teams to execute completion of satellite system design to fulfill contract requirement - Generate cascade RF performance prediction analyses (i.e.
- NF, Gain, IP3, 1dB-Comp, spurious, etc) - Exercises independent judgment in developing methods, techniques, and evaluation criterion for obtaining results - Monitor and measure manufacturing processes to reduce losses, decrease time span and improve quality.

System Data Analyst

August 2011 to December 2013 Company Name

- Prioritize and extract big data from Purdue University's SQL database and maintain its accuracy and completeness - Develop and implement data collection systems strategies that optimize statistical efficiency and data quality - Data manipulation language SQL commands and utilize statistical tools including Excel, SAS, and SPSS.
- Create complex charts and temporarily databases, perform data mining, and develop pivot tables for publication - Design and customize reports based upon data structure and determine additional data collection requirements - Provide documentation based on audit and report criteria to investigators and research staff - Serve as a resource for non-routine inquiries such as requests for statistics or surveys.

Electrical/Validation Engineer

May 2011 to August 2011 Company Name

- Develop and maintain data requirement for PCBA EVT, DVT, and PVT assembly for touch-pads - Design and implement automated test for sensitivity, packrat, hovering, profiles, ripple, GSM, EMI, and ESD - Monitor manufacturer IC packaging test yields and field return failure data to identify root cause - Develop in-depth reliability testing procedures: storage, thermal stock, drop and tap tests - Perform debug and troubleshooting of product in house and at contract manufacturer site for support - Contribute in manufacturing diagnostic reviews to improve overall debug process more efficiently and effectively - Support internal and external customer related to lab data collection and verification of an application issue.

Education

M.S : Electrical and Computer Engineering , Dec. 2013 PURDUE UNIVERSITY GPA: GPA: 3.9/4.0 Electrical and Computer Engineering GPA: 3.9/4.0

B.S : Electrical and Computer Engineering , Dec. 2011 GPA: GPA: 3.2/4.0 Electrical and Computer Engineering GPA: 3.2/4.0 Thesis The Design and Evaluation of a 5.8 GHz Laptop-Based Radar System Publication Â· Innovative laptop radar design to operate in both FMCW and CW mode Â· Doppler shift (DTI), ranging (RTI), and SAR measurement capability Â· Operate in ISM frequency band with +13dBm transmitting power Â· Data acquisition and signal processing using Matlab

Skills

big data, C, C++, charts, Circuit design, hardware, Data acquisition, data analyst, data collection, data mining, databases, database, dBm, DTI, design software, documentation, functional, GSM, innovation, Java, LabView, Team leader, Logic Analyzer, Mac, manufacturing processes, Matlab, Excel, Microsoft office, Office, Microwave, Radar, NCs, Network, dB, packaging, pivot tables, Programming, project design, proposals, Publication, Python, quality, requirement, research, SAS, self-starter, Spectrum analyzer, SPSS, SQL, SSL, statistics, surveys, system design, troubleshooting, validation

INFORMATION TECHNOLOGY MANAGER

Summary
Dedicated IT Manager well-versed in analyzing and mitigating risk and finding cost-effective solutions. Excels at boosting performance and productivity by establishing realistic goals and enforcing deadlines.

Highlights

- Operations management
- Project trackingÂ
- Performance criteria tracking
- Waterfall framework
- Scrum methodology
- Enterprise platforms
- Salary structure/compensation analysis
- Calm under pressure
- Compensation/benefits administration
- Staff development
- Client communication

Experience

Information Technology Manager , 03/2013 to Current Company Name ï¼ City , State

- Managed a four-person local IT team, allocating resources to ongoing projects and enforcing deadlines.
- Drove business KPIs through rapid iteration of customer-facing product features.
- Leveraged in-depth understanding of end-to-end customer experience to identify pain points and latent customer needs.
- Collaborated with the global team to resolve IT support cases.
- Build and maintain a staff of five & terminate for cause one employee.
- Create and audit processes interlocking with other teams, adjust as required.
- Manage travel and budget for staff on-site visits.
- Ownership of SaaS customers in North America, Canada and Australia.
- Defined project deliverables and monitored status of tasks.
- Executed proof of concept implementations to validate product feasibility.

IT Administrator , 06/2011 to 03/2013 Company Name ï¼ City , State

- Designed and delivered mission critical infrastructure to ensure the highest levels of availability, performance and security.
- Maintained security, backup, and redundancy strategies.
- Ownership of IT Infrastructure and Client/Server management (Chicago, Houston, Montreal and Sydney).
- Collected, analyzed, and reported program metrics, including product technical performance measures and key performance parameters.
- Manage North America production data center (SaaS) and disaster recovery applications.
- Deploy and manage VMware architecture.
- Monitor and created automatic actions related to hardware and web servers.
- Engineered IT infrastructure for reliable WAN and LAN connectivity.
- Active Directory and Group Policy configuration and deployment.
- Provided client support for production.
- SQL Administration.
- Deployed over 30 NEC phones and support for NEC PBX.
- Responsible for purchasing and product recommendations.

Network Administrator , 02/2010 to 05/2011 Company Name ï¼ City , State

- Tested, configured and deployed Windows 7 operating system with Acronis Snap Deploy.
- Deployed and tested Microsoft Exchange 2010 in VMware.
- Administered SQL 2005 database to run Dentrix and DEXIS software.
- Configuration and implementation of Group Policies.

Information Technology Consultant , 10/2008 to 05/2011 Company Name ï¼ City , State

- Managed and provided security administrative support for Paine Wetzel ONCOR International, Northridge Group, Rent Here Realty, and Northwestern Dental Center.
- Supported Microsoft Windows 2003, XP, Vista and Mac operating systems.
- Responsible for purchase decisions to provide the best end point security solutions.
- Obtained Milestone Advanced Certified Partner for video surveillance.

Network Administrator , 10/2008 to 05/2011 Company Name ï¼ City , State

- Installed and configured LAN with Windows XP and Windows Vista clients.
- Administration of Microsoft Active Directory.
- Administration of Microsoft Exchange 2003 systems including backup and recovery.
- Deploy Symantec endpoint security solutions and implemented disaster recovery.
- Managed multiple desktop applications: Microsoft Office, Adobe Acrobat, ACT.
- Administration of intranet.

Network Administrator , 10/2008 to 12/2009 Company Name ï¼ City , State

- Provided on-site technical support for Windows 2003 and 2008 servers, workstations, laptops, Blackberries, and iPhones.
- Migrated to Exchange 2007 SCR from Exchange 2003 with PowerShell and DAS.
- Managed Windows Server 2008 and Windows 7.

College of Education Computer Technician , 07/2006 to 06/2008 Company Name ï¼ City , State

- Performed PC and Mac hardware and software configurations.
- Troubleshot general Novell Client issues.
- Installed and maintained peripherals.
- Built images to be used with Symantec Ghost.

Education
Master of Science : Business Information Technology , 2018 DePaul University ï¼ City , State
Bachelor of Science : Network and Communications Management , 2009 DeVry University ï¼ City , State
Skills
Active Directory, administrative support, Adobe Acrobat, Architect, backup, budget, Client/Server, hardware, Concept, Client, clients, client support, DAS, database, disaster recovery, Ghost, LAN, laptops, Mac hardware, Mac, Exchange, Microsoft Exchange, Microsoft Exchange 2003, Microsoft Office, Windows 7, Windows, Microsoft Windows 2003, Windows XP, NEC, Novell, operating systems, operating system, PBX, peripherals, Policies, processes, purchasing, servers, SLA, SQL, Symantec, technical support, phones, Video, Vista, web servers, WAN, Windows Server

IT MANAGEMENT

Career Overview

Detail-oriented professional with extensive Information Technology experience in hardware and software troubleshooting/management. With additional experience in networking, task automation, server technologies, digital graphic design, client + server side programming technologies and popular industry software packages including Microsoft Office and Adobe Creative Suite.

Qualifications

Education and certificates Troubleshooting q CompTIA A+ certified (2012) q Advanced troubleshooting q CompTIA Net+ certification class q Virus and spyware removal q MCSA certification class q Computer diagnostics and repair q Web Development I + II class q Gaming console repair and q Digital media manipulation class modification q Java programming class q Mobile device repair q Hardware support and Programming and Web troubleshooting q HTML - HTML5 q Optimizing and performance tuning q XML q Audio and video technologies q CSS - CSS3 q Medical technology installation and q JavaScript troubleshooting q Command Line q Java Management q ActionScript q Hardware and software upgrade q PHP planning q Database servers q Documentation q Android mobile application q Organization development q Multi-project priority management q Content Management Systems (CMS) Operating Systems q Website enhancement q Windows 95 - 8 q Storyboarding q Windows Server 2003 - 8 q Search Engine Optimization (SEO) q Windows Phone 7.0 - 8.0 q Social Media and marketing q Multiple Linux Distributions q Ubuntu 10.04 LTS - 12.10 Networking q Android 1.0 - 4.0.4 q Cloud computing q Mac OS X v10.0 - v10.8 q Server management q IOS 1.0 - 6.1 q Active directory q Remote connection technologies Programs q Proficiency in numerous protocols q Microsoft Office 2010 including TCP/IP q Small business management q Information security software (client and server) q Wireless technologies q Adobe Creative Suite 5 q Telephony technologies q Wiring and Network engineering Graphics and Media q Photo enhancing Electronics q Brochure and newsletter formatting q Electronic circuits and components q Audio and video editing q Circuit diagrams and Prototyping q Logo and business card q Logic, electronic and computational algorithms q Electromagnetisms and waves q Quantum particle mechanics q As well as many miscellaneous IT q Energy and electrical alternatives skills. (Solar)

Accomplishments

- Rebuilt a client's website from the ground up and increased monthly hits from 3422 to 40884 in a matter of a few months.
- Designed, priced, built, and installed a complete information system upgrade for a client; including networking devices, wiring, client computers, server and software.
- Diagrammed, prototyped, and assembled a portable USB phone charger outputting optimal voltage and amperage, with circuits and components small enough to all fit in an Altoids tin.
- It allows next to unlimited portable phone charging due to the device itself being recharged by a small solar panel on the top.
- Automated and streamlined daily office tasks for client using Batch Scripting.
- Troubleshot medical technology including X-ray machines and medical industry client and server software (Eaglesoft).
- Information Technology project management experience.
- Programmed a cloud storage website allowing a client access to a shared home network drive from any browser, anywhere.
- It includes security login, uploading and downloading.

Work Experience

IT management
March 2012 to November 2012 Company Name ï¼ City , State

- In charge of planning, budgeting, and executing all IT projects.In addition to office troubleshooting, building/managing the company website and designing/updating the business's electronic newsletter.

Information Technology Consultant
July 2011 to February 2012 Company Name ï¼ State

- Contracted IT consulting work from client computer repair to network expansion.

May 2011 to July 2011 Company Name ï¼ City , State

- In charge of company website management, social media administration, as well as assisting in administrative tasks.

Education and Training

Associate of Science : Information Technology , 2014 Lyons Township ï¼ City , State , United States Information Technology
High School Diploma General Education
Coursework in computer science all 4 years GPA: Diamond Achievement Academic award * Honor Roll Diamond Achievement Academic award * Honor Roll

Skills

A+ certified, ActionScript, Active directory, administrative, Adobe Creative Suite 5, Photo, Audio, Brochure, budgeting, business management, client and server, CMS, Hardware, computer repair, consulting, Content Management, CSS, CSS3, client, Database, designing, Documentation, Electronics, XML, Graphics, Hardware support, HTML, HTML5, PHP, Information security, Java, Java programming, JavaScript, Linux, Logic, Logo, Mac OS, managing, marketing, Medical technology, Microsoft Office, office, Windows, Windows 95, Network engineering, network, Networking, newsletter, Operating Systems, Organization development, Programming, protocols, Prototyping, Search Engine Optimization, servers, Storyboarding, TCP/IP, Telephony, Phone 7.0, Troubleshooting, upgrade, video, video editing, Web Development I, Website, website management, Windows Server, Wiring

INFORMATION TECHNOLOGY SPECIALIST

Professional Summary

Seeking to obtain a career in Information Assurance with a focus on Cyber Network Defense

Seeking to obtain a career in Information Assurance with a focus on Cyber Network Defense

Seeking to obtain a career in Information Assurance with a focus on Cyber Network Defense

Skills

- Desktops,
- Ethernet cables
- Cisco routers
- Video & Sound Cards
- CD-ROM Drives
- Multiplexors
- Scanners
- Monitors
- Switches
- TCP/IP Configuration
- Installing, adding and deleting user accounts with Active Directory
- Strong software and application knowledge such as Avaya, Microsoft Office, and Remedy
- Experience with Information Technology Service Management (ITSM)

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- Experience with Information Technology Â
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- Experience with Information Technology Service Managment (ITSM)

Microsoft Office, and Remedy
- Experience with Information Technology Service Management (ITSM)

Work History
Information Technology Specialist , 02/2018 to Current
Company Name

- Defines scope, plans and deliverables for assigned projects Coordinates and collaborates with others in analyzing collected requirements to ensure plans and identified solutions meet customer needs and expectations Confirms and prioritizes project plans and deliverables with the customer, participates in business and technical information technology solution implementations, upgrades, enhancement and conversions Understands and uses appropriate tools to analyze, identify and resolve business and or technical problems Applies metrics to monitor performance and measure key project criteria Performs maintenance and troubleshoots network connectivity, printer, and other hardware issues for both uses on site and those that are remote Assists users with deployment and maintenance of desktop workstations.

06/2016 to 01/2018
Company Name

- Diplomatic Security Service for the Department of State Protected U.S.
- diplomats while visiting foreign dignitaries for diplomatic missions Maintained security awareness in a federal environment Assisted in employee management Interacted with VIP personnel such as members of the Senate, foreign and domestic diplomats, and the Secretary of State.

Information Technology Interpreter , 08/2010 to 03/2016
Company Name

- Assisted United States military in training foreign nationals on information technology such as basic troubleshooting and basic system set up Diagnosed computer errors and provided technical support Backed up and restored organizational data files and systems Installed, configured and upgraded PC software and operating systems Created and updated IT support tickets per Standard Operating Procedures Provided customer support for email, hosted applications, desktop, system and network problems within defined Service Level Agreements.

Languages
Fluent in Dari, Dutch, and Russian

BRANCH CHIEF INFORMATION TECHNOLOGY SPECIALIST

Profile

Motivated Information Technology and Cyber security professional with outstanding managerial and customer service skills, excellent written and verbal communication skills, seeks challenging position with an organization where I can make a big impact with my multifaceted experience, training and education. Excellent record of problem solving and achieving results in high-operations-tempo environments. Successful team leader and highly-motivated mentor with proven dedication to self and subordinate improvement. *Superior knowledge of INFOSEC/NETOPS techniques to determine requirements for information technology equipment and systems. Excellent knowledge and ability to negotiate in financial control, budget systems, and security management. Working knowledge of budget and cost analysis processes. *Thorough knowledge of Office of Management and Budget (OMB), Department of Defense (DoD) and U.S. Air Force regulations, principles and practices pertaining to logistics, INFOSEC/NETOPS, installations, and mission support functions. Exceptional ability to recognize and analyze problems, conduct research; summarize results, and make appropriate recommendations. Recognized expert in DoD planning, programming, budgeting and execution (PPBE) process. *Expertise in capability planning in IT environment, enterprise technical/Certification and Accreditation standards, CCRI processes, procedures, security practices, and IA vulnerability tools i.e. ACAS. *Ability to apply knowledge of current security tools, and techniques to execute Authority to Connect and Authority to Operate network systems. *Thorough knowledge of SCADA systems operations, security, safeguards and protection *SECURITY CLEARANCE: TOP SECRET (SCI) w/CI Polygraph

Professional Experience

07/2014 to Current
Branch Chief Information Technology Specialist Company Name ï¼ City

- Effectively oversee, manage, and evaluate multiple enterprise level IT programs, serve as senior technical advisor and evaluator for programs using cutting edge technology for the Headquarters Air Force (HAF) command, control, communications, computer, intelligence, surveillance and reconnaissance (C4ISR).
- Establishes, develops, and maintains effective working relationships with top functional area managers, program managers, commanders, contractors, vendors, DoD and other non-DoD agencies, and communications and information personnel in the National Capital Region.
- Researches and recommends innovative approaches to resolve major IT problems.
- Performs more complex aspects of the project management, evaluation, and oversight responsibilities such as feasibility studies, systems analysis, systems development, implementation, systems integration, and problem resolution.

08/2009 to 07/2014
Information Technology Specialist (INFOSEC/NETOPS) Company Name ï¼ City , State

- Developed detailed operations plans and operations orders supporting cyber requirements at the strategic, operational, and tactical levels of cyber warfare.
- Enabled crisis action planning, development of strike packages and cyber effects to protect U.S.
- air, land, sea, space, and cyberspace domains.
- Collaborated with Defense Information Systems Agency and other US Government partners to develop and implement directives for Global Information Grid (GIG) operations.
- Developed information operations and computer network operations plans, including defensive computer operations planning, to ensure support Geographic Combatant Commanders' intent.
- Made recommendations to posture GIG to respond to emerging and current threats.
- Supported Defend the Nation (DTN)-China Operation Planning Team with technical, INFOSEC doctrine, appropriate technologies, techniques, and tools.
- Coordinated changing mission parameters with US/Allied/Coalition partners: identified and prioritized Intelligence Community cyber requirements and provide intrusion response planning.
- Made substantive recommendations to NetOps policy, doctrine, capability developments.
- Utilized INFOSEC existing policy guidance as it pertains to threats, operating environment and operational requirements.
- Provided expert analysis of ongoing Net/Ops events, malicious activity and trend analysis.
- Developed operational plans and orders to counter malicious activity and mitigate identified or potential threats to the GIG.

09/2006 to 08/2009
Senior Technical Analyst Company Name

- Technical lead on digital media projects, guided teams to solutions that leveraged technical capabilities.
- Defined requirements for computer-based systems that supported electronic publishing Air Force wide.
- Achieved accurate and timely publication of electronic publications and forms.
- Ensured documentation of requirements for systems administration and information tasking orders.
- Served as technical lead on electronic publishing development and integration teams.
- Ensured all development was consistent with Air Force guidance.
- Established policies and procedure to manage the Air Force Electronic Publishing Program.
- Analyzed software development, configuration management, testing, maintenance manuals, training manuals, tutorials, procedures, reports, computer-based training and data management.
- Represented the Office meetings of interagency and inter-command groups concerned with development and support planning using state-of-the-art techniques in electronic publishing areas.

08/1998 to 09/2006
IT Specialist Company Name ï¼ City , State

- Managed computer support , cost analysis, and acquisition to support ANG work plans.
- Lead teams to execute Air National Guard budget for computers and associated technologies.
- Proven ability to formulate, justify, and defend assigned programs and projects.
- Demonstrated knowledge of cost comparison procedures, directives, and communications.
- Communicated effectively in written and oral mediums.
- Provided technical direction concerning the acquisition of hardware and software for the entire Air National (ANG).
- Performed analysis and evaluation of hardware and software to provide the best technical solution.
- Advised components of the ANG on acquisition, procurement, maintenance and feasibility for adoption of information technology hardware and software.

Education

M.S : Public Administration, Government Law Sul Ross University ï¼ City , State Public Administration, Government Law

B.S : Psychology, Education Morgan State University ï¼ City , State Psychology, Education

Jun-2014

SPECIALIZED TRAINING _ *Security + Certified, CE 20-

Aug-2011

*Cyber 200 Advance Continuing Education Course 26-

Sep-2010

*Basic Computer Operations Planner's Course 24-

Sep-2009

*DISA Action Officers Course 10-Dec-2009 *DOD Information Assurance Boot Camp 06-Nov-2009 *Computer Network Defense/Computer Network Threat 24-

Skills

Air Force, art, Agency, Basic, budget, oral, hardware, Computer Operations, configuration management, cost analysis, data management, Dec, direction, documentation, edge, feasibility studies, forms, functional, Government, Information Systems, information technology, computer support, meetings, Office, enterprise, Network, personnel, policies, problem resolution, procurement, project management, publications, publication, software development, strategic, systems administration, systems analysis, systems development, systems integration, training manuals, trend, written

INFORMATION TECHNOLOGY COORDINATOR

Career Overview

AVP / Director of Information Technology I Network Engineer with extensive experience.

Strengths - excellent communication skills, strong problem solving skills. Sound work ethic, capable of working independently or in a team environment. Highly professional with the ability to set and maintain priorities.

Qualifications

Software I Hardware Knowledge:

â€¢ Operating Systems: Installation & support of Microsoft Windows up to and including Windows 8.1

â€¢ Sever Systems: Installation & support of Microsoft Server, up to and including Server 2012, SCO UNIX

â€¢ Microsoft Active Directory

â€¢ Database Software: Installation & support of Microsoft SQL up to and including SQL 2012.

Highly proficient with Microsoft Access and Sybase databases

â€¢ ERP Software: OMD and Installation & support of Microsoft Navision up to and including NAV2013 R2

â€¢ Office Suites: Microsoft Office 97 - 2013

â€¢ Email Programs: Microsoft Exchange, Ipswicth Imail

â€¢ Content management platform: WebGui and Magento

â€¢ Familiarity with a wide variety of Cisco and Fortinet Firewalls. 3Comm, Netgear, Hp and Cisco routers and switches

â€¢ Expert knowledge of a variety of Smartphone operating systems including Windows Mobile, Blackberry, Android and IOS

- Sprint Coral, Nortel and Free PBX VoIP phone and voice mail systems

Certifications and Certificates:

â€¢ Microsoft Certified Professional

â€¢ Comp-TA A+ Certified

â€¢ Microsoft SOL 2000 Design and Administration

â€¢ Microsoft Access I. II. III

â€¢ Navision Report Writer I & II

â€¢ Web design

Work Experience

May 2000 to Current
Company Name City , State Information Technology Coordinator

- 2003 & 2008 Administrate employee of the year / President Club Winner Repeated employee of the month winner Continually evaluating and implanting new technology to save cost, maintain and improve business process Sole point of contact for 150 people including remote staff Led $300,000 implantation of Navision ERP System Continual in-house refinements and improvements to Navision Upgraded from Navision's proprietary C/side database to SQL 2000 database Continual in-house refinements and improvements to Navision Created and implemented custom databases for leading National and Regional financial institutions that increase revenue Initiated use of remote control programs to train and help trouble shoot customer issues in a more timely manner Final point of resolution for customer software and hardware issues Responsible for onsite installation of industry specific hardware and software Implemented ACT 2006 Customer relation management database Led redesign of corporate website to including online shopping cart, site costumer extranet, and employee intranet Led the development and implemented of electronic work order ticket which greatly improved cash flow Led the revision of service call dispatch process to an automated delivery system via cell phones Developed numerous in house databases and reports to suite customers specific billing and reporting needs Negotiate contracts and interface with vendors Designed, lunched and maintain company wide disaster recovery plan Design network infrastructure and lead relocation team of corporate headquarters and regional warehouses Responsible for maintaining and securing a Microsoft Windows 2003 environment Employee systems configuration and training employees on a variety of network systems Organizing and Supporting Communicating between Management & Employees Design network infrastructure and lead relocation team of corporate headquarters and regional warehouses Upgraded to all servers to windows 2003 from Windows NT 4 0 Maintain and make sure all software is up to date and compliant Responsible for onsite installation of industry specific hardware and software Coordinate computer related training for service staff.

January 1996 to Current
Company Name City , State Information Systems Manager

- Designed in house proprietary costumer relation database.
- Designed and implemented Microsoft 2003 SBS.
- Led design of corporate web site and internet marketing campaigns.

- Responsible for corporate network security and customer WI-FI network.

Education and Training
1 1988
Curry College
City , State Business Management
Bachelor of Arts Business Management
Certifications
Microsoft Certified Professional -NT 4 0 Microsoft Certified Professional - Windows XP / Windows 2003 Microsoft Certified Professional - Internet Comp-TA A+ Certified Microsoft Certified System Administrator (eligible should be completed by end of 2006) Microsoft SQL 2000 Design and Administration Microsoft Access I, II, III Navision Report Writer I & II
Skills
A+ Certified, Active Directory, billing, business process, C, cash flow, Cisco, Cisco Routers, Hardware, network systems, Content management, contracts, Coral, databases, Database, delivery, disaster recovery, Email, ERP, extranet, financial, Firewalls, internet marketing, laptops, Lotus, Microsoft Access I, Microsoft Access, Microsoft Certified Professional, Microsoft Certified, Microsoft Exchange, Office, Microsoft Office 97, Windows, Windows 2000, 2000, Microsoft Windows 2003, Microsoft NT 4, NT 4 0, Windows NT 4 0, Microsoft Windows NT4 0, Windows XP, Navision, network security, network, Office Suites, Operating Systems, Organizing, Report Writer I, reporting, SCO Unix, servers, Microsoft SQL, SQL 2000, Sybase, System Administrator, phones, phone, training employees, Visio, voice mail, web site, website
Additional Information

- Awards: Who's Who Among Students in American Universities and Colleges Outstanding Young Men of America United States Achievement Academy - National Award Winner Sanford R. Levitt - 1 -

MANAGER - INFORMATION TECHNOLOGY AND BUILDING AUTOMATION SYSTEMS

Summary

Manager - InformationÂ Technology and Building Automation Systems

Versatile Building Automation System engineer and IT professional with vast knowledge of Enterprise Project Lifecycle methodology andÂ experience to deliver insightful network infrastructure and building automation solutions. Network engineering expert with strong background in project management and product support. Proven communication skills for quality development of standard documentation, as well as genuine leadership and assistance for associates and clients.Â

Highlights

- Enterprise platforms
- Current PMP Certification
- Project tracking
- Hardware and software upgrade planning
- Certified Information Security Manager
- User experience (UX) design
- Self-motivated

- Vast technical knowledge
- Server management
- Mac and PC expert
- Computer programming
- Highly motivated
- Resourceful
- Control system design
- Proficient multi-tasker

Accomplishments

Awarded the *Navy and Marine Corps Achievement Medal* in 2010, 2011,Â 2012, and 2013 .

Awarded *Sailor of the Year* designation for the Pacific Naval Fleet in 2013.

Successfully managed the network infrastructure and server environment forÂ 150+ users and 300+ PC and network systems.

Responsible for the training and development of 8 technicians and projectÂ coordinators within my team. Â

Experience

Manager - Information Technology and Building Automation Systems

October 2014 to Current Company Name ï¼ City , State

- Led a cross-functional team of engineers, QAs and UX designers to develop features and fix product defects.

- Delivered detailed feature roadmaps that included action items and project targets.

- Leveraged in-depth understanding of end-to-end customer experience to identify pain points and latent customer needs.

- Managed the 8 -person local IT team, allocating resources to ongoing projects and enforcing deadlines.

- Conducted computer diagnostics to investigate and resolve problems and provide technical assistance and support.

- Worked on large enterprise and business critical applications.

- Analyzed and created new configuration for packaged software to meet business and system requirements.

- Configured, maintained and provided trending and performance analysis of enterprise class storage systems.

- Performed second-level support for all workstation and server class systems.

- Served as the technical lead for server infrastructure including development, QA, staging and production systems.

- Serviced electrical, pneumatic, mechanical and microprocessor controls.

- Analyzed, modified and repaired digital control systems.

- Set up, tested and configured networks, desktops, laptops and printers.

- Created employee training materials and procedures to teach in-house workers proper software and hardware protocols.

- Diagnosed, installed, configured and repaired computer systems and software.

Information Systems Technician

July 2008 to July 2014 Company Name ï¼ City , State

- Utilized IT expertise to support communications efforts in Operation Iraqi Freedom and Operation New Dawn, focusing on network security, Microsoft-based programs, and the installation and maintenance of affiliated hardware.
- Demonstrated technical expertise to install, upgrade, and troubleshoot networks and related articles, such as video teleconferencing systems, routers, servers, computers, switches, and sound systems.
- Entrusted with confidential information to successfully develop and review specifications, standards, protocol, and inventory data, as well as keeping numerous systems encrypted.
- Maintained and monitored the server room, the wireless network and other server infrastructure.
- Set up staff workstations with PCs, Macs, phones and laptops.Translated technical specifications into detailed product requirements.
- Maintained audiovisual equipment, including overhead projectors, laptops and video conferencing equipment.

Education

Master of Science : Computer & Information Science , 2015 University of Houston ï¼ City , State , USA

- Top 15 % of class
- Emphasis in Cyber Security and Â Information Awareness.Â
- Coursework in Operating Systems and System Programming
- Coursework in Computer Networking and Information Technology

Bachelor of Science : Management of Information Systems , 2011 University of Maryland University College ï¼ City , State , USA

- Coursework in Computer Networking and Information Technology
- 4.0Â GPA

Skills

- System administration
- Windows Server 2003
- Windows Server 2008
- VMwareÂ
- Active Directory
- Microsoft Exchange 2013
- Large computer networks
- Linux
- Mac OS
- Microsoft Dynamics
- Access Control SecurityÂ

Certifications

Certified Naval Information Systems Technician â€“ First Class Petty Officer (E6)
Information Systems Security Professional (CISSP)
Microsoft Certified Systems Administrator (MCSA)
PMI - Project Management Professional (PMP)
ISA - Certified Automation Professional
Cisco
Certified Network Associate (CCNA)
Certified Network Professional (CCNP)
Certified Security Professional (CCSP)
Video Teleconference Certified Expert
CompTIA
Security+
Network+
A+

LEAD INFORMATION TECHNOLOGY SUPPORT SPECIALIST

Work History

Company Name

Company Name

Skills

Applications: MS Office Suite 2000-2016, O365, GroupWise, HEAT Call Logging, Crystal Reports, T3 VoiceMail, NetMotion, Novell iManager, Active Directory Client/Server: Heatweb-fs Platforms: Windows 2000/XP/7/8/10, UNIX, DOS

Experience

03/2016 to Current

Lead Information Technology Support Specialist Company Name ï¼ City , State

- Perform lead worker functions including assigning, coordinating and reviewing daily work of staff, training other employees and act as a resource to other staff.
- Perform help desk systems administration; develop and document procedures.
- Coordinate with technical support team, management, and users to define user needs for new or improved systems; coordinate software deployments and PC replacements; manage hardware and software inventories.
- All duties as listed below.

04/2007 to 03/2016

Information Technology Support Specialist Company Name ï¼ City , State

- Identify, troubleshoot, install, program, configure, upgrade, analyze and maintain various computer and network peripherals including mobile data computing devices.
- Determine appropriate course of action and conduct repairs, modifications, procurement, and replacement of internal peripherals as needed.
- Install, configure, and support enterprise class, SQL compliant database software.
- Document the procedures for other support personnel to use as reference material to assist in the support of these systems.
- Exceptional ability to work with a very demanding group of users in providing timely support in person, over the phone, or in remote desktop sessions.
- Known for approachability, diplomacy and patience in dealing with frustrated users.
- Excellent problem-solving skills relating to Access, Excel, or Word questions.
- Create macros, research complex inquiries, and find solutions to users' issues.
- Monitor and maintain back-up systems and server health including Heatweb-fs.
- Collaborate with team members and vendors, to develop strategies for hardware and software solutions.
- Key Achievements: Designed and developed training material, then conducted training classes to assist internal end users in the proper use and procedures of City software applications and computer systems.
- Reduced by half the equipment inventory process time by researching and recommending new hand-held scanners then customizing the Inventory Worksheet in HEAT to autofill the form.
- Increased efficiency and communication within IT department by redesigning and automating tasks in several of the HEAT Call Logging screens.
- Created document for new employees to help them navigate the City's technology, everything from how to access their email, how to use their desk phones, to explaining policies and procedures for printing, scanning, and end of day procedures.

08/2004 to 03/2007

End User Support Specialist Company Name ï¼ City , State

- Ensure customer satisfaction by responding to calls to the help desk.
- Logs all customer questions and problems and tracks the same through to resolution.
- Field over 20,800 calls from user community per year.
- Analyze each call for problem symptoms then determine problem resolution.
- Coordinate planning, development, and teaching of software, including time frame for deliverables.
- Designed and created class evaluation database for the purposes of certificate recognition.
- Generate and analyze statistical data from HEAT call ticket database.
- Maintain and update call tracking software.
- Create and update knowledgebase.
- Provide software training to all employees of the District through web pages, training classes, correspondence, or one-on-one assistance.
- Conducted 34 software classes over the last year-and-a-half, with a 98% approval rating.
- Provide software installation, repair, and support to approximately 2,800 employees including the administration compound and district laptop users.
- Set up new district laptops to district standards.

08/2002 to 05/2004

Instructional Support Specialist Company Name ï¼ City , State

- Provided administrative/secretarial support to all full- and part-time instructors in the Business Computer Information Systems Department.
- Worked cooperatively with Department Chair and all other faculty of the Business Education Department located on the Main Campus, Chico Center, Orland, Paradise, and Glenn County.

- Recommended modifications or improvements for methods, procedures, techniques, and equipment required for the Business Education Degree programs and computer labs resulting in time and cost savings for the department.
- Designed and maintained database of 8 years of graduating students following their degree programs and certificates.
- Provided effective instruction and tutoring to a widely diverse group of students in the following career programs: Microsoft Office (Word, Excel, Access, PowerPoint and Publisher), Computer Applications, Office Assistant, Medical Front Office Assistant, Legal Office Assistant, Desktop Publishing; and Medical Transcription for Certification.
- Collaborated with the technical support team to recommend new hardware and software to improve the performance of the computers.
- Maintained and updated Butte College, Business Education Website.
- Provided desktop publishing design work including creation of flyers, brochures, news releases, and newspaper ads outlining special events and course offerings.
- Assist Enterprise Networks department by installing lab computer systems (4 labs - 125 systems, 80 new systems), validating lab system images every semester, troubleshooting user hardware and software issues, hardware repair, memory upgrades, software installs, OS and software patch installation, and OS upgrades.

02/2002 to 05/2002
Instructional Support Asst I Company Name ï¼ City , State

- Instructed and tutored Corporate Information Technology students in the basics of: Database design: including ERD diagrams, data dictionaries, using all functions of Microsoft Access.
- SAP R/3: enterprise wide functionality, materials requirement planning (MRP) functionality and to create a personnel file for a new employee.
- HTML web design: create two inter-related web pages in HTML, upload a database to the web server, connect web pages to the database, and pull information from the database to display in the pages.
- Implemented and documented lab policies and procedures.
- Lead Documentation Team in the designing, developing and delivering of a computerized training solution for the Center for Economic Development.
- Worked jointly with seven other team leaders.
- Managed a six-person team.
- Wrote documentation guidelines.
- Produced the User Guide and Online Help for the users of the new software.

06/1994 to 05/1997
Computer Systems Manager Company Name ï¼ City , State

- Database Manager and Desktop Publisher Managed and maintained customized church database with 6000+ entries including membership, attendance, and contribution modules.
- Produced tailored reports for administrator using data analysis and manipulation techniques.
- Analyzed and produced visualized reports of abstract data.
- Trained others to manipulate the database for creating custom reports for their departments.
- Served as network administrator.
- Diagnosed and implemented solutions for routine hardware issues.
- Edited weekly publications including the Lantern Newsletter.
- Prepared special publication projects.

Education and Training
May, 2002
B.S : Business Administration, Management Information Systems California State University ï¼ City Business Administration, Management Information Systems Cum Laude
December, 2008
Microsoft Word XP Certification, Microsoft Office Specialist Program May, 2003 Crystal Certification of Crystal Reports Design 9.0 April, 2005 New Horizons Course: OLL - Developing MS ASP .NET Web Applications Using Visual Studio October, 2007 Novell Certificate in Implementing Novell Open Enterprise Server 2 for Linux
Graduate Certificate in Corporate Education August, 2009 Pearson VUE Certified Test Administrator May, 2010 Siemon Certification in Design Principles and Installation Practices December, 2011 FrontRange HEAT Administration I November, 2013 FrontRange HEAT Administration II February, 2014 Dell Certification for Online Self Dispatch for Desktops and Notebooks June, 2015
Activities and Honors
Driven Information Technology Professional with broad technical skill set. Known for ability to multi-task and juggle multiple projects simultaneously, meeting all deadlines. Excels in customer support, training, and documentation. Most noted for customer service and teamwork expertise. Thrives in environments that continually embraces new technologies.
Skills
ASP .NET, Client/Server, Crystal Reports, data analysis, Database design, database software, Desktop Publishing, Desktop Publisher, equipment inventory, special events, Front Office, help desk, HTML web design, in Design, instruction, Linux, Logging, macros, Publisher, network administrator, Newsletter, procurement, repairs, SAP R/3, software installation, SQL, systems administration, technical support, training material, tutoring, UNIX, Visual Studio, Web Applications, web server

INFORMATION TECHNOLOGY (IT) SPECIALIST

Experience

Information Technology (IT) Specialist

January 2012 Company Name

IT Specialist Project Engineer

December 2009 to Current City , State

- U.S.
- Army Information Systems Engineering Command (USAISEC) on projects involving large and complex data networks and telecommunications systems while assigned to the Fort Huachuca Engineering Directorate of USAISEC.
- I develop, manage and coordinate the implementation of network communications, local area networks (LANs), visual information systems (VIS), and information technology (IT) infrastructure projects.
- As the Project Manager and Lead Engineer, I directed and managed the efforts of a five person Integrated Product Team (IPT) to implement the $25 million IT infrastructure for the the new Command, Control, Communications and Computers (C4) facility for the Joint Special Operations Command (JSOC) at Ft Bragg, NC.
- Provided daily project coordination and oversaw the development of the IT technical requirements, system design plan and associated contract documents and design drawings for the 35,000 sf building.
- Reviewed building construction design drawings, consolidated design change input requests from the customer and team members, and provided justification for the proposed design changes and building modifications to ensure that the IT infrastructure was installed according to technical specifications, applicable security standards, and customer requirements.
- requests for building design changes to the US Army Corps of Engineers (USACE).
- and provided technical oversight of the project.
- Represented JSOC and ISEC in project meetings with the USACE and other project stakeholders for technical requirements, project scheduling updates, and to resolve controversial project issues.
- Created the project integrated master schedule (IMS) to identify and manage resources so that all project documentation and deliverables were developed accurately, and to ensure system reliability, operability, and maintainability.
- In support of the Army Base Realignment and Closure (BRAC) process, performed duties as the project coordinator for the $19 million BRAC mandated Army Central Command (ARCENT) Headquarters relocation.
- As the ARCENT relocation project leader, identified and analyzed requirements, assigned and reviewed work and exercised full control over the planning, development, and implementation of all assigned tasks for the Integrated Product Team (IPT).
- Obtained contract engineering services by developing the Acquisition Requirements Package (ARP), and participated in Source Selection Evaluation Board (SSEB) activities.
- Prepared statements of work (SOWs), procurement data packages, and evaluated contractor work performance and provided the monthly performance report to the contracting office and weekly project status updates to ISEC management.
- Provided financial and resource planning, execution, and tracking; to include manpower, temporary duty (TDY), and other acquisition resource requirements.
- Judiciously expended project resources, determined priorities and worked within resource allocation limits, fiscal law and existing policy.
- Completed all required contract modifications, List of Materials (LOMs) and Major Item List of Materials (MILOMs), as well as independent government cost estimates (IGCEs) as required.
- Integrated various IT sub-systems based on system dependencies, technical adequacies, and customers' need.
- Conducted technical reviews of proposed test plans and monitored the System Acceptance Testing (SAT) of all IT and VIS systems and proposed solutions to faults identified in the SAT to ensure continuity of new and existing systems and compliance with user requirements.

Systems Integration Analyst

July 2009 to December 2009 Company Name ï¼ City , State

- Supervisor: Randy Devine - (520) 459-3174.
- Systems Integration Analyst responsible for contract Information Technology (IT) engineering services in support of the US Army Information Systems Engineering Command (USAISEC).
- Developed the Facility Design Criteria (FDC), System Design Plans (SDPs), Engineering Installation Packages (EIPs), List of Materials (LOMs) and other acquisition documentation for complex IT projects according to user requirements.
- Worked with Government and sub-contractor personnel and provided guidance and oversight on project document development and validation for the U.S.
- Army Forces Command (FORSCOM) and U.S.
- Army Reserve Command (USARC) BRAC relocation.
- Provided engineering, procurement, installation, cutover and testing requirements for the High Frequency (HF) and Ultra High Frequency (UHF) Radio Systems and antennas in support of a Command, Control, Communications, Computers and Intelligence / Information Technology (C4I/IT) systems project.
- Reviewed project documentation and ensured contract deliverables were complete and delivered accurately and on time as specified in the Acquisition Requirements Package (ARP).

April 2001 to September 2009 Company Name

- Functional Area Expert (Command and Control)Sierra Vista, Arizona Supervisor: Robert Kessler - (520) 417-0959.
- Communications Engineer supporting the U.S.
- Army Information Systems Engineering Command (USAISEC) by providing IT engineering services in the form of quick reaction

engineering to Engineer, Furnish, Install, and Test (EFIT) total communications functionality at multiple Command and Control (C2) facilities.

- Provided QA / QC checks and Acceptance Testing on various projects involving C2 facility upgrades as well as Command Headquarters relocations.
- Provided IT engineering support for the US Southern Command (SOUTHCOM) headquarters relocation project, to include developing the FDC as part of the design-build contracting process for the USACE.
- Developed the SDP, LOM, cost estimates and test plans for the radio and satellite systems, copper and fiber cable plant, lightning protection systems, grounding, bonding and shielding systems and related infrastructure for the Defense Threat Reduction Agency (DTRA) relocation project.
- Provided on-site engineering support for the voice, data, and visual information systems being installed for the United States Army South (USARSO) Headquarters and the Installation Management Agency (IMA) at Fort Sam Houston, Texas.
- Provided detailed engineering for the design and installation of Briefing and Display Facilities (BDF), Conference Rooms, Command Center Areas, Telecommunications Rooms (TRs), and Open Office Areas.
- Conducted QA / QC checks and testing for a Defense Red Switch Network (DRSN), Global Command and Control System (GCCS), Unclassified Local Area Network (NIPRNET), Secret Local Area Network (SIPRNET), Sensitive Compartmented Local Area Network (SCI LAN), Administrative Telephone System, and Visual Information Systems.
- Assisted USAISEC Force Projection Engineering Directorate, and 1st Signal Brigade personnel in the design and installation of a C2 facility upgrade at the 19th Theatre Support Command in South Korea.
- Performed site surveys, gathered user requirements from several staff directorates and operational elements within the command and developed an SDP, EIP and LOMs to upgrade the Global Command and Control System (GCCS) communications systems as well as the administrative and tactical voice systems.
- Provided engineering support for the development of the C2 facility for the U.S.
- Army Central Command (USCENTCOM) Headquarters and foreign coalition forces in Doha, Qatar in support of Operation Iraqi Freedom.
- These efforts included various secure voice, data, and visual information systems critical to the Command Center operations.
- Supervised and assisted with the routing, termination and acceptance testing of all fiber optic and Cat5 cabling, voice and data systems and related telecommunications equipment and infrastructure.

Education
Bachelor of Science (BS) : Information Technology , 2005 University of Phoenix GPA: GPA: 3.67 Information Technology GPA: 3.67
Associates of Applied Science (AAS) : Electronic Technology , 2003 Cochise College GPA: GPA: 4.0 Phi Theta Kappa Electronic Technology GPA: 4.0 Phi Theta Kappa
Associate : General Studies , 2001 AGS Cochise College GPA: GPA: 4.0 Phi Theta Kappa General Studies GPA: 4.0 Phi Theta Kappa
Skills
Administrative, Analyst, Army, Agency, cable, cabling, Cat5, documentation, Engineer, engineering support, financial, Functional, Government, IMS, Information Systems, Information Technology, local area networks, Local Area Network, LANs, LAN, law, Materials, meetings, Office, Network, networks, personnel, procurement, project leader, project coordination, QA, quick, Radio, routing, SAT, scheduling, Supervisor, surveys, Switch, System Design, Systems Integration, telecommunications, Telephone, Theatre, UHF, Ultra High Frequency, upgrades, upgrade, validation, Vista, voice and data

PRODUCTION ASSOCIATE

Summary

Conclude your application letter by thanking the employer for considering you for the position. Include information on how you will follow-up. Complimentary Close Sincerely, Signature The following application letter template lists the information you need to include in the letter you submit with your resume when applying for a job. Use the application template as a guideline to create customized letters to send to employers with your resume. Then review letter samples to get ideas on writing your own application letters. The first paragraph of your job application letter should include information on why you are writing. Mention the job you are applying for and where you found the position. If you have a contact at the company, include it. Middle Paragraphs: The next section of your cover letter should describe what you have to offer the company. Make strong connections between your abilities and the requirements listed in the job posting. Mention specifically how your skills and experience match the job. Expand on the information in your resume, don't just repeat it. Try to support each statement you make with a piece of evidence. Use several shorter paragraphs or bullets rather than one large block of text. Conclude your application letter by thanking the employer for considering you for the position. Include information on how you will follow-up. State that you will do so and indicate when (one week's time is typical). You may want to reduce the time between sending out your resume and follow up if you fax or email it. View More Free Email Newsletter Top of Form Let About.com send you the latest from our Job Searching Expert. You can opt-out at any time. Please refer to our privacy policy for contact information. Bottom of Form Copyright Alison Doyle This cover letter takes the position requirements and matches the applicant's skills to those requirements. This way, the resume reviewer can see the candidate's relevant qualifications at a glance. Sample Targeted Cover Letter Your Name Your Address Your City, State, Zip Code Your Phone Number Your Email Date Name Title Organization Address City, State, Zip Code Dear Mr./Ms. Last Name: I am interested in the Coordinator position advertised on XYZ. My resume is enclosed for your review. Given my related experience and excellent capabilities I would appreciate your consideration for this job opening. My skills are an ideal match for this position. Your Requirements: Responsible for evening operations in Student Center and other facilities, including managing registration, solving customer problems, dealing with risk management and emergencies, enforcement of department policies. Assists with hiring, training, and management of staff. Coordinate statistics and inventory. Experience in the supervision of student staff and strong interpersonal skills are also preferred. Valid Minnesota driver's license with good driving record. Ability to travel to different sites required. Experience in collegiate programming and management. My Qualifications: Register students for courses, design and manage program software, solve customer problems, enforce department policies, and serve as a contact for students, faculty, and staff. Hiring, training, scheduling and management of staff, managing supply inventory, and ordering. Minnesota driver's license with NTSA defensive driving certification. Extensive experience in collegiate programming and management. Excellent interpersonal and communication skills. I appreciate your taking the time to review my credentials and experience. Again, thank you for your consideration. Sincerely, Your Signature (for hard copy letter) Your Typed Name INFORMATION TECHNOLOGY TECHNICIAN TIER ONE TECHNICAL SUPPORT - HELP DESK TECHNICIAN Experienced and knowledgeable Information Technology Professional seeking to contribute training and acquired skills within a Tier One Technical Support and/or Help Desk role. Work well independently, or in a group setting providing all facets of computer support such as troubleshooting, installations, and maintenance. In-depth knowledge and understanding of numerous software packages and operating systems. Skilled in providing Customer and End-User Help Desk Support. Easily identify and resolve technical issues and concerns. Excellent communication and presentation capabilities.

Accomplishments

- Begin your letter greeting with "Dr./Mr./Ms.
- Last Name." If you do not know the employer's last name, simply write "Dear Hiring Manager" or leave the greeting off the letter and start with the first paragraph.
- Body of Letter First Paragraph: Why you are writing - mention the job you are applying for and where you found the listing.
- Middle Paragraph(s): What you have to offer the employer - mention why your skills and experience are a good fit for the job.
- Last Paragraph: Say thank you to the hiring manager for considering you and note how you will follow up.
- Signature End your cover letter with your signature, handwritten, followed by your typed name.
- If this is an email, simply include your typed name, followed by your contact information.
- When you are writing letters, it's important to select a font that is clear and easy to read.
- Here's how to choose a letter font that is professional and readable, as well as how to choose the appropriate font size for your letter.
- It is important to select a font that is large enough so that the reader doesn't have to squint to read your letter, but not so big that your letter doesn't fit well on a page.
- Use a Basic Font Using a simple font will ensure that your letter is easy to read.
- Basic fonts like Arial, Verdana, and Times New Roman work well.
- Depending on how much content you have in your letter select a 10 or 12 point font size.
- It's best if you can format your letter so it fits on one page.
- Regardless of the font size you select, there needs to be space at the top of the letter and between each paragraph and each section of your cover letter.
- Here's how to space your cover letter.
- When you are using Microsoft Word, here is how to select a font for your letter and how to select the font size.
- If you're using a different word processing program, the process is similar.
- Select the content of your cover letter then choose a font and a font size.
- You may need to try a couple of different sizes to make sure that your cover letter fits on a single page.
- How to Select a Cover Letter Font Select a font from the list at the top of your document before you start writing your letter, or: Type your cover letter.
- Highlight the content of your letter.
- Either select the font from the pop-up window or select the font from the list at the top of the document.

Experience

Production Associate 03/2006 to Current Company Name City , State

- cover letter typically accompanies each resume you send out.
- Your cover letter may make the difference between obtaining a job interview or having your resume ignored, so it makes good sense to devote the necessary time and effort to writing effective cover letters.
- A cover letter should complement, not duplicate, your resume.
- Its purpose is to interpret the data-oriented, factual resume and add a personal touch.
- A cover letter is often your earliest written contact with a potential employer, creating a critical first impression.
- Find out more of the differences between a resume and a cover letter.
- There are three general types of cover letters: The application letter which responds to a known job opening (review samples) The prospecting letter which inquires about possible positions (review samples) The networking letter which requests information and assistance in your job search (review samples) Your cover letter should be designed specifically for each purpose outlined above as well as for each position you seek.
- Do not design a form letter and send it to every potential employer (you know what you do with junk mail!).
- Effective cover letters explain the reasons for your interest in the specific organization and identify your most relevant skills or experiences (remember, relevance is determined by the employer's self-interest).
- The letter should express a high level of interest and knowledge about the position.
- Keep in mind that your cover letter doesn't need to be long - a page is plenty.
- Here's information on how long a cover letter should be.
- Bottom of Form The following application letter format lists the information you need to include in the job application letter you send with your resume.
- Use this as a guideline to create customized application letters to send to employers.

Information Technology Technician 01/2000 to 10/2002 Company Name City , State

- Provided computer help desk support via telephone communications with end-users.
- Performed diagnostics and troubleshooting of system issues, documented help desk tickets/resolutions, and maintained equipment inventory lists.

Information Technology Technician 02/1996 to 01/2000 Company Name City , State

- Provided computer help desk support and technical training on hardware/software to end users.
- Documented help desk tickets/resolutions, and provided overall assistance in daily administration of a Novell Netware 4.11 Network.
- Performed set-up, break-down, and transport of agency equipment on an as-needed basis.

Personal Information
Select the font size you want to use the same way. Proofread your cover letter. Print your cover letter, even if you are going to upload it online, to make sure that it is formatted, properly spaced, and looks the way you want. Writing a cover letter can seem like a difficult task. After all, cover letters makes some sort of a request - whether for an interview or more information - and are generally addressed to someone you haven't met before. If you take it one step at a time, however, you'll soon be an expert at writing cover letters to send with
Skills
Accounting, administrative, agency, Basic Programming, Bookkeeping, Business Communication, hardware, Finance, fundraising, help desk support, help desk, IBM, IBM Software, inventory, letters, Lotus 2.1, Macros, Marketing, mail, Office, MS-DOS, Network, networking, Novell Netware, Novell Netware 4.11, page, Programming, express, Shorthand, technical training, telephone, troubleshooting, Typing, Word Processing, WordPerfect 5.1, written
Additional Information

- Select the font size you want to use the same way. Proofread your cover letter. Print your cover letter, even if you are going to upload it online, to make sure that it is formatted, properly spaced, and looks the way you want. Writing a cover letter can seem like a difficult task. After all, cover letters makes some sort of a request - whether for an interview or more information - and are generally addressed to someone you haven't met before. If you take it one step at a time, however, you'll soon be an expert at writing cover letters to send with
- Job Application Letter Format Contact Information Name Address City, State, Zip Code Phone Number Email Address Date Employer Contact Information (if you have it) Name Title Company Address City, State, Zip Code Salutation Dear Mr./Ms. Last Name, (leave out if you don't have a contact) Body of Application Letter The body of your application letter lets the employer know what position you are applying for, why the employer should select you for an interview, and how you will follow-up. First Paragraph The first paragraph of your letter should include information on why you are writing. Mention the job you are applying for and where you found the job listing. Include the name of a mutual contact, if you have one. Middle Paragraph(s) The next section of your application letter should describe what you have to offer the employer
- Application Letter Template Contact Information The first section of your letter should include information on how the employer can contact you. If you have contact information for the employer, include that. Otherwise, just list your information. Your Personal Information FirstName LastName Street Address City, State, Zip Code Phone Number Email Address Date

Education
KnowledgeSoft, Inc., Mechanicsburg, PA, 3/1997 Courses in Intranetware 4.11 Administration and 4.1a Advanced Administration 12 1993
Shippensburg University of Pennsylvania City , State
B.S.B.A : Business Administration/Office Administration 12 1993 John L. Grove College of Business Business Administration/Office Administration
Business Communication, Business Programming, Marketing, Finance, IBM Software Applications, and Management

A.A 5 1991 Harrisburg Area Community College City , State GPA: GPA: 3.11 Accounting, IBM Software Applications, Intermediate Lotus 2.1, Advanced Lotus 2.1 Macros, MS-DOS Commands, IBM Basic Programming, Advanced WordPerfect 5.1, and Novell Netware GPA: 3.11 Academics/Business 1 1988 East Pennsboro Area High School City , State Academics/Business Typing, Word Processing, Office Procedures, Bookkeeping, and Shorthand Recipient of Award for East Pennsboro Most Outstanding Business Student

Objective
To obtain a position in the information technology, personnel development, or computer science field to help manage, develop, and support projects and individuals.
ADJUNCT INFORMATION TECHNOLOGY INSTRUCTOR
Experience
Adjunct Information Technology Instructor 01/2014 to Current Company Name City , State

- Taught courses concerning the Python, Visual Basic, and C# programming languages.
- Sat on CIT advisory board committee to improve and recruit students to the KCTCS CIT program.

Information Technology Instructor and School Technology Coordinator 11/2011 to Current Company Name City , State

- Responsible for meeting the educational needs of high school students.Instructed classes concerning A+ certification, Cisco certification, web design, programming, game design, and help desk.
- Taught programming courses concerning C#, Python, Java, and Javascript programming language, as well as taught various web frameworks.
- STC support staff for CTE Unit to meet staff's technological needs including LMS support, teacher technology training, and maintaining school website.
- Developed mobile applications with student body to meet district needs.
- Supervisor of internally ran Help Desk, support ticket maintenance, and department head of technology troubleshooting for staff. Â

Geek Squad Agent 04/2007 to 09/2010 Company Name City , State

- Set up, tested and configured networks, desktops, laptops and printers.
- Coordinated hardware and software repair processes with outside vendors.
- Trained Â new employees in effective diagnostic and repair procedures.
- Analyzed software, hardware and network systems for various transmission systems.
- Configured and installed routers, switches and wireless controllers.

Education
Master of Science : Computer Information Systems 2015 Murray State University City , State Project Management and Data Analysis Emphasis
Master of Arts : Education 2013 Murray State University City , State Educational Technology Emphasis
Bachelor of Science : Education 2011 Murray State University City , State
Middle School Science and Social Studies Emphasis
GPA: 3.69
Information Technology Certifications

- Comptia - Strata IT Fundamentals
- Microsoft Technology Associate - Network Fundamentals
- Microsoft Technology Associate -Â Windows O.S. Fundamentals
- Microsoft Technology Associate - Software DevelopmentÂ
- Microsoft Technology Associate - Web Development

Skills

- Google and Microsoft suite experience through coursework and classroom implementation.
- Familiar with both the educational and information technology fields.
- Experience in both project management and educating teachers on the use of technology in the classroom .

Awards / Recognition / Volunteer Work

- Â Kentucky Colonel AwardÂ
- HCHS Curriculum Committee - Vice Chair Â
- Cum Laude - Murray State University May 2011

ASP.NET WEB DEVELOPER

Accomplishments

- Won Associate of the Month award at CYIENT
- Member of the team which won the Team of the Month award for projects such as DEBTS and eRFA

Experience

April 2015

to

Current

Company Name City , State ASP.Net Web Developer

- Responsibilities:
- Migration of IU Print website (print.iu.edu) from ColdFusion to ASP.Net using MVC Framework.
- Create a prototype dashboard for IU Print Analytics module using High Charts.

July 2011

to

July 2014

Company Name City , State Software Engineer

- Responsibilities:
- Designed and developed an application to migrate legacy data to ASP.Net application by providing the ability to validate the data to meet the business rules for the new application.
- Design the story board using HTML and CSS and design database for applications by analyzing the customer requirements.
- Perform code reviews of the modules developed by other team members and participate in pair programming to improve the coding standards of the overall application.
- Preparation of build packages and actively participate in integration and deployment phase of the applications. TECHNICALS SKILLS: Programming Languages: C# Web Technologies: SharePoint 2010, ASP.NET 4.0/3.5/2.0, MVC 4 Application Software: Visual Studio 2008/2010/2013, SQL Server Management Studio Databases: SQL Server 2005/2008 R2, MySQL, Oracle Others: HTML, JQuery, CSS, JavaScript, Bootstrap, JIRA Source Controls: Team Foundation Sever, GitHub, Visual Source Safe PROJECTS AT WORK: 1) LEDGER: Ledger is developed to manage the task of invoice clearance for different finance benefits trust accounts of Pratt & Whitney. It is also used to track invoices charged back to the department budget or to the various business units. The primary objective of this project was to migrate the existing application which was developed in MS-Access to a web based application by implementing security and adding additional business rules. 2) DEBTS (Daily Equity Based Tax Solution): DEBTS is a tool which is used to calculate employee tax based on certain parameters (medical, social security tax factor). It is developed for UTC USA and deals with all UTC employees' daily equity tax. UBS will place a flat file each day in SFTP with all transactions performed by the employees of UTC. The typical flat file contains employee id, country code, tax details etc. DEBTS tool will connect to SFTP and downloads flat file to perform the validation rules, at last tool will decide the record status (there are 3 statuses as Valid, Exception and Pending). User can login to the system and can review the exception records. And also user can rectify the exceptions to move the exception record to valid records and send the funding files to ADP. 3) Supplier Portal Supplier Portal is designed in SharePoint 2010 to collaborate with their authorized suppliers. Supplier Portal is a merge of seven legacy Pratt and Whitney existing applications into a single portal. The features that are available simplify the way their suppliers can access required business & technical information, as well as how they can provide P&W with valuable delivery information. It is one of the main communication portals and it plays a major role in doing business with Pratt & Whitney. Apart from SharePoint 2010, we used SQL Server 2012 and ASP.Net to develop this application. 4) eRFA (electronic Request For Agreement): RFA is an agreement between two parties (Company and Client) before they start the work. This process involved more than eight approvers to approve the agreement. The existing process which involves manual submission has many problems such as knowing status of agreement, percentage of completion and approval status etc. The new eRFA application is developed in SharePoint as an electronic application which has more flexible UI to capture all required data and it eliminated most of the manual efforts in terms of searching for online results and internal applications to validate the data entered by requester, more flexible approval process and status tracking. 5) Export Logging Tool Export Logging Tool is a web based application to collect and log all export activities occurring at Pratt & Whitney Military Engines with a simple interface with an ability to generate various reports required to report of export events. Apart from these features it also includes the facility of uploading bulk data into the database which needs to be validated for the correctness of the data against business rules which determine the type of data that can be uploaded into each column. AWARDS AND PROFESSIONAL RECOGNITION:
- Won Associate of the Month award at CYIENT.
- Member of the team which won the Team of the Month award for projects such as DEBTS and eRFA.
- Stood 3rd in SIASAT's national level talent search examination during high school.

Education

Indiana University Masters : Computer Science Indiana University - Bloomington Masters in Computer Science, August 2014 - December 2015 (Current GPA: 3.55).

Jawaharlal Nehru Technological University Bachelor of Technology : Computer Science and Engineering Jawaharlal Nehru Technological University, Andhra Pradesh, India Bachelor of Technology in Computer Science and Engineering, September 2007 - May 2011.

Certifications

- RFA

Professional Affiliations

Source Controls: Team Foundation Sever, GitHub, Visual Source Safe of the team which won the Team of the Month award for projects such as DEBTS and eRFA

Skills

Asp, Asp.net, Model View Controller, Model-view-controller, Ms Asp, Mvc, .net, Access, Adp, Application Software, Asp.net 4.0, Associate, Award, Benefits, Bootstrap, Budget, C#, Coding, Css, Database, Databases, Deployment, Engineer, Engines, Exceptions, File, Finance, Html, Integration, Integrator, Invoice, Invoices, Javascript, Jquery, Logging, Long-term Disability, Ltd, Microsoft Sharepoint, Ms Sql Server, Mysql, Oracle, R2, Sap, Secure File Transfer Protocol, Security, Sftp, Sharepoint, Software Engineer, Sql, Sql Server, Sql Server 2005, Sql Server 2012, Ui, User Interface, Visual Studio, Web Based, Coldfusion, Prototype, Prototypes

DIRECTOR OF INFORMATION TECHNOLOGY

Profile

SUMMAR Y Applying technology and workflow solutions to business challenges is exciting for me because I love to learn and apply new lessons and approaches to support and enhance the organization to achieve its goals and mission.

Core Qualifications

- C# Oracle SQL Oracle
- Information Management SQL Server SQL*Plus
- TFS SharePoint SharePoint Designer
- Database Design Database Administration Data Management
- ASP.NET Team Leadership IIS
- PL/SQL ADO.NET Tactical Planning
- Application Development Web Applications IT Strategy
- Microsoft SQL Server Software Development Agile Methodologies
- Requirements Analysis SDLC XML
- Information Technology SQL Software Project Management
- Project Management Analysis Business Intelligence
- Leadership

Professional Experience

Director of Information Technology 11/2012 to 08/2015 Company Name

- Provided application and network support services for the MSBA.
- The MSBA is a small quasi-public state authority who financially assists school districts in their school building projects.
- My group maintains a rackspace hosted asp.net solution tied to SQL Server.
- I had all the hardware and software refreshed as well as bringing the development group up to sql server, tfs, and VS 2012.
- I personally rewrote their utility and security library from VB.NET to C# and added many more classes to support more static helper functions.
- I also developed an architecture based on object modeling for a middle tier.
- I was the the login account administrator for the authority which utilized Santander Banking Services.
- I wore many hats with my team - developer, manager, network administration and help desk.
- I served as the project manager for all current projects and provided business analysis to work out business workflows for my team.
- I recommended Tableau as the authority's visualization business intelligence tool.
- We just started developing the infrastructure around the new business intelligence tool.
- We finished bringing in DSCI for data and phone lines and we are ready to have our phone system hosted in their data center.

Team Leader 05/2005 to 11/2012 Company Name

- Lead clinical and research programming development and application support for applications developed by my group for the Cardiovascular Program.
- I had three teams under my leadership.
- I had the CAS and later the EMERIS group and I project managed the effort to replace a number of legacy systems with modern C# applications.
- The second group maintained professional and clinical billing for the cardiology department.
- The third group developed and maintained research applications for the cardiology's research department.
- I was the logical Oracle DBA who puts objects into production and I maintained our central job scheduler and placed those jobs into production as well.

Chief Information Officer 07/2000 to 02/2005 Company Name

- Provide network, application and help desk support for the largest agency in the Commonwealth of Massachusetts, The Department of Mental Retardation.
- The agency is now called the Department of Developmental Services and at that time my network team of 5 managed the the entire state of Massachusetts office: 30 field office and 5 state school facilities.
- We upgraded to Zen 5.0 of Novell and remotely managed our desktops.
- We also developed client server model applications and the electronic service delivery model which was hosted in our facility with ITD's assistance.
- Our development platform was classic asp with vb.net and the back end was sql server.

Director of Applications Development 02/1996 to 06/2000 Company Name

- Provided application development and support services to the Department of Youth Services.
- I lead the Year 2000.
- project to convert our Natural/Adabas mainframe system to a ASP web based application YSIS.
- I also helped out as a.
- banyan administrator to our Network Administrator.

Education

Master of Business Administration (MBA) : Management Information Systems, General Delta Mu Delta Suffolk University - Sawyer School of Management City Management Information Systems, General Delta Mu Delta

Bachelor of Arts (BA) : Economics GPA: Omicron Delta Epsilon Economics Omicron Delta Epsilon

Skills

.NET, asp.net, VB.NET, Adabas, ADO, Agile, Application Development, ASP, agency, Banking, banyan, billing, business analysis, Business Intelligence, cardiology, client server, hardware, Data Management, Database Administration, Database Design, delivery, desktops, XML, help desk support, help desk, IIS, Information Technology, IT Strategy, Leadership, Team Leadership, mainframe, C#, office, SharePoint, Natural, Network Administrator, network administration, network support, network, Novell, object modeling, Oracle, Oracle DBA, developer, PL/SQL, Oracle SQL, phone system, programming, Project Management, Requirements Analysis, research, SDLC, Software Development, Microsoft SQL Server, SQL, sql server, Tableau, phone, Web Applications, Year 2000

DIRECTOR OF INFORMATION TECHNOLOGY

Professional Summary

Dynamic Information Technology Manager with 13 years of IT leadership experience including oversight of infrastructure, application support and cybersecurity services. Dedicated to customer satisfaction with focused delivery of technical solutions. Proven leader in directing operations, maintenance and support of complex systems. Develops creative business solutions, leveraging diverse methodologies and delivering engineering solutions for leading organizations. Highly adept in request for proposal development, technology needs assessments and staff training. Successful in motivating teams to meet demanding timelines by utilizing critical thinking, resource and conflict management and facilitating stakeholder engagement. Innovative and driven with passion for delivering forward thinking, emerging trend technologies.

Skills

- Agile framework
- Business intelligence
- Change management
- Collaboration
- Conflict resolution
- Critical thinking
- Data migration
- Information technology management
- Insurance
- ITIL
- Organization and time management
- Perl
- Problem-solving
- Project lifecycle management
- Project management and leadership
- Python
- Risk assessment
- Salesforce Admin and CRM
- SDLC
- Six Sigma

- SQL (Microsoft and Oracle)
- Excellent Verbal and written communication
- Agile, Functional, Project leadership,Written communication
- AI, Information technology, Project Management
- Budgeting, Insurance, Python
- Budgets, ITIL, Quality
- Budget, Leadership, Research
- Business intelligence, Marketing, Risk assessment
- Business process re-engineering, Access, Sales
- Change management, Excel, Scheduling
- Conflict resolution, Migration, SDLC
- Critical thinking, Network design, Six Sigma
- CRM, Next, Software development
- Clients, Optimization, SQL
- Client, Oracle, Staffing
- Data collection, Perl, Strategic
- Data migration, Problem-solving, Time management
- Databases, Processes, Upgrades
- Designing, Producing, Upgrade
- Senior management, Profit, Vision

Work History

Director of Information Technology , 11/2012 to Current
Company Name â€" City , State

- Develops, tracks and controls long-term information technology operating budgets and cost and benefit analyses for IT spending initiatives.
- Leads and assists technical upgrade projects for clients by coordinating with consultants and developers for data migration and integrations.
- Coordinates with management teams to plan, develop, align and execute strategies that would meet client's vision, mission and purpose.
- Reviews and assesses architecture design, implementation, testing and deployment needs to identify project requirements and reduce costs 18%.
- Plays key role in on-going network design, reevaluation and optimization to keep pace with company growth.

Senior Consulting IT Program Manager , 12/2014 to 12/2020
Company Name â€" City , State

- Managed and implemented concurrent projects relating to business process re-engineering, software development and upgrades to foster productivity, throughput, and end-user engagement.
- Performed program research and analyzed data collection to develop cost estimates and budgets.
- Identified system needs and designed processes to support business requirements.
- Collaborated with clients to understand technology staffing requirements and improved productivity while reducing staffing and operational costs by 15%.
- Performed risk assessment of stakeholders, senior management, organization, infrastructure, and ITIL governance to effectively plan, develop, and manage schedules, resources, and costs.
- Launched Salesforce data cleansing, migration, and integration programs to aid in gathering functional and business requirements to support team, and mitigate risks.
- Integrated agile methodologies, emerging AI, digital, and social media technologies into end-user experience to foster adoption, continued engagement and increase sales profit levels 30%.
- Executed coordinated project leadership, efficient resource and budget utilization, schedule adherence, implementation of application software, training end users, and problem-solving across multiple product lines.

Business Products Specialist , 05/2008 to 11/2012
Company Name â€" City , State

- Developed and fostered relationships with business owners and key executives to assess dynamic risk mitigation and business insurance needs and deliver solutions.

- Successfully managed internal & external stakeholder engagement to aid in process and resource improvements to align strategic and industry compliance objectives.
- Recorded and integrated CRM data in Salesforce from previous Access and Excel databases, streamlining analysis procedures for efficiency and accuracy.
- Planned and executed events and marketing programs, producing 40% of goal of qualified leads.
- Exceeded sales goal 12% by effectively applying analyzed data to marketing campaigns and sharing data interdepartmentally.
- Informed supervisors and company leaders on markets and regional sales needs to best meet customer needs and maximize revenue.

Product Design Project Team Lead , 11/2000 to 06/2004
Company Name â€" City , State

- Demonstrated efficacy throughout project & product life cycles in applying flexible change management deliverables including training, communications, and stakeholder engagement to increase end-user adoption of project implementations.
- Supervised four (4) concurrent projects for 16 & 17 Next Gen nuclear core clients in Brazil and South Korea by coordinating planning, designing, testing, budgeting and scheduling tasks.
- Developed implementation methodologies to rein in project costs while meeting key milestones.
- Provided accurate, detailed quality assessments based on project drawings and technical specifications.

Education
Certified Associate in Project Management (CAPM) â€" #2743884, Expires : Expected in 2028
2021
Master of Science : Information Technology Management , 2019
Western Governors University - City , State
Bachelor of Science : Business Administration and Management, Marketing and Management, International Business , 2004
University Of South Carolina - Columbia - State
Affiliations
Project Management Institute (PMI) â€" # 6203883, Current Member
Certifications

- Certified [Job Title] , [Company Name] - [Timeframe]

INFORMATION TECHNOLOGY SPECIALIST

Professional Profile

To continue work in the Information Technology field while developing my skills in Information Systems and Networking.

Experience

Information Technology Specialist
April 2015 to Current Company Name

- Set up and maintained the network infrastructure both wired and wireless configuration.
- Setup and maintained all user's computers including hardware and software.
- Set up and assisted users with their e-mail accounts.
- I maintained security on our networks in which only company users could access the network.
- Setup and configured users android phones so they could access the company's resources.
- I maintained security on all companies' machines.

Computer Technical Specialist
September 2007 to January 2014 Company Name ¼ City

- Set up and maintain all software on Faculty and Staff computers in a Windows and McIntosh environment.
- Troubleshoot all software and hardware problems on user's machines.
- Check network connectivity issues on the client side.
- Set up and maintain all printers' scanners and fax machines for staff and faculty and students.
- Configure and setup all PDA s for all faculty and staff.
- Help maintain lab computers on the windows and McIntosh environment including hardware software and printing issues.
- Assist network Administrators with setting up and maintaining the network and assisting with network issues including routers switches and servers.
- This included DHCP server and Domain Controllers using active directory and a layer 3 thru 5 switches.
- Captured and pushed images to and from workstations with a ghost server.
- Pushed software packages to user's machines using a KBOX server.
- Maintaining all classroom projectors which were connected to a smart board including the attached devices.
- Installing and troubleshooting all software and hardware issues for the school of Engineering and applied science.
- Serve as the primary contact with vendors to maintain licenses.
- Maintain a license server to keep software operational.
- Set up and maintain intermapper which monitored all switches servers and lab workstations in real time to see if machines were up and running.
- Set up virtual machines and installed all software on client machines.
- Set up and configured Polycom qdx 6000 video and Tandberg conferencing machines.
- Set up and brought down conference calls.

Senior Computer Network Support Technician
November 2001 to September 2007 City , State

- Provide statewide data telecommunications and on the-site problem analysis and resolution; consultation; hardware and software installations; technical guidance and support for personal computing equipment.
- Provide local and wide area networking support, which included router switch and server and router configurations, and installations and problem resolutions.
- Troubleshoot all network components including routers switches servers and patch panels.
- Analyzing and diagnosing the network for the correct topology protocols and configurations.
- Install and maintain video conferencing systems which included Meeting Point.
- Diagnosed and fixed any problems computers may be experiencing including network software, and hardware issues.

Junior Network Administrator
September 1999 to November 2001 Company Name ¼ City , State

- Performed the installation and removal of all programs on a network in a teaching and testing facility.
- Assigned rights and permissions to users and servicing them on the network.
- Troubleshoot all hardware as well as software problems on the network.
- Also configured IP addresses dynamically and statically for new machines on the network using a DHCP server.
- Maintaining compatibility of new hardware and software on our network which included routers, switches, and servers as well as workstations.
- Reorganized LANs to insure speed and performance.
- Installed and maintained all wiring on the network.

Education

Comp A+ Course, Windows 7 course, CompTIA Network+ course, CompTIA Security+ course, Windows Server 2012 class. CCNA Class. Certified Ethical Hacker class. CompTIA Network+ certification, CompTIA Security+ certification CompTIA A+ certification. MCSE - Microsoft Certified Professional Systems Engineer; 2003 CCNA (Cisco Certified Network Associate : 1988 Northern Virginia Community College Virginia Commonwealth University GPA: Dean's Lists GPA: 3.4 Dean's Lists GPA: 3.4

M.A : Education Biology and General Science , 1982 George Mason University Fairfax City Education Biology and General Science
B.S : Biology , 15 Biology
NVCC Alexandria A.A.S Networking (06-25-2001) NVCC Alexandria A.A.S Microcomputer Specialization (06-25-2001) Virginia Commonwealth University Richmond

Skills

A+, A+ certification, active directory, CCNA, Cisco Certified Network Associate, hardware, consultation, client, DHCP, e-mail, fax machines, ghost, IP, LANs, access, Microsoft Certified Professional, MCSE, Windows 7, Windows, Network, Networking, networks, printers, problem analysis and resolution, protocols, real time, router, routers, scanners, servers, switches, switch, Systems Engineer, teaching, telecommunications, phones, Troubleshoot, troubleshooting, video, video conferencing, Windows Server, wiring

INFORMATION TECHNOLOGY MANAGER

Experience

Information Technology Manager

April 2007 to Current Company Name ï¼ City , State

- Annual budget planning for department, network administration, implementation of new technology, developed company applications, daily backups and technical support for 80 users.
- Administration of security firewall, spam firewall and web filter.
- VLAN's and VPN setup and administration.
- Windows Server 2008 R2 administration, Microsoft Active Directory administration with 100 PCs on Windows 7 and Windows XP.
- Microsoft DFS, DHCP, DNS and WSUS Services administration.
- FTP server implementation and administration.
- Microsoft Exchange Server 2010 Administration, creation of new users, distribution groups and daily backup.
- Servers and desktop backup with Symantec BackupExec 2012.
- Administration, maintenance and daily backup for Sybase SQL Anywhere 11.0 databases.
- Administration of Mac editing rooms on OS X 10.8 - 10.9 with SAN storage (Apple XSAN 30 TB Array administration on Promise VTrak Ex10 Series).
- Software installation and setup for editing rooms with Final Cut, Adobe Products, Cinema 4D etc; Hardware installation and configuration for video capture with Aja, Kona and Black Magic video capture devices.
- iNews (News Room Management System), Wide Orbit (Traffic, Sales and Revenue Software).
- Knowledge of Florical Systems (Software for Television Automation), Omneon video server, Streambox (Mobile Broadcast Streaming Video) and some Miranda products.
- Responsible for research, quote, acquisition and configuration of all new network technology in the company.
- Repair, installation and updates of Software and Hardware for PCs and Mac Computers.

Information Technology Manager

July 2001 to March 2007 Company Name ï¼ City , State

- Develop, maintain and support in-house applications.
- Responsibilities include software licensing, updating operating system for desktop computers and servers and technical support for 25 users.
- Supervised two employees for the department.
- In 2004 developed a program to track inventory of all hardware being distributed to 300 branch offices as well as a user manual for the in house application detailing procedures and processes.
- Network Administration for a LAN with 30 desktop PCs and 5 Windows 2003 Standard Edition, Active Directory Service, DHCP and DNS Server administration.
- Implementation of FTP Server for large file transfer.
- Implementation of Distributed File System (DFS) to share files in each department.
- Microsoft Exchange Server 2003 Administration, creation of new users, groups and policy groups, daily backup.
- Installation and maintenance of Certification Authority in Windows Server 2003 for web application.
- Administration, maintenance and daily backup for a database Sybase SQL Anywhere 9.0.
- Maintenance and Creation of desktop applications (Power Builder 6.5, Power Builder 9.0).
- Technical support for 300 branch offices.
- New installation and updates of Software and Hardware.

Information Systems Administrator

January 2001 to July 2001 Company Name ï¼ City , State

- Technical support for 10 network users and 100 branch offices.
- Implemented Terminal Service to be able to connect to five new branches in Colombia.
- Daily backup for Sybase SQL Anywhere 7.0 Database, Microsoft SQL Server 2000 Database, QuickBooks Pro Database and in house program.
- Network Administration, implementation of FTP service for 100 branches connections, creation of uses and security access.
- Windows 2000 Server Administration, Active Directory Service administration and maintenance.
- Microsoft SQL Server 2000 administration.
- Technical Support for branch offices.
- Installation and updates of Software and Hardware.

Education

BS : Computer System Engineer , January 29 2000 Fundacion Universidad Autonoma de Colombia ï¼ City , Colombia Computer System Engineer

Computer Technician : April 26 1997

Certification in LAN Network Administration : January 1997 Centro Colombiano de Estudios Profesionales Pontificia Universidad Javeriana ï¼ City , Colombia

Skills

4D, Active Directory, Adobe Products, Apple, Automation, backup, Broadcast, budget planning, Computer Technician, Hardware installation and configuration, Hardware, databases, Database, DHCP, DNS, editing, Final Cut, firewall, FTP, inventory, LAN, Mac, Magic, access,

Microsoft Exchange Server, Windows 7, Windows, 2000, Windows XP, Network Administration, network, OS, operating system, Power Builder 6.5, Power Builder 9.0, processes, QuickBooks Pro, research, Sales, SAN, Servers, Software installation, Microsoft SQL Server, Streaming Video, Sybase SQL Anywhere 7.0, Sybase SQL Anywhere 9.0, Sybase SQL Anywhere, Symantec, Technical support, Television, video, VPN, Windows Server, Windows 2000 Server

DIRECTOR OF INFORMATION TECHNOLOGY

Professional Profile

Senior Project Management Position Senior Project Manager with over 25 years of diverse experience including health care, private sector, local and state government and aerospace/defense contracting. Successful management of fast-paced private sector projects as well as large multi-departmental/multi-agency government projects. Provided mentoring and professional quality training to hundreds of project managers. Proven competence in leadership, communication, project planning, budgeting, design, change control, execution, implementation and support.

Experience

Director of Information Technology , 10/2013 to Current Company Name

- Member of the Health Care Executive team responsible for the delivery of technology to two hospitals, 40 clinics, Public Health, Behavioral Health, Medical Examiner and the County's Health Insurance plan.
- Implemented Service Now, ITIL Active Directory and Office 365 for the agency.
- Responsible for the agency's Informatics organization.
- Oversaw the outsourcing of the agency's Cerner EHR system, implemented two major Cerner upgrades and developed the technology plan to implement the agency's new hospital.
- Developed and managed the County's Project Leadership Academy.
- The Academy trains and mentors project managers from various agencies using PMI /PMP grade training materials and examples.

Senior Project Manager/Architect/Business Analyst , 04/2001 to 10/2013 Company Name

- Health Care Agency - Electronic Health Record System Managed the implementation of a $50 million Cerner system across two hospitals, 40 clinics and Public Health in 14 months, The system included 56 solutions including registration, scheduling, patient care, and billing.
- It included interfaces to PACS, Pyxis, and other outside entities.
- Land Management Providing Project Management Office (PMO) oversight and mentoring to project managers on a major upgrade ($4.5 million) to the County's Land Management and Permitting System.
- Includes executive status presentations, multiagency coordination and mentoring/supervision of 2 junior project managers.
- Fire Department Enterprise Architecture Initialization, analysis and estimating for a $6 million upgrade of the Fire Department's IT systems including the development of a data warehouse and executive dashboards.
- Property Tax Led a team of analysts to develop a comprehensive requirements document for a replacement property tax system.
- This document was then used in a Request For Proposal for the new system.
- The system will serve five County organizations consisting of approximately 400 employees as well as thousands of taxpayers.
- Managed the requirements definition, design, development and implementation of a number of large Law Enforcement / Public Safety systems.
- This included an Inmate Management System, Records Management System (RMS), Mobile Field Reporting System, Mobile Computer Aided Dispatch (CAD) System, Wants/Warrants System and Investigative Case Management System.
- Most of these systems share a common data architecture and serve over 900 members of the Sheriff's Department.
- Projects were between $500K and $1million in size.
- Project teams varied between 5 and 15 people.
- County Telecommunications Managed the implementation of a Cisco based data network and VoIP telephone system at all the County's main campuses.
- The scope of the $4 million project included 4000 phones and 180 switches/routers.
- Stepped in and managed a Countywide Microwave project that was already underway and in trouble.
- This $12 million project used Harris equipment at 18 sites.
- Five of these required new construction including towers, generators and shelters.
- County IT Services Implemented the Service-Now package for the IT department.
- This included implementation of ITIL processes.
- Provided several new project management concepts to other county development teams.
- Established new tracking and reporting standards.
- Mentored other project managers.

Principal Consultant/Senior Project Manager Principal consultant , 03/1997 to 04/2001 Company Name

- for the company's CRM practice.
- Acted in roles including Project Management, Architect and Lead Designer on the below listed projects.
- RR Donnelley - Managed the design and development of a customer B2B portal for RR Donnelley's Book Division to provide secure access to customer's proprietary reports using data aggregated from disparate databases within numerous Publishing Services facilities.
- Portal was developed with BroadVision One-to-One Enterprise for all major functions.
- Advest - Managed the design and development of a Web-based workflow enabled electronic new account form system.
- System was a custom application to implement online account data collection, real-time compliance, workflow processing and interface to Advest's ADP back office system.
- Franciscan Winery - Developed a CRM and Decision Support solution across several departments and vendors based on Epiphany technology.
- Project included the design of both an Epiphany data mart and a separate customer data warehouse.
- A new set of applications was designed to load, maintain and access the customer's data warehouse.
- Mattel - Designed and marketed proof of concept for an Internet marketing solution.
- Solution included leading edge integration between Epiphany and Annuncio products.

- Royal Alliance Associates - Developed a fully integrated front office/back office new accounts system.
- System took information from representative's desktop, loaded it into the back office new accounts system, performed compliance tests, interfaced to Royal's clearing vendor and supported customer support for representatives and clients.

Senior Project Manager , 03/1992 to 03/1997 Company Name

- Major Projects Rearchitect of Altris' product suite Implemented Customer Support Desk, introduction and implementation of Project Management processes.
- Arco Alaska - Managed the implementation of a custom engineering drawing change solution, which reduced engineering change cycle time.
- Bell Helicopter - Managed a project to implement capture of high volumes of purchase orders and supporting documents for later access and distribution across Bell's vast campus and off site offices.
- MCA/Universal - Managed the implementation of a solution to load and track contracts for MCA's clients and vendors (actors, etc).
- System required a custom implementation of a full text search engine integrated with the Altris document management technology.
- Caterpillar - Managed the implementation of a distributed database imaging solution that provided drawings to the shop floor at several major utilities.
- Created and developed multiple system delivery organizations: A quality assurance group; Test and development labs; Engineering product release group; Product packaging group; Installation teams; Training centers; Customer support.
- Led several process re-engineering efforts that combined with the individual group's focus to substantially improve overall customer satisfaction.
- Implemented several new project management concepts in the IT industry.
- Developed and taught project management classes and have acted as mentor to over 100 project managers in the last 15 years.
- Ventura County Sheriff's Department.
- Graduated in 2009 with the honors of Class President, Top Academic Award and Top Cadet award for Leadership.

Education
MBA Pepperdine University
BS : Biology Computer Science Loyola Marymount University Biology Computer Science
Numerous classes in Project Management and virtually all facets of IT Systems
Skills
Academic, Active Directory, ADP, apple, Architect, Agency, B2B, Behavioral Health, billing, Book, BroadVision, CAD, Case Management, Cisco, concept, contracts, Ventura, CRM, clients, customer satisfaction, Customer Support, data collection, data warehouse, databases, database, Decision Support, delivery, document management, edge, estimating, focus, front office, drawing, imaging, Insurance, Internet marketing, ITIL, Law Enforcement, Leadership, leadership skills, mentor, mentoring, access, Office, MS Project, Microwave, Enterprise, network, new construction, packaging, PACS, patient care, PeopleSoft, Permitting, presentations, process re-engineering, processes, Project Management, Project Leadership, Proposal, Public Health, Public Safety, quality assurance, real-time, reporting, requirements definition, RMS, routers, SAP, scheduling, SQL, supervision, switches, Tax, Telecommunications, telephone, phones, training materials, upgrades, upgrade, utilities, VoIP, Warrants, web development, workflow

DIRECTOR OF INFORMATION TECHNOLOGY
Executive Profile

Innovative executive and technology professional with strong work ethic and excellent communication skills, experienced in high-volume, multi-unit, retail and business operations. Desires a high-level position in a professional business environment.

Skill Highlights

- Microsoft Server 2003, 2008, 2012
- Exchange Server 2007, 2010
- VMware ESXi
- VMware vCenter
- VMware Horizon View 5.x, 6.x, and 7.x
- Microsoft Hyper-V
- Cisco UCM and Unity
- Help Desk
- ITIL Service Catalog
- Vendor Management
- Budgeting
- Project Management
- SLA Management
- Asset Management

Professional Experience

Director of Information Technology 11/2012 to Current Company Name City , State

- Developed and implemented the IT strategy for the organization including software, support and infrastructure
- Hired, developed, and managed IT staff
- Negotiated terms and products from external vendors, including changes needed as business needs changed
- Met and exceeded goals set by executive leadership accomplishing both time and financial gains
- Set annual budgets for organizational technology needs

IT Administrator 03/2008 to 11/2012 Company Name City , State

- Planned, installed and managed Microsoft domain environment utilizing Microsoft Server 2008
- Upgraded environment to Server 2012
- Planned, installed and managed Microsoft Exchange server, successfully migrating end user data from third party non-Exchange environment
- Planned, installed and managed VMware platform for a virtual environment. Converted all physical servers to virtual environment
- Planned, installed and managed VMware Horizon View virtual desktop environment
- Successfully migrated 120 users from physical computers to zero clients utilizing the VDI environment
- Maintained Cisco routing, switching, VoIP, and camera infrastructure, implementing our design utilizing third party vendors
- Managed help desk, utilizing ITIL framework for 260 end users
- Executed break/fix for computers, printers, security system, camera system, and all A/V systems

New Car Sales 08/2005 to 02/2008 Company Name City , State

- Recognized by Toyota as one of the top salespeople in the Chicago Region

IT Consultant 01/2000 to 08/2005 Company Name City , State

- Provided IT consultation and implementation of retail cash register networks
- Managed staff of more than 10 independent IT contractors in implementation of contract projects
- Acted as project manager for new equipment and software roll outs for some of the largest retail chains in the US including Wal-Mart, Mar-Maxx, and Toys 'R Us

Certifications

VMware Certified Professional 5 - Data Center Virtualization

VMware Certified Professional 5 - Desktop Virtualization

ITIL Foundation Certified

Microsoft Certified Professional - Server 2012
Core Accomplishments

Leadership Skills:

- Led committee to successfully change our organization's dealership management system (DMS). The DMS is similar to an ERP system for auto dealerships
- Charged with maintaining compliance and security for customer data. Successfully manage data sharing relationships with more than ten third party vendors. Worked closely with DMS provider to develop an acceptable secure data sharing platform.

Project Management:

- Currently managing the conversion of the dealership to a new dealership management system. Created and ran sub-committees, mapped out and executed the conversion plan, responsible for many key process changes and workflows
- Served as project manager for project creating a paperless work flow and digital storage process which resulted in 50% reduction of administrative processing time, $30,000/year reduction in costs, while increasing document availability and storage accuracy.
- As project manager, developed Smart Motors domain environment including group policy, DNS, multiple domain controllers, and OU structure.
- Managed email conversion project, deploying Smart Motors' on-site Exchange server. Converted existing email accounts from non-Exchange and provide access via Outlook Web App and mobile phone connections
- Served as project manager on several projects developing Smart Motors' virtual environment, including 5 esxi hosts separated into two resource pools, vCenter, Horizon View for 120 users utilizing 2 view connection servers and a security server
- Installed and mange TrendMicro agentless security for VMware View

Staff Development:

- Frequently met one on one with staff to determine motivation and goals. Guided staff in creation of goals and the pursuit there of
- Presented daily topics in morning meetings to inform and reinforce company core values such as commitment to quality, customer satisfaction, and continuous improvment
- Developed and implemented a training program for new employees, providing them with the technology skills necessary for efficient and successful use of company technology tools

Operations Management:

- Managed the infrastructure to support 260 users selling 500 vehicles and servicing 7,000 vehicles each month
- Handled all technology vendor interactions including contract negotiations, SLA monitoring, and license utilization

Education
Bachelor of Science : Management Information Systems Cardinal Stritch University City , State
Online Profile

LinkedIn

www.linkedin.com/in/RobertRJordan

PRACTICE MANAGER

Executive Summary

Strategic, motivational, and solutions-focused leader with an MBA and with extensive experience in analyzing systems/processes and implementing mission-critical infrastructure improvements Broad based experience in the healthcare industry including regulatory/corporate compliance, strategic planning, and contract negotiations. Craft and implement key quality improvements to enhance quality patient care and secure regulatory compliance Proven track record of success in developing solutions which significantly improve the efficiency of business operations; experience developing and implementing multi-year budgets and operational plans. Excel in corporate environments across diverse industries with the ability to collaborate effectively with colleagues, executives, and client groups.

Core Qualifications

Proficient in Windows 2000/XP/7;Novell NetWare 4.x/5.x/6.x; EMR (Allscripts and McKesson); TCP/IP Enterprise Networks; Enterprise Virus Protection; Asset Management/ITIL; Arcserve/Backup Exec/Net Backup; Symantec Ghost; Cable Installation/Management; LANDesk; Window Server 2000/2003/2008; HIPAA/HITEC

Professional Experience

Practice Manager Aug 2014 to Current
Company Name ¡¼ City , State

- Develop annual planning, budgeting and productivity levels for corporate accounting.
- Prepare detailed business and financial activity reports and use financial ratios and statistical trending for market-wide growth.
- Improvements to top line growth by 39.4% through building an effective hospital team, ensuring a safe and engaging environment, and improving medical quality and business performance.
- Responsible for cost containment, cash control/banking, asset protection, loss prevention, inventory management, Federal and DEA compliance.
- Develop and deploy new hospital initiatives including training physician partners, implementing an efficient patient workflow from intake to discharge and community marketing/outreach campaigns.
- Build client base by providing extraordinary service to existing clients and by initiating new marketing plans.

Information Technology Manager Feb 2012 to Sep 2013
Company Name ¡¼ City , State

- Ensured regulatory compliance and integrity of health information systems.
- Provided support during surveys, ADR, and internal audits.
- Mentored and ensured the professional development of new clinical employees by providing onsite educational programs and supported seasoned clinical staff by making field visits.
- Member of the Performance Improvement committee and oversaw compliance department operations.

Information Technology Manager Sep 2008 to May 2011
Company Name ¡¼ City , State

- Revised technology initiatives, and developed strategic/operations plans to drive business operations.
- Provided all technical support for EMR (Allscripts) projects.
- Developed, authored, distributed, and enhanced processes and improved procedural manuals/policies Standardized purchasing, procurement, inventory, and network operations.
- Championed mission-critical operational changes which required new system, network, and telecommunication system training and employee development.
- Recognized developing teams and processes that boosted growth, profitability, and efficiency.
- Revised clinical training collateral, delivered classroom instruction, and conducted clinical visits to ensure all field staff competencies in EMR system.

Marketing Director Feb 2007 to Sep 2008
Company Name ¡¼ City , State

- Led marketing initiatives including service packaging, advertising campaigns, seminar rollouts agency placements, endorsements, media activities, service reviews, and website referrals.
- Oversaw communication and 3rd part public relations.

Director of Information Systems Jan 2004 to Feb 2007
Company Name ¡¼ City , State

- Implemented the agency's first disaster recovery plan to minimize productivity loss.
- Established equipment lifecycles to maximize use of technology throughout the organization.
- Created and delivered agency computer/security training collateral and instruction to increase end user knowledge and minimize agency risks.
- Boosted user satisfaction by doubling bandwidth at 2 remote sites and tripling bandwidth at the corporate site, and ensuring usage of VoIP in future projects.
- Reduced maintenance costs, improved productivity, increased employee security, and decreased travel expenses by implementing Verizon cell phone plan to replace pagers, and included the Field Force Manager that Integrated into backend clinical system to do scheduling.

Education

Master of Business Administration (MBA) Keller Graduate School of Management ï¼ City , State
Bachelor of Science , Telecommunications Management DeVry University ï¼ City , State

Certifications

Cisco Certified Network Associate (CCNA/CCAI) Leadership Training ITIL Foundations Certification Sniffer University - Sniffer Distributed Training Certified Novell Administrator (CNA 5.1) HIPAA/HITECH Regulation

Skills

ADR, advertising, Arcserve, Asset Management, agency, Backup Exec, Backup, banking, Budget Management, budgeting, business operations, Cable, CCNA, Cisco Certified Network Associate, CNA 5.1, Change Management, Conflict Resolution, corporate accounting, client, clients, Customer Relations, disaster recovery, educational programs, Employee Relations, financial, Ghost, information systems, Innovation, instruction, internal audits, inventory management, inventory, ITIL, Leadership Training, regulatory compliance, loss prevention, marketing plans, marketing, market, Window, Windows 2000, 2000, Enterprise, network, Networks, Novell NetWare 4.x, Certified Novell Administrator, packaging, Performance Management, Policies, processes, procurement, Project Management - Leadership, public relations, purchasing, quality, scheduling, Staff Development, strategic, Strategic Planning, surveys, Symantec, TCP/IP, technical support, telecommunication, phone, employee development, VoIP, website, workflow

DIRECTOR OF INFORMATION TECHNOLOGY

Career Overview

Seeking a position as a Director of I.T. in a company where I am able to utilize my experience and training in networking, troubleshooting, and customer relations.

Qualifications

- Networking - Nexus 7K, UCS, UCCX, Cisco Call Manager, Cisco Unity, Cisco Attendant Console, Cisco Jabber, Cisco ASA, Cisco ISE, Cisco ACS, Cisco Voip, Cisco Routers, Cisco Switches, Cisco Wireless Controllers, Cisco Wireless Access Points, Cisco IronPort, Juniper Firewall,
- Operating Systems - Windows Server 2003/2008/2012, SCO Unix, SUSE Linux, Windows XP/Vista/7/10, Cisco IOS
- Hardware - Dell PowerEdge servers, IBM Bladecenter, Dell/HP/Lenovo PC & Laptops, Cisco/Juniper/Fortinet switches, Barracuda/Juniper Spam & Web firewall, POS, Label Printers, Barcode Scanners, RF Scanners
- Software - MAS90, Office 2007/2010/2013/2016, VMware, Groupwise, Exchange 2007, Aldon, Remedy, Putty, SecureCRT, VNC, WireShark, Snorby, SolarWinds Orion, SQL Database, Epicor (ERP),
- Security - Nexpose (Rapid7), Snort, Snorby, Symantec, Trustwave, PCI Compliance CISCO Certified Network Associate (CCNA)

Work Experience

01/2015 to Current
Director of Information Technology Company Name ï¼ City , State

- Serves as the main point of contact on all I.T.
- related matters.
- Located at the corporate headquarters supporting over 60 users locally and 150 users remotely.
- Worked with service providers and vendors cutting IT budget over 45%.
- Implemented new MPLS network and Phone system saving the company 180k a year.
- Oversees all IT financials.
- Established an IT Governance department to focus on managing systems quality assurance, PCI security, and audit change management, IT purchasing and administration, IT contracts and vendor management, and IT financial capital and expense management.
- Identifying and providing standards for gathering information for use in trend analysis and reporting information to company leaders.

01/2013 to 01/2015
Network Engineer/I.T. Manager Company Name ï¼ City , State

- Supervised and led IT infrastructure team (including Help Desk).
- Worked with service providers and vendors cutting IT budget over 15%.
- Managed and designed IT security solutions and policies for all locations.
- Oversaw data center operations being hands on in all areas related to infrastructure and security.
- Located at corporate headquarters supporting over 200 users locally and 1500 users remotely.
- Manage local/wide area networks for optimal data and VoIP connectivity to over 300 sites including 3 warehouses, 1 corp office and 1 co-location.
- Served as lead network engineer in network (WAN, LAN, VoIP) problems and emergencies.
- Troubleshoot and resolve network production problems.
- Document network problems and resolutions for future reference.
- Conduct technical research on network upgrades and components to determine feasibility, cost, time required and compatibility with current system.
- Manage/troubleshoot Cisco UC systems including third party integration and mobile chat/video clients.
- Worked as lead network engineer with system administrators in setup of hardware/software networking modules for production and development environments.
- Maintained/optimized Cisco ASA/IDS/ISE/ACS/Nexus 7K/UCCX/Cisco Call Manager/Cisco Unity/Cisco Attendant Console/Cisco Jabber/Cisco Contact Center Express/Cisco Prime/WCS to ensure network stability and maximum uptime.
- Establishes network specifications by conferring with users; analyzing workflow, access, information and security requirements, designing router and firewall administration, interface configurations and routing protocols.
- Ensured interoperability between vendor specific hardware/applications for network access/usage.
- VPN/SSL VPN).

01/2010 to 01/2013
Network Administrator/Help Desk Manager Company Name ï¼ City , State

- Served as technical specialist in network problems and emergencies.
- Troubleshoot and resolve network production problems.
- Conduct technical research on network upgrades and components to determine feasibility, cost, time required and compatibility with current system.
- Document network problems and resolutions for future reference.
- Manage local/wide area networks for optimal data and VoIP connectivity to over 300 sites including 3 warehouses, 1 corp office and 1 co-location.
- Administers/troubleshoot Cisco UC systems including third party integration and mobile chat/video clients.
- Provide data and reporting of KPI's and trends to IT department and others in ad-hoc, weekly, monthly and as needed.

- Coordinates with system engineers in setup of hardware/software networking modules for production and development environments.
- Ensures interoperability between vendor specific hardware/applications for network access/usage.
- VPN/SSL VPN).
- Assisted in the deployment of Nexus 7.

01/2010
Help Desk Analyst Company Name ï¼ City , State

- Provided help desk support for over 7,000 Taco Bell stores.
- Troubleshoot all issues dealing with the P.O.S., TACO computer, and all the connections in the store.
- Log all calls in Remedy(software), follow up on all calls that weren't resolved, and we used Putty(software) to access the back end of their computer.

01/2009
Help Desk Support/IT Technician/Network Admin Company Name ï¼ City , State

- Provided first level help desk IT support in a 300 user environment spanning over 15 remote sites.
- Troubleshoot hardware, software and connectivity issues for a mixed Windows 2003/2008 Server, mixed Linux , XP desktop environment, Cisco routers, and Cisco Switches.
- Installed, repaired, maintained and upgraded desktop/notebook computers; pre-configured cisco routers, cisco switches, network printers and troubleshoot printer failures.
- Web filter administrator/Barracuda.

Education and Training
B.S : Computer Networking Systems ITT Technical Institute ï¼ City , State Computer Networking Systems
Skills
ad, budget, change management, Cisco IOS, Cisco, Cisco Routers, Hardware, contracts, clients, Database, Dell, Dell PowerEdge servers, designing, ERP, financials, financial, Firewall, focus, Groupwise, help desk support, Help Desk, HP, IBM, IDS, IT support, LAN, Laptops, notebook computers, Linux, managing, MAS90, Access, Exchange, Office, Windows, Windows XP, network engineer, network printers, network, Networking, networks, Operating Systems, PCI, Phone system, policies, POS, Prime, printer, Printers, protocols, purchasing, quality assurance, Express, reporting, research, router, routing, Scanners, SCO Unix, SQL, SSL, switches, Cisco Switches, Symantec, trend, Troubleshoot, upgrades, vendor management, video, VPN, Vista, VoIP, WAN, Windows Server, workflow

PROJECT MANAGER

Summary

Technical Support Professional skilled at resolving complex customer service issues in a timely manner. Enjoys troubleshooting to find solutions to technical issues. Successful at driving financial and productivity results in fast paced environments.

Highlights

- Windows XP/7/8, Server 2003/2008
- Active Directory, MS Outlook 2007/2010
- SCCM, RDC, SMS
- PC Hardware/Software, Printers, Copiers, Laptops, Mobile devices
- Routers, Switches, Storage
- VPN, VOIP, Wifi
- Avaya PBX systems
- Remedy

Accomplishments

Exceeded monthly goals by successfully handling more than 50 calls per day. Reduced technical exceptions to management by 40% to only 15 per day.

Experience

07/2013 to Current
Project Manager Company Name ï¼ City , State

- Built and maintained successful relationships with service providers, dealers and consumers.
- Provided base level IT support to company personnel.
- Defined project deliverables and monitored status of tasks.
- Delivered status reports to stakeholders for budgeting and planning purposes.
- Collaborated with cross-functional teams to draft project schedules and plans.
- Monitored costs, timescales and resources used to achieve [Goal].
- Monitored team progress and enforced deadlines.
- Partnered with [Department Name] and [Department name] to address [Issue description].
- Planned, implemented and managed all project contracts, performed scheduling, risk analysis, quality control and trained staff.
- Key Performance: Managed 40 team members with the ability to initiate/manage cross-functional teams and multi-disciplinary projects.
- Increased productivity with critical thinking, decision-making and problem solving skills.
- Planned, organized and scheduled daily activities.
- Excellent communication skills to coordinate with customers, vendors, and stakeholders.
- Skilled in leading, negotiating and delegating abilities.
- Tolerant to stressed situations.

03/2004 to 07/2013
Information Technology Specialist Company Name ï¼ City , State

- Trained new employees and explained protocols clearly and efficiently.
- Researched issues on various computer systems and databases to resolve complaints and answer inquiries.

- 9 years experience working as an agent to all corporate systems in the field, call center and central service office.
- Analyzed system problems, performed troubleshooting, ensured connectivity and trained staff.
- Key Performance: Managed and supported workstations on TCP/IP, VPN, and Wi-Fi networks, managed Active Directory, SCCM, VOIP, Avaya PBX systems.
- Managed and supported workstations in various locations with use of SMS (System management software) and remote tools such as VNC, RDC and Active Directory Facilitated Adds/Moves/Changes on Avaya PBX telephone systems Supported the integration of new technologies such as Cloud printing and CSO (Remote Enterprise) into operation.
- Maintenance & Upgrades: Performed weekly health checks via SMS and documented results for problem resolutions Performed routine maintenance on workstations, IP phones, Xerox copiers, HP printers and laptop computers.
- Performed all hardware/software upgrades servers, workstations, copiers and printers.
- Acted as a liaison to resolve all technical issues for vendors, managers, trainers etc.
- Developed and maintained documentation needed by support staff, including troubleshooting steps, installation instructions, new tools overviews, and contact lists.
- Responsible for notifying users of network/system issues.
- Established solid work relationships with management, technical staff, vendors, end users.

Education

6/2012

Master of Science : Management, Project Management Colorado Technical University GPA: GPA: 3.35

Coursework in Business, Management and Communications

Management, Project Management GPA: 3.35

10/2009
Bachelor of Science : Information Technology University of Phoenix GPA: GPA: 3.53

Coursework in Distributed Computing, Networks and Databases

Information Technology GPA: 3.53

Certifications
CompTIA Network + Certified, 2006 A+ Hardware/Software Certified, 2006 Microsoft Corporation Microsoft Certified Professional Certified, 2006 MCSE- Windows 2000, Pasadena, CA Certified, 2000
Skills

A+, Active Directory, agile, Avaya, call center, Excellent communication, CA, Hardware, contracts, critical thinking, customer service, decision-making, documentation, functional, help-desk, HP printers, IP, laptop computers, Laptops, Microsoft Certified Professional, MCSE, office, MS Outlook, Windows, Windows OS, Windows 2000, 2000, negotiating, Enterprise, Network, networks, PBX, PC Hardware, telephone systems, Copiers, Printers, problem solving skills, quality control, risk analysis, Routers, scheduling, servers, SMS, Switches, TCP/IP, tech support, phones, troubleshooting, Upgrades, VOIP, VPN, Xerox copiers

SENIOR VICE-PRESIDENT AND CHIEF INFORMATION OFFICER

Core Accomplishments

Strategized with various areas of business to develop a proof of concept with an international financial company headed by a world-renowned Nobel Peace Prize winner to establish the principle of micro-lending for low income, immigrant families

Professional Experience

Senior Vice-President and Chief Information Officer , 01/2009 to Current Company Name ï¼ City , State

- Industry expert in a wide variety of technology systems, business applications and IT service management. Primary focus: Network Security and IT Operational Management using the fundamentals of scalar design/architecture and business process improvement. Create "living" technology that supports strategic vision and goals, as well as growing customer needs.
- Instituted a technology roadmap to guide the IT department with proper business alignment to create measurable, efficient and sustainable technology for Goodwill's various business verticals - Retail and eCommerce, Employment and Contracts, Mission Services.
- Outsourced selected portions of the IT process to facilitate the development of additional operational efficiencies to improve the technology infrastructure.
- Designed and collaborated with architects, engineers, and industry technology leaders in the build and operation of Second Generation Data Centers and collocated sites.
- Designed a Business Continuity strategy that incorporates all critical aspects of the business to ensure the business remains solvent in the event of service interruption or significant business disruption.
- Improved IT spend through proper fulfillment and procurement process provisioning - CapEx and OpEx improvements realized to ease the associated costs of technology growth.
- Proper sourcing of selected areas of the IT business process through staff augmentation, outsourcing, in-sourcing and near-shore opportunities to improve IT effectiveness and service delivery.
- Provided guidance and expertise on various panels, as well as interviewed by various media outlets and corporations for case-studies and dialogues around strategic IT - CIO magazine, Fierce CIO, CIO Zone, Enterprise Mobility, Enterprise CIO Forums, CIO Summit, CDW, CDM, Cisco, Splashtop, VEEAM, Airwatch, Quantum Technologies, ZDNet.

Vice-President, Information Technology , 01/2005 to 01/2009 Company Name ï¼ City , State

- Designed a system to overhaul the entire information gathering and distribution process through the use of portal technology. Streamlined operations and in doing so foster an atmosphere of empowerment and accountability using the principles of Enterprise Resource Planning. Outsourced selected portions of the IT process to facilitate the development of additional operational efficiencies to improve the technology infrastructure, reduce costs, improve effectiveness and sharpen internal focus on development activities.
- Developed a Managed Print Service (MPS) program with a Multi-Function printer network to produce copy, print, email, e-file and scan at stations within key departments as part of a preliminary Document Management System. The MPS significantly reduced costs for developing print materials over traditional copy machine equipment as the ROI was seen within months versus years.
- Strategized with various areas of business to develop a proof of concept with an international financial company headed by a world-renowned Nobel Peace Prize winner to establish the principle of micro-lending for low income, immigrant families.
- Authored a case study to review non-profit technologies. This study was based on a review of industry leading technologies in comparison to Goodwill's Retention Policy as it related to the Disaster Recovery Policy/Business Continuity Plan. Realized a 43% savings over the cost of the equipment.
- Technology Visionary - Developed the ROI, gained approval and then guided the development and subsequent re-development of a homegrown case management application to improve the future state of Mission Service and Employment business verticals. This application has been a proven leader among competitors.
- Technology Visionary - Engineered the platform to support Goodwill's first Blade Server and Data De-duplication technology, as well as server virtualization, to increase performance and availability while reducing management overhead - the fore-runner to some of the technologies widely used by Fortune 100 companies from that time until now.

Manager/Senior Network Engineer, Information Technology , 01/2001 to 01/2005 Company Name ï¼ City , State

- Challenged to secure and improve reliability of wide area network and all future business expansions sites.
- Chief Architect - Designed and implemented corporate-wide, platform-independent, Personal Information Manager (PIM) with Microsoft Exchange\Outlook to replace Novell based Pegasus email system.
- Strategic Visionary - Chief Architect - Designed and Implemented the process of a tiered in-place migration from Novell NetWare to MS Windows: transitioned from Netware Directory Service to Microsoft Active Directory Service, migrated user and group accounts, transitioned from Novell based WAN to an Active Directory Domain Forest, migrated file and print services, redesigned proprietary databases.
- Responsible for overall performance and availability of all aspects of the network.
- Analyze network and design upgrades/changes as needed.
- Assess the company's current and future network needs using scalable systems.
- Responsible for all aspects of E-mail group.
- Oversee the design, development, release, and maintenance of e-mail application systems.
- Responsible for all aspects (software and hardware) of organization's network systems.
- Recommend, implement, and maintain network architectures (LAN and WAN).
- Assist in the development and maintenance of network communications.
- Use knowledge of LAN/WAN systems to help plan and install internal and external networks.
- Test and evaluate network systems to eliminate problems and make improvements.

Network Administrator , 01/1997 to 01/2001 Company Name ï¼ City , State

- Network Administration
- Install, configure and maintain organization's network.
- Build networks and maintain external and internal web presence; administer the networks.
- Perform system backups on its internal and external web network servers.
- Design and support server systems and supporting software.
- Support, monitor, test and troubleshoot hardware and software problems pertaining to LAN.
- Install, configure and repair workstations.
- Provide end users support for all LAN-based applications.

Education

Bachelor of Arts : Geography State University of New York at Stony Brook ï¼ City , State , US , CERTIFICATIONS & AFFILIATIONS
Bachelor of Arts - Sociology Bachelor of Science - Biochemistry Associates - Geography State University of New York at Stony Brook, Stony Brook, New York

Certifications

- Microsoft Certified Systems Engineer
- Certified Information Systems Security Professional
- CISSP
- Certified Ethical Hacker (CEH) v8
- Information Technology Infrastructure Library Foundations
- Goodwill Industries International, Executive Development Program Graduate
- Mobile Enterprise Executive Panelist
- Gartner Summit Panelist
- Enterprise CIO Forum Contributor
- Wall Street Journal CIO Contributor (Candidate)

Skills

Business Continuity, Technology Infrastructure, File, Lan, Architecture, Business Process Improvement, Cdm, Cisco, Contracts, Ecommerce, Fulfillment, Network Security, Opex, Process Improvement, Procurement, Provisioning, Retail, Retail Marketing, Security, Case Management, Copy Machine, Disaster Recovery, Document Management, Enterprise Resource Planning, Increase, Lending, Operations, Roi, Server Virtualization, Virtualization, Active Directory, Databases, Directory Service, Engineer, Exchange, Lan/wan, Maintenance, Microsoft Exchange, Netware, Novell, Outlook, Backups, Its, Network Administration, Workstations, Certified Information Systems Security Professional, Cissp, Information Technology Infrastructure Library, Itil, Journal, Systems Engineer, Systems Security, Biochemistry

DATABASE PROGRAMMER/ANALYST (.NET DEVELOPER)
Summary

Software Engineer with 2 years in Web Developer specializing in front end development. Proficient in Software Development Life Cycle (SDLC) and SCRUM AGILE methodologies of development process to produce software solutions by team. Involved in designing, planning, developing and implementing Microsoft .Net based solutions that meet quality and code standards. Developed web based applications using C#, ASP.Net, JavaScript, jQuery, CSS, Bootstrap CSS, HTML, XML and AJAX. Strong experience in data retrieval and manipulation using ADO.Net data objects such as Dataset, Data Reader, Data list, Data Adaptor, Entity Frame work. Good experience in writing Class Library using C# , LINQ to SQL queries in Database Access layer to interface with SQL Database. Worked extensively with .Net Server Controls, Web User Controls, Data Grid, Web Control, Form Validation Controls and created Custom controls. Worked on creating and modifying Table Definitions, stored procedures in SQL Database. Modified and written web services using C# to interact with the other applications so data can be served. Used Red Gate SQL Compare to deploy database from one server to another server (Dev -> Test/QA).Worked on .NET security features such as Form-Based Authentication and Role-Based Authorization. Involved in bug fixes and production support. Worked closely with Scrum Master for backlog catalogs, feature catalogs and prioritized the tasks Participated in daily scrums and weekly meetings with the project sponsors to meet expectations and deadlines Interact with QA to ensure the defects are properly cleared to attain the quality standards Providing demos to the QA team at the end of the sprint to push for its final stage. Worked with cross-functional teams to meet project.

Highlights

- ASP.Net, C#, JavaScript, jQuery, VB.Net, C, C++, Java
- Net Technologies: .Net Framework 4.0/4.5, ASP.Net, ASP.NET MVC, VB.Net, ADO.Net, Entity Framework, AJAX, Web Service, LINQ, Entity Framework, LINQ queries. ASP.Net, HTML, CSS, JavaScript, JQuery, Bootstrap CSS.
- IDE: Visual Studio, Eclipse, NetBeans, Dreamweaver
- Database: SQL, MySql
- Operating System: Windows
- Version Controls : Tortoise SVN, GitHub
- Others: Microsoft Word, Excel, Access, Power point

Professional Experience
Database Programmer/Analyst (.NET Developer) Jun 2014 to Feb 2016
Company Name ï¼ City , State

- Worked as Graduate Research Assistant performing the duties of Database Programmer/Analyst at Application Development Network (ADN), DoIT which supports University of Missouri System faculty and students through agile and rapid creation of new applications.
- Projects: Atlas: Description: This project is all about requesting, scheduling the tutoring sessions.
- There are three roles tied to application they are Tutee, Tutor, and Scheduler.
- A tutee requests for tutoring for the classes that he/she enrolled and gives availability apart from the class timing through Availability Grid and Tutor submits availability.
- A scheduler will go through those availabilities and schedule time and location for tutoring.
- Also, there are some set of rules for dropping the tutoring sessions which are incorporated in this project.
- The other piece of this project is automated emails through Scheduled task which runs every day.
- Responsibilities: Created a Availability Calendar Grid.
- In grid each cell represents time (1 hour span) and day of the week.
- Clicking on the cell toggles the availability.
- Automatically populated the course schedule which comes from different database(Worked with data warehouse team in order to get that data) Developed C# Console Application for Scheduled email task.
- Got rid of data tables and table adapters in the main project as they are tightly coupled.
- Created Class libraries out of the main project to access the database which can be used by both Console Application for Schedule task and web application.
- Integrated Open Source HTML text editor CKEditor into the website.
- Used jQuery for filtering, sorting and search the listview, JavaScript for clientside validations.
- Used role based authorization for various pages.
- The goal of the project to refractor the old application with new templates and replace the assemblies.
- Adding functionalities to upload pdf files.
- Responsibilities: Created separate Login page for Administrator and Students.
- Used Active Directory (AD Group) to restrict other department Students.
- Developed a web interface for Administrators to upload the pdf files into database which can be viewed by students.
- Updated the entire application by using new Visual Studio 2013 template which make use of Bootstrap CSS by changing the master pages.
- Modified the structure of database to login.
- Used Redgate SQL Compare to copy the data from database from dev server to test sever.
- Replaced the old ADN Utilities assemblies with new DoIT Utilities assemblies.
- AppInventory: Description: The goal of the project to allow the admins, managers, scrum masters of the organization to keep track various applications which includes their developed, ongoing and future projects.
- For every application there are application parameters which includes App Structure, Remedy group, User Departments etc.
- and each application has different version.
- For each version the parameters are Prod, QA, test URL, DCL, Database, platforms, framework used to develop application, UAT dates

etc.

- Scrum Masters can estimate the length and cost to build the application (Project Estimator) based on number of developers, Sprint length, weeks of UAT etc which they can share with clients.
- After starting the project they can keep track of current progress by budget, sprint burndown charts.
- Responsibilities: Entity Framework was used using Database first approach.
- LINQ was used in the DAL (Data Access Layer) to interact with the Database Consumed ADO.Net Entity Frame Work for Entity Data Model, Entities, Relationship Mapping, and Querying Data.
- Console Application to import the data from CSV files to populate them into the system.
- Automatic logout when user is idle for a specified time by using session parameters and JavaScript.
- Used client side validations, onbeforeunload and onunload events in Javascript.
- Worked on agile environment.
- Participated in daily scrum meetings to discuss the status of development, planning and estimating the points and UAT.
- GoAdmin: Description: GoMizzou is the University of Missouri flagship mobile application, designed to provide services to all possible users of the university.
- The goal of this project is to allow GoMizzou Staff to edit the master tables involved with the GoMizzou webservices.
- These master tables are the starting point for all window services (which feed the web services).
- Production URL: https://appsprod.missouri.edu/GoAdmin Responsibilities: Developed Application using AJAX controls like modal popup, ASP.Net server controls like listview, formview, worked on Clientside and Server side Validations and created Master Pages.
- Filtering of the data of listview based on the role.
- Used n-Tier Architecture, Created the Business Logic Layer by using Class Libraries to interact with database.
- Modified the existing webservices like SocialSpirit, News webservices, Events web and windows services.
- Created ASP.Net User Controls to reduce the complexity of user interface design Created dynamic queries, stored procedures, Views and triggers in SQL server for the database manipulation.
- Mizzou Checkout: The goal of the project is to develop a web application for Checkout process similar to shopping cart for various departments who met the certain rules.
- Responsibilities: Used Smpt server to send emails Developed C# Class Library to import the data from the CSV file to system LIM Service for late fee assessment Access to page based on the role (Role based authentication) Personalized Email for Outlook: The goal of the project to give students to customize their outlook email.

Education
Master of Science , Computer Engineering Present University of Missouri ï¼ State GPA: GPA: 3.7 Computer Engineering GPA: 3.7
Bachelor of Technology , Electrical and Electronics Engineering May 2013 Jawaharlal Nehru Technological University India GPA: GPA: 3.65
Electrical and Electronics Engineering GPA: 3.65
Skills

ASP.NET, VB.Net, Active Directory, ADO.Net, Dreamweaver, Web Development, AGILE, AJAX, HTML, IDE, Java, JavaScript, JQuery, Analyst, Application Development, approach, budget, C, C++, catalogs, charts, CSS, Checkout process, client, clients, data warehouse, Database, DCL, Eclipse, edit, editor, Email, estimating, features, Frame, functional, , Logic, meetings, Access, C#, Excel, Outlook, Power point, Windows, window, Microsoft Word, Network, Operating System, page, pdf, Programmer, Programming, progress, quality, QA, Research, scheduling, Scrum, SDLC, Software Development, sorting, SQL, SQL server, tables, tutoring, user interface design, Utilities, validation, Visual Studio, website

INFORMATION TECHNOLOGY MANAGER / NETWORK ENGINEER

Professional Overview

A highly skilled and accomplished Information Technology Manager with over 16 years of expertise in planning, implementing and streamlining IT systems to ensure maximum customer satisfaction and business revenue. Â

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Strong leader with demonstrated ability to work effectively with individuals at all levels and in all functional areas. Exceptional communication and project management skills with the ability to successfully manage multiple priorities and assignments.

Skills

Platforms:Â Windows 2000, 2003 Server and Professional, Windows XP (ProÂ Â Â Â Â Â Â Â Â Â and Home), Win 3.11/95/98, Dos 6.22, Citrix ICA, MS ExchangeÂ Â Â Â Â Â Â Â Â 2000

Â Hardware:Â HP, IBM, Dell, and Intel Based Server and Desktop Platforms,Â Â Â Â Â Â Â Â Â Â Â Cisco 2500 Switches, Sonic Wall Hardware VPNs, HP Laser Jets,Â Â Â Â Â Â Â Â Â Toshiba E-310 Color Copier, Toshiba and Sony Laptops, Inter-telÂ Â

Â Software:Â Â MS Office, Visio, Citrix Metaframe XP, Symantec: PC Anywhere,Â Â Â Â Â Â Â Â Â Â Ghost, Antivirus, Utilities, Win fax; McAfee Virus Scan, Adobe:Â Â Â Â Â Â Â Â Â Â Â Acrobat, Illustrator, Photoshop, Partition Magic, Adware,Â Â Â Â Â Â Â Â Â Â Â Â Â Â Â Â Â Spyware,Â

Â Networking: TCP/IP, Wireless 802.11 a/b/g, DNS, WINS, DHCPÂ

Relevant Experience

Information Technology Manager / Network Engineer Feb 2006 to Current

Company Name ï¼ City , State

- Responsible for all day-to-day operations and functions of Wilkes & McHugh's six offices and 300 staff members. Â
- Currently lead a team of 6 IT professionals and Developers in the planning, upgrades, and implementation of IT systems, business applications, and development of new software tools. Â
- Work closely with the CIO and senior management to ensure business and technology objectives are aligned. Â
- Researched new technologies and calculated future needs to achieve accurate capacity planning. Negotiated hardware and software purchases and maintenance contracts.
- Dramatically reduced IT costs and maintenance by virtualizing the company's infrastructure using VMware. Â Reduced physical servers from 50 to 4 and streamlined disaster recovery processes. Â
- Planned and executedÂ Active Directory domain migration from 2008 to 2012 R2.
- Coordinated the planning and migration to MPLS network for 8 sites, including upgrades of all routers, switches and network equipment. Â
- Increased speed and reliability of company email by migrating from Microsoft Exchange 2010 to 2016. Â
- Streamlined operations by designing new Citrix infrastructure using Netscaler load balancersÂ to ensure better speed and connectivity with less downtime for remote offices. Â Â
- Led the planning and implementation of Disaster Recovery site in Atlanta. Created company's first comprehensive business continuity plan and tested with success. Â
- Installed and configuring Barracuda Spam & Virus Firewalls resulting in the reduction of Spam by 40%. Â
- Enforced security policies, managed, monitored and updated spam filtering, Virus and Malware prevention systems.
- Reduced desktop & application deployment times by 60% by designing and implementing Microsoft's System Center Configuration Manager. Â
- Conducted training on internal systems, local procedures and other technical subjects for company employees.
- Coordinate with external technology vendors, internal staff members, and third-party consultants

Network Engineer Sep 2003 to Jan 2006

Company Name ï¼ City , State

- Administered and managed a Windows 2003 server network environment.
- Responsible for all LAN and WAN duties of local and remote Networks. Â
- Acted as a technical consultant for our clients and for various IT projects. Â
- Provide End-User Support for Windows XP and 2000 Operating Systems. Â
- Installed and implemented Exchange 2003 mail server.
- Implemented Server and Desktop security using Mcafee Enterprise and ePolicy Orchestrator. Â
- Installed and configured Web servers, FTP servers, and POP3 mail servers.
- Manage Cisco 1900 Switches and 2600 Routers. Configured VPN Remote Access for users.
- Implemented software, Domain policies, patches and upgrades using Group Policy and SUS. Â
- Trained new employees in Systems Administration and Web development. Â

Network Support Technician Jan 2003 to Aug 2003

Company Name ï¼ City

- Provided network and desktop support to over 800 users Provided technical support to all offices of the S.B.A.
- Domain Supported the Help Desk using Help Star software Troubleshooting of Windows 98 and 2000 Desktop Computers Implemented Group Policy Objects to control desktop environment and security Performed Hardware and Software upgrades and replacements Performed installations and troubleshooting of MS Office Suite Managed users, computers, and Organizational Units through Active Directory Created disc images of desktop and notebook computers using Norton Ghost Troubleshooting and repairs of Laser Printers and Copy Machines.

Education

Bachelor of Science , Management Information Systems University of Maryland University College ï¼ City , State

Certifications:

Microsoft Certified Technology Specialist 2008 (MCTS 2008)

Citrix Certified Administrator (CCA)

Information Systems Management Certificate

Project Management Certificate

INFORMATION TECHNOLOGY MANAGER/ANALYST

Professional Summary

Innovative and solution focused web development manager/analyst with extensive experience in Program and Project Management. Detail-oriented and skilled in identifying technology needs, creating a plan for solving them, and leading multiple teams to implement the solutions. Self motivated, strong leader, and team player that works hard developing staff.Â Experienced in working in industry and academia.

Skills

Project management	Results-oriented
Program management	Effective multi-tasker
Process improvement	Data analysis
Requirements gathering	Team player
Team leader	Team building
Strategic planning	Extensive technology experience

Work History

Information Technology Manager/Analyst , 07/2006 to Current
Company Name â€" City , State

Analyze the technology needs of the Graduate College, to develop short term and long term goals and to meet and implement the solutions to those needs by working with internal, external or mixed teams tech or non-tech teams. Oversee the management of multiple websites running various software.Â Supervise and manage the composition of the Graduate College information technology team focusing on balancing technology skills based on short and long term goals.Â Develop staff skills through training as needed. Collect and report data to various groups across campus as well as to national agencies such as National Science Foundation, National Institutes of Health, and Council of Graduate Schools.Â

- Led the Graduate College IT team for over eight years
- Implemented Software Development Lifecycle MethodologyÂ
- Appointed to Iowa State University's Paperless Task force to represent the Graduate College
- Elected to the Professional and Scientific Council to represent P&S employees
- Led strategic initiates for the Graduate College for past three years
- Communication leader between faculty, staff, and central IT
- Proficient in the use and implementation of industry IT standards
- Regularly translate detailed program requirements into technical specifications.

Manager , 06/2003 to 06/2006
Company Name â€" City , State

- Assisted with the running of the Des Moines Store (Largest in district).
- Managed 25 employees.
- Trained employees to complete their position duties.
- Handled cash daily and reconciled accounts.

Web Communications Manager , 01/1999 to 01/2003
Company Name â€" City , State

Developed and managed websites and web software related projects while staying within the $2 million budget of the Web Communications department. Â Directed various development teams of project managers and programmers focusing on internal and external users. Â Created project plans and worked with marketing and executive leadership to gain approval for projects. Â Regularly worked by phone or email to complete projects. Â

- Led project teams to roll out first company wide intranet, while delivering 1 month faster than original timeline.
- Developed new corporate website from scratch, and then led teams to roll out new website.
- Developed, trained, and implemented Corporate Web Design Standards across the company.

Education

Family Financial Planning (Graduate Certificate) : Iowa State University - City , State
Will be a Certified Financial Planner after completion. : 1 1998
GPA: GPA: 4 . 0 GPA: 4 . 0
B.S : Marketing , Iowa State University - City , State
Marketing
Microsoft Front Page Certified New Horizons - Des Moines, IA A CCOMPLISHMENTS : 1 1999
l Rolled out the first company wide intranet for a Fortune 500 Company. l Learned two computer languages on my own to better understand the limits of what developers can do. l In 2010, elected Professional and Scientific representative. l Implemented entire electronic thesis/dissertation solution at Iowa State University. l Published paper at International Academy of Technology Education, and Development (IATED) conference: Empowering Departments Across the University by Using Web Technologies Â 2

INFORMATION TECHNOLOGY PROJECT MANAGER SYSTEM ANALYSIS (SYSANALSYS) [GS-2210-12]
Professional Overview

Highly-qualified Department of Defense (DoD) Program Manager (PM) professional, driven to maximize Mission Partner (MP) operational efficiency through planning, project management and Infrastructure Technology (IT) expertise. Excels at building dynamic team relationships and achieves project management process improvements. Looking to continue federal career as a strategic planner possessing exceptional knowledge understanding support agreements, basis of estimates, fiscal analysis, financial reporting, cost projections, business proposals and increased overall responsibilities within federal service.

Relevant Professional Experience
January 2010 to Current
Company Name City , State Information Technology Project Manager System Analysis (SYSANALSYS) [GS-2210-12]
*Holds Active Security Clearance*Â
Member of the Development and Business Center for Defense Logistics Agency (DLA), Defense Finance and Accounting Service (DFAS) Program Management Office (PMO), as well as the Mission Partner Engagement Office (MPEO)/Engagement Executive (EE) team (BDM11).
Principle Job Duties:

- Engage with various DISA mission partners to provide critical IT requirement proficiency and Project Management support leveraging the DISA End-to-End (E-2-E) Business Flow Process
- Positioned as the DISA Program Manager for DLA's dynamic and complex Enterprise Business Systems (EBS) Test and Development (TD) environment which generates $39 million in annual revenue for the agency
- Also serving as the primary DISA Subject Matter Expert (SME) government Program Lead (PL) for the DoD mandated Federal Data Center Consolidation Initiative (FDCCI) providing IT and project support for Defense Contract Management Agency (DCMA), Defense Manpower Data Center (DMDC), Office of Personnel Management (OPM) and DFAS

DISA Project Manager support includes skill(s) in the following:

- Serving as the primary Point of Contact (POC) to the Mission Partner for identifying, tracking, managing and resolving project issues within Operational Environments (OEs) and applications
- Strong in-depth knowledge and understanding of DISA computing service offerings
- Providing functional and technical requirement analysis of all new DISA Mission Partner project initiatives through Service Request Forms (SRFs)
- Create workload utilization documentation of customer environments
- Schedule and facilitate Mission Partner stakeholder meetings to ensure all project risk has been identified and mitigated
- Develop and manage the overall project work plan for each Mission Partner project to be certain all workload has beenÂ identified and completed on time
- Coordinate with DISA Information Assurance (IA) personnel to ensure that Mission Partner IT systems have the required DoD Information Assurance Certificates and Accreditation Process (DIACAP) package completed, making certain the customer is in compliance before implementation of their application(s)
- Effectively manage project scope to ensure baseline time frames and tasks are delivered, unless changes were approved through the Baseline Change Request (BCR) process.
- Proactively manage the development of customer business proposals which are derived from approved Bill of Materials (BOM) and Solution Designs (SD)
- Monitor the timely acceptance of all project basis of estimate and receipt of Mission Partner funding
- Analyze and coordinate with customer to review upcoming Fiscal Year (FY) cost projection
- Ensure that the processing of Authorization Increases (AI) have been accepted
- Monitor the judicious execution of all preparation activities for Initial Operating Environment (IOE) of all Mission Partner IT systems, including arrival of hardware infrastructure and software delivery
- Completing the IOE checklist while staying in direct communication with the Customer Account Representative (CAR) assigned to the application(s) to assist in initiating Mission Partner billing to the appropriate Billing Account Number (BAN), for both implementation and recurring charges
- Coordinate with customer and CAR to review support agreement for application(s)
- Ensure that the timely execution of all Initial Operating Capability (IOC) preparation activities have been completed - including application build and testing have been concluded, Security Technical Implementation Guides (STIGs) have been applied, proper ports and protocols have been identified, Enclave Connection Authority (ECA) has been approved by the proper Designating Approval Authority (DAA) and Go-Live has been coordinated
- Transitioning projects to operational sustainment of all closeout activities resulting in Full Operational Capability (FOC)

DISA Project Manager experienced in various technologies:

- Multiple hardware OE chip-sets including x-86, Itanium, SPARC and PA-RISC
- Multiple software Operating Systems (OS) including Windows Server 2008 R2, Windows Server 2012 R2, Red Hat Enterprise Linux (RHEL), Hewlett Packard UNIX (HPUX), Solaris and SUSE
- Relational Database Management Systems (RDBMS) such as Oracle and Microsoft SQL
- ?Converged IT systems including Hewlett Packard (HP) HANA appliance and System Analyses Program (SAP) Business Warehouse Accelerator (BWA)

- Virtual Operating Environment (VOE) platforms such as Microsoft VMWare
- ?Cloud computing environments such as DISA milCloud
- Various enterprise storage platforms including Storage Area Network (SAN), Network Attached Storage (NAS) and Content Addressable Storage (CAS)
- ?Numerous enterprise storage vendor devices such as Hitachi Virtual Storage Platform (VSP) and HP 3Par for SAN, NetApp for NAS and EMC Centera for CAS
- Application and database consolidation devices including Oracle Supercluster
- Disaster Recovery (DR) / Continuity of Operations (COOP) planning and initiation

While supporting Mission Partner projects, IT systems and overall initiatives, important knowledge has been obtained in the following competencies:Â

- Defining and collecting tracking metrics to ensure that project deliverables are produced, accurate and accounted for
- Facilitating project meetings with DISA internal team members, Mission Partners and various stakeholders
- Hosting collaboration sessions dedicated to developing project scope, formulate agendas and negotiate schedules
- ?Managing expectations of Mission Partner IT requests and notional time frames for project completion
- Providing excellent customer service to ensure Mission Partner obtains operational sustainment for their applications and environments
- Technical analysis of DISA Capacity Services IT solutions
- Initiating processes to ensure project objectives are completed
- Negotiate with Mission Partner to solve complex technical and schedule hurdles
- ?Comparative analysis of modified business proposal from the original estimate
- Analyze proof-of-concept solutions
- Application migrations
- ?Compile and dissemination of all project documentation and noteworthy information to appropriate customer stakeholders
- Presenting clear and concise weekly project status reports to management
- Creating senior leadership briefings for high visibility Mission Partner initiatives

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Supplementary key proficiencies:

- A **ccumulated an average rating score of 4.57 (outstanding) over the previous five years during annual Performance Work Plan & Appraisal review**
- Superior oral and written communication skills
- Able to convey highly technical concepts in a manner that all can understand
- Strong technical acumen allows the development of trusted relationships with Mission Partner and DISA functional teams
- Routinely manages a demanding workload in spite of limited resources, conflicting priorities and demanding customers
- Outstanding team member willing to share knowledge, experience and recommendations with co-workers
- Willingly takes additional workload and responsibilities to support the overall agency mission
- A consummate professional that represents DISA in an articulate and professional manner
- Holds self to highest standards

January 2010 to January 2014
Company Name City , State
Relevant Training:

- Action Officer Course
- Acquisition Training 101
- Aspiring Leaders
- Briefing Techniques
- Customer Service Excellence
- Empowerment
- Interpersonal Communication
- Network Operations 100
- Planning, Programming, Budgeting and Execution course
- Teambuilding
- This Is Transforming DISA

August 2009 to January 2010
Company Name City , State Computer Technician Specialist

- Managed, provisioned, configured, built and staged operational computer systems for Navy/Marine Corps Intranet project

March 2008 to August 2009
Company Name City , State IT Specialist STEP (Student Technology Education Program)

- Reported to Lead Supervisor of DISA Naval service desk support
- Independently managed and filed data tape entry into appropriate storage drives

- Consistently received excellent evaluations on reviews

Education and Coursework
2015
Shippensburg University
City , State , USA Organizational Development and Leadership (ODL)
Master of Science
Concentration: Public Organizations
Relevant Courses:

- Applied Organizational Leadership and Analysis
- Ethics for Public Service Managers
- Leadership, Charge and Innovation
- Leadership, Theory and Practice
- Policy Implementation and Administration
- Public Policy Analysis
- Organizational Theory and Behavior
- Research Methods

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2009
YTI Career Technical Instituation
City , State , USA Network and Internet Security Administration (NISA)
Associate Technical
Relevant Areas of Study:

- Applications
- Computer hardware and technology
- Operating systems and provisioning
- Virtual machines
- Security and system hardening
- Network configurations
- Backup imaging and disaster recovery

2006
Millersville University
City , State , USA Sociology
Bachelor of Arts
Certifications, Training and Noteables

- CompTIA Security+ certified (active)
- Information Technology Infrastructure Library (ITIL) Foundation Certification in IT Service Management
- Foundations of Project Management for IT Professionals
- Introduction to IT Project Management
- The Project Management Professional (PMP) Certification Exam Camp
- Microsoft Project 2010 Level 1 and 2 Training
- Defense Acquisition University: Developing a Systems Engineering Plan
- Defense Acquisition University: DISA Information Systems Engineering Seminar (ISES)
- Defense Acquisition University: Engineering Management Workshop (EMW)
- Defense Acquisition University: Fundamentals of System Acquisition Management
- Was a member of the System Integration and Delivery (SID) proposal evaluation team to negotiate new vendor award. The SID team support contract is worth $45 million

INFORMATION TECHNOLOGY SPECIALIST
Professional Summary

To secure a position as an Information Technology in a challenging and competitive environment, where my information systems, and network development, design , diagnostics which will fully utilized, and offer new and refreshing ideas in an environment for improvement and efficiency in Networking and Security related areas and offer an opportunity for advancement. Troubleshooting and analytical skills with capacity to accurately identify and assess problems before providing expert solutions. Dedicated to providing quality customer support; consistently meet or exceed client needs by providing service beyond expectation. Communication and interpersonal skills with abitility to listen effectively respond appropriately and maintain mutual comfort level while relating to a diverse group of individuals. Proven project management abilities; able to assume multiple responsibilities and remain productive within time-sensitive and fast-paced environments. Recognized for professionalism, thoroughness, and commitment to quality and teamwork. Ready to assume new challenges to meet or succeed objectives.

Core Qualifications
 Platforms: Windows XP, Windows 7, Server 2003, Server 2008

Hardware: PC's, Dell Servers, HP ProLiant Servers, HP-UX, Sun Servers and Printers set up and installation

Applications: MS Office, Symantec, Active Directory, VMware vSphere, BSM (HP Business Service Management), NNMi - iSPI (similar to Netview), HPNA (HP Network Automation)
Experience
Information Technology Specialist
December 2014 to July 2015 Company Name

- On-Site headquarters in VPSI.
- Establish and maintain a high level of customer service relative to internal and external customers.
- Provide technical leadership and support in planning and keeping track of IT budget.
- Installing network hardware and software including network operating systems, managing and maintaining 12 local physicals and 20 virtual servers; ensuring daily tape backups system using ARC server.
- Security monthly updates via WSUS for servers and workstations.
- Works on assignments that are moderately complex in nature.
- Addressing network issues.
- Support for a small LAN/WAN network-level problems on the live network using network management tools.
- Corrects or suggests alternative solutions to problems.
- Ability to plan prioritizes, organize and document work to maximize performance.
- Work with end users to collect, analyze and evaluate business information system requirements.
- Work with VPSI business units/programs to design and develop functionalities that meet business requirements.
- Use judgment and creativity to design approach to meet requirements/specifications as provided by business development and project managers.
- Responsible for estimating, creating, and meeting the timeline of the development for release.
- Develop requirements documents, create technical design documents.
- Perform system tests, user acceptance tests, and implement plan.
- Test site and application to ensure proper operation and freedom from defects.
- Review, analyze, and perform web site content updates in accordance with customer's instructions, standards, and guidance.
- Attend scheduled meetings and participate as lead or team member accordingly.

Network Management System Engineer
May 2008 to December 2014 Company Name ï¼ City , State

- Working with NMS team to designs and develops BSM/ NNMi-iSPI / HPNA to analyze, anticipate and remediate service health issues quickly, efficiently.
- Optomize performance & availability across applications, system, networks and storage, over cloud, virtual and traditional IT environments.
- Improves user experience at a lower cost to the business.
- With NNMi-iSPI your network operations team to efficiently manage a network of any size, reduce the business risk of downtime, and increase network service levels.
- The HP NNMi Smart Plug-in add-on modules (iSPIs) enhance NNMi capabilities and add awareness of specialized network environments, providing your team with the information it needs to anticipate and more quickly find and fix problems.
- In addition, through unified workflows enabled by advanced integrations, you can repair network faults with HP Network Automation software.
- Upgraded Cisco Secure Access Control Server (CSACS) 1121 network appliance version 5.4 and responsible for deploying applications and services into the NMCI and affiliated USMC networks.
- Supported system infrastructure associated with NMCI (Navy Marine Corps Intranet) project in compliance with Service Level Agreement (SLA) with Department of Navy (DoN) and Marine Network.

- Testing, Certification and Delivery of Networking/Information Assurance solutions.
- Designs create Test Strategies, Program Level Test Plan, and Requirements Traceability Matrix (RTM) that will best support the enterprise to ensure that all project requirements and solutions are being delivered in a collaborative and timely manner for engineered solutions.
- Responsible for testing, validating and certifying solutions, Incentive Projects in the Proving Center Lab, for the NMCI project.
- Utilize HPES testing methodology; analyze testing requirements as the basis for developing testing scenarios for a test level to be executed on a project.
- Analyze the results of the testing process and recommends solutions.
- Define, identify, collect and organize detailed information relating to testing requirements.
- Interact with the project team to gain an understanding of the business environment, technical contact, and conformance criteria.
- Understand and use appropriate automated testing processes and tools.
- Stay current on established tools, techniques and technologies.
- Supports knowledge management and collaboration through participation in testing discussion, communities and improving testing collateral through lessons learned Involved in Design, installation, configuration, maintenance, remote management and coordination of various network gear in 3 different large-scale Lab environments.
- Co-ordinate the Certification deadlines with Engineers and Project Managers, provide implementation plan if needed.
- Installation and configuration of Juniper Netscreen Firewalls/VPN, setting up site-to-site VPN Tunnel, Redundancy, Fail-over, F5 Load Balancers, G2-Sidewinders, Route-Reflector, Symantec IPS, Riverbed WANX, etc.
- Manage and responsible for the Symantec Endpoint Protection in Development Lab and Model Office.
- Knowledge of working with Security patches, Hardening scripts, VPN access, Netscreen Security Manager, Retina scanner tool, mitigate vulnerabilities, HBSS, SEPM, etc.
- Experience working with Classified TACLANES Type-1 devices, TALON, SecNet.
- Familiar with VoIP and Cisco Unified Messaging, including Call Manager, Unity gatekeepers/gateway, and Video Tele-Conferencing (VTC) products Deployed and re-imaged desktop and laptops using System Center Configuration Manager (SCCM), GPO, HP-OVCM Patch/software management tool.

Information Technology Deployment, Specialist
May 2007 to May 2008 Company Name

- Under general supervision, monitors, operates and maintains hardware, software, and networks for a computing platform.
- Configures, assembles and installs microcomputers, workstations and/or peripheral equipment.
- Performs first line support for service interruptions such as printer routing, power outages, wiring problems, and malfunctioning servers.
- Escalates unresolved problems to expedite resolution.
- Maintains disaster recovery procedures for LAN and related equipment/software.
- Upgrades, modifies and replaces hardware, software and network components.
- Performs system backup and recovery activities.
- Migrating data/users profiles.
- Creates and maintains user login identification (user id) information and login scripts.
- Install Software, configure and maintain Desktops, Laptops, printers, scanners, and other peripheral equipment.
- Provide advice and guidance on recommended software and hardware peripheral equipment.
- Responsible for connecting new client PC's to the network while ensuring network compliance.
- Troubleshooting network connectivity, network printing, and user access issues.
- Build and maintain computer systems and performed memory upgrades.
- Provide local and remote desktop support department and data recovery center.
- Monitors system performance, gathers data, and prepares management reports.
- Audits hardware/software inventory to ensure their integrity as well as licensing compliance.
- Updates and maintains site administration manual documentation.
- May provide user orientation on hardware, or software or network operations.
- Keeps abreast of emerging operational support technologies and industry trends.
- Hardware - Knowledgeable in troubleshooting, installing, and configuring and maintaining most PC based hardware, related to all types of desktop PC and notebook hardware including motherboards, CPU s memory, sound and video, hard drives, CD/DVD ROMs, card readers, USB devices; and external input/output devices such as printers, scanners, cameras.
- Software - Troubleshooting, installing, and configuring and maintaining most major software applications including Adobe Acrobat, Microsoft Office /MS Outlook 2000/2003, Remote Desktop, PC Anywhere, VNC, NetMeeting, HTML EDS/ NMCI (Navy Marine Corps Intranet.

Help Desk Analyst
July 2006 to May 2007

- Handle incoming customer call (Classified and unclassified) and gather information about the customer s problem, resolving user problems and create a ticket for all customer inquiries in Remedy system.
- Perform troubleshooting and problem resolution follow-up related to LAN/WAN corrections, Printer, RAS, Blackberry, Citrix, MS Outlook, Proxy Settings, TCP/IP, Users profiles, Account Unlock, Reset user passwords.
- Provide first-level and second level user Administration support.
- Utilizing knowledge Tivoli, Net Meeting, Active Directory user administration tools.
- Network drive mappings, printer mappings.
- Navy legacy applications and Windows applications.

- Run As admin to log into users desktop to general network trouble shooting and fix users technical issues, resolving all issues over the phone.
- Utilizing Even Viewer to find the correct errors, and when the event occurs to fix the issues.
- Log all support calls and resolve issue or dispatch to the appropriate area for resolution.
- Install and configure applications.
- Process tickets and respond to emailed inquires.

Lab Tech
January 1999 to July 2006 Company Name

- Responsible for gathering and assimilating data on batteries for cellular qualification in the battery research department.
- Wrote tests scripts for the Arbin Instrument and Sigmar System tester to perform various functions for the battery qualification.
- Work from schematics, engineering drawings, and written or verbal instructions.
- Determined whether or not a part is functioning within its parameters, analyzed the data found.
- Imported data into Excel spreadsheet for battery qualification report.
- Prepared excel graphs, and spreadsheets for the battery team and other departments.
- Managed and organized the lab for efficiency.
- Streamlined the Arbin tester and temperature chambers for maximum usage.
- Designed test fixtures for the various shape and sizes of the battery cell or pack and procedures for system test.
- Interfaced with the software and mechanical departments on battery tests.
- Researched specific equipment and accessories for purchase and installation in the lab.

Education
Onsite training by Brocade Brocade Certified Network Engineer (BCNE) Brocade Certified Layer 4-7 Engineer (BCLE) Brocade Certified Network Professional (BCNP) 2010 Onsite training Security + by COMTIA 2009 Onsite training by Juniper and Cisco Juniper Networks Certified Internet Associate (Firewall/ VPN - SSL) Juniper Networks Junos Associate (JNCIA-Junos) Cisco Certified Network Associate (CCNA) 2005 MicroSkills Certification Specialists, Microsoft Certified System Engineer (MCSE 2003) 2003 University of San Diego extension, CA 92121 Network+, A+, CCNA 2001 San Diego Education and Technology Electronics Technology (900 hours Lecture and Lab) Certification Juniper Networks Certified Internet Associate (JNCIA) Microsoft Certified Professional (MCP) Microsoft Certified Systems Administrator (MCSA) Microsoft Certified Systems Engineer 2003 (MCSE) Microsoft Certified IT Professional (MCIP) Microsoft Certified Technology Specialist (MCTS) Security+ Network+ Certificate in Electronic Technician 2002 Brocade Certified Network Engineer (BCNE) Brocade Certified Network Professional (BCNP) : 2011
Skills

A+, Active Directory, Adobe Acrobat, approach, Automation, backup, tape backups, budget, business development, CCNA, Cisco Certified Network Associate, CD, Cisco, Citrix, CA, Hardware, CPU, creativity, client, customer service, Delivery, Dell Servers, Desktops, desktop PC, disaster recovery, documentation, DVD, Electronics, Engineer, estimating, Firewalls, Firewall, gateway, graphs, hard drives, HP, HP-UX, HTML, inventory, knowledge management, LAN, Laptops, leadership, managing, mechanical, meetings, memory, Messaging, microcomputers, Access, Microsoft Certified Professional, MCP, Microsoft Certified, MCSE, MCSE 2003, Microsoft Certified Systems Engineer 2003, Excel, NetMeeting, Microsoft Office, MS Office, Office, MS Outlook, MS Outlook 2000, Windows 7, Windows applications, Windows XP, Works, Monitors, motherboards, Navy, enterprise, Netview, network management, Network Engineer, network hardware, Network, Networking, Networks, NMS, operating systems, PC's, PC Anywhere, cameras, Printer, Printers, problem resolution, processes, ProLiant, Proxy, RAS, research, routing, San, scanner, scanners, schematics, Servers, scripts, Service Level Agreement, SLA, Install Software, Software - Troubleshooting, sound, spreadsheets, spreadsheet, SSL, Sun Servers, supervision, Symantec, TCP/IP, desktop support, Technician, phone, Tivoli, trouble shooting, Troubleshooting, Type, Upgrades, USB, Video, VPN, VoIP, web site content, WAN, wiring, written

INFORMATION TECHNOLOGY SENIOR MANAGER

Summary

- 15+ Years of Leadership experience in Information Technology (as an IT Director and Consultant)
- Extensive strategic Vendor Management Expertise (VMO Leadership) Expert in Vendor selection process (RFI, RFP, MSA and SOW) and leader in contract negotiations
- Senior Project Management leadership
- Co-Chairman of Change Management Review Board
- Saved Millions of Dollars in vendor expenses through successfully implemented sourcing "Partnerships"
- Implemented and Lead a Business Relationship Management Team
- Accomplished IT Technologist with a strong Business acumen, including an MBA Degree
- Successfully resolved complex Business, Technical and Operational issues
- Specialist at presenting Executive Level Technical Business Presentations (VP/SVP/CIO)

Highlights

- Global and strategic sourcing
- Negotiations expert
- Vendor management
- Project management
- Vendor selection process
- IT Technical Support
- Cloud Computing
- MBA Degree

Experience

Information Technology Senior Manager
April 2013 to February 2015 Company Name ï¼ City , State

- Leading worldwide major manufacturer, distributor and retailer of high quality vitamins & supplements
- Leadership role in the Vendor selection process (RFI/RFP/SOW)
- Negotiated and Contracted with selected technology vendors to optimize quality and minimize IT costs
- Successfully directed several major Vendor sourcing projects of Enterprise Business critical applications (Oracle EBS Suite)
- Draft, negotiate, and manage large complex vendor contracts
- Measure Vendor performance via Scorecards (SLA's, Performance Metrics, System Availability)
- Implement and manage multiple successful "partnerships" with carefully selected key Vendors (Infosys, Accenture, MindTree, Presidio, Salesforce, Oracle (OMCS), Cisco, Genpact, TechDemocracy, Tata, Pegasystems, Amdocs, etc.)
- Annual recurring savings of $2.75 million dollars from large "re-negotiated" support agreements.
- Implemented Onsite, Onshore and Offshore talent sourcing models (completed on schedule)
- Worked with the Business and IT Teams to successfully implement new technical support vendors/partners.

Information Technology Director
January 2000 to February 2013 Company Name ï¼ City , State

- Major Entertainment Company providing Internet, Email, VoIP and HDTV/VOD to 3.2 million customers Information Technology Director: Researched, selected, implemented and managed multiple Vendor relationships Lead several RFI, RFP, MSO and SOW's.
- Drafted and approved contract amendments/renewals.
- Extensive Business Systems, Project Management and Business Relationship achievements.
- Director of Information Systems with extensive experience in Customer Service technologies.
- Directly responsible for Managing Infrastructure and Technical Application Support teams, Improved overall contact center system uptime from 99.93% to 99.99% through monitoring and proactive maintenance.
- Maintained several JD Powers top system performance ratings.
- Directed a Business Relationship Management team which was integrated within the Business Units.
- Our IT customer surveys improved from C- to B+ under my lead.
- Successfully managed over 45 IT Projects, with many coming in on-time, on-budget and with required Business functionality Extensive Strategic Vendor Management expertise and overall responsibility for System Availability (vendor performance metrics, report cards and SLA's).

Business Systems Delivery Consultant
January 1999 to January 2000 Company Name ï¼ City

- Client Company (Cablevision Systems) "contract-to-hire" and was offered a Senior Management position within Corporate Information Technology.
- Started a new Technology Support team, centrally supporting over 110+ Business Applications.

Client Services Manager
January 1998 to January 1999 Company Name

- Provided professional consulting services to multiple Fortune 500 Companies in Investments, Banking, Finance and Insurance areas.
- My customers include Merrill Lynch, Guardian and JP Morgan Chase.
- Implemented customized CRM applications to streamline money transfer reconciliations between World Bank Members.

- Responsible for System Implementations, Project Management, Project Costing and all Customer Executive Level communications.
- Assisted the Sales team in closing 3 major new accounts (Sales Support role).

Education
M.B.A., Masters : Business Administration Adelphi University ï¼ City , State Business Administration
B.S : Management and Economics State University of New York ï¼ City , State Management and Economics
ITIL Certifications: by New Horizons Consulting ITIL v3 Foundation ITIL v3 Practitioner Pega Certified Project Management Project Manager Certification
Skills
streamline, Banking, budget, Business Systems, C, Cisco, closing 3, Consulting, contracts, CRM, Client, Customer Service, E-Business, Email, Senior Management, Finance, Guardian, Information Systems, Information Technology, Insurance, Investments, ITIL, ITIL v, Leadership, Director, Managing, money, MSA, negotiating, Enterprise, Oracle, Project Management, quality, Relationship Management, RFI, RFP, Sales, Sales Support, SLA, Strategic, technical support, Vendor Management, VoIP

DIRECTOR OF INFORMATION TECHNOLOGY

Summary
IT Director/Manager with extensive experience in network operations, leveraging expertise in organization growth and problem solving. Driven, professional and detailed-oriented with the proven ability to plan, design and implement technical systems, improve process flow and administer departmental budgets.

Highlights

- Operating Systems: Windows 7, 8.1, 10, Windows Server 2008 R2 & 2012
- Exchange Server 2007 & 2010 - Apple; Mac OSX & iOS - BB10 OS, Android
- LAN, VPN, WAN IP networking
- Citrix and remote terminal services, LogMeIn, Team Viewer, Skype for business.
- Experience with SQL, SaaS and Hyper-V
- Active Directory Services, Group Policy, DNS, DHCP, SSL, WSUS and FTP
- San/Nas Storage, Cisco Routers, HP Switches, Sonicwall Firewalls
- Symantec Backup/AntiVirus, Trend-Micro, Arcserve, Acronis

Experience

January 1996 to January 2016
Company Name City , State Director of Information Technology

- Directed and managed the entire IT operations for a commercial real estate investment company with over 15 locations throughout the U.S.
- Forecasted and planned all network information processing and communication needs for the entire company.
- Provided senior level leadership on all IT security and risk management concerns.
- Being proactive to ensure the continued functionality of a stable, reliable, and secure IT environment, including focus on current and anticipated cybersecurity threats and risk.
- Ensured technology compliance with SOX, PCI, IT general and regulatory controls.
- Established, documented and administered all IT operational policies and procedures to control systems and integrity risks.
- Created and analyzed annual IT operational and capital budgets and 5-year plans.
- Efficiently used monies allocated within those budgets.
- Inspected 3rd party contracts, evaluated and negotiated proposals for software and hardware services.
- Project leader for developing, planning and instituting disaster recovery and business continuity.
- Provided redundancy on all network components and system failovers.
- Redundant communication and internet lines using BGP for failover.
- Ensured the consistency of existing applications by creating, maintaining, testing and enforcing standards/procedures for implementing software rollouts.
- Used document imaging system for record retention.
- Maintained and upgraded all Audio/Video in conference rooms.
- Installed office security: Card key and camera systems.
- Hired and managed system administrators and supervised outside consultants.
- Originally hired as IT Manager promoted to Director in 2002.

January 1995 to January 1996
Company Name City , State Manager of Information Technologies

- Provided network administration, PC and network trouble shooting, file server configuration, backup systems configuration, network and switch management.
- Maintained Lotus Notes Domino Mail Server, operating system and application software upgrading, anti-virus and firewall management, hardware configuration and troubleshooting, application maintenance and administration.

January 1992 to January 1995
Company Name City , State Sole IT person Manager of Information Services

- Recruited to relocate to Chicago to run the accounting operations system.
- Began at LINC as the Accounting Operations Manager eventually became the Network Manager.
- Maintained UNIX and Novell servers.

January 1991 to January 1992
Company Name City , State Customer Service Representative

- Recruited by Software Company to relocate to Wellesley, MA.
- Provided technical support for customers.

Education
Baruch College
City , State Accounting BS Accounting

Skills
Accounting, Active Directory, anti-virus, AntiVirus, Apple, Arcserve, Audio, Backup, BGP, budgets, Cisco Routers, Citrix, hardware, contracts,

DHCP, disaster recovery, DNS, Firewalls, firewall, focus, FTP, hardware configuration and troubleshooting, HP, imaging, IP, LAN, leadership, LINC, Domino, Lotus Notes, MA, Mac, Director, Exchange Server, Mail, office, Windows 7, network administration, Nas, Network, networking, Novell servers, Operating Systems, OS, operating system, PCI, camera, policies, Project leader, proposals, real estate, risk management, San, server configuration, SQL, SSL, Switches, switch, Symantec, technical support, Trend, trouble shooting, UNIX, upgrading, Video, VPN, WAN, Windows Server

EPIC INFORMATION TECHNOLOGY SPECIALIST

Summary
Seeking a position in the field of Bio-Pharma where I can utilize and contribute my skills in an ingenious manner.

Skills

- Microbial testing, endotoxin- LAL Test.
- Nano particle Size and Charge analysis by Malveren Nano ZS 90.
- Protein extractions.
- HPLC handling and Chromatography techniques.
- Polymerase chain reaction (PCR) technique.
- EPIC care.
- Experienced in Method development, Method Validation, Method verification and Method transfer of new analytical methods
- Wet chemistry techniques. MS office, Efficient Internet Browsing, SAS programming, EPIC care.

Experience

04/2017 to 06/2017
EPIC Information Technology Specialist Company Name ¼ City , State

- Supported physicians and nurses with updating work list and flowsheet information.
- Provided instructions to staff on the use of EPIC Care.
- Provided support during the go-live.
- Nanotechnology THz biological imaging.

01/2016 to 11/2016
Research Associate Company Name ¼ City , State

- Study of Tera Spectra and Tera imaging.
- Analytical testing and method development and method validation.
- THz imaging for nanotechnology: The relationship between nanotechnology and THz is bidirectional, in the sense that the concurrent developments can contribute to both technologies.
- THz modalities have helped the expansion of nanotechnology.
- Maintenance and Calibration of Analytical Instruments such as HPLC, UPLC, UV, FT-IR, Dissolution apparatus, pH meter and analytical balances.
- Nanotechnology could help in the development of high-resolution, sensitive and portable detectors and new efficient sources for THz imaging purposes.
- Capillary electrophoresis (CE) methods used in submillimeter diameter capillaries and in micro and nanofluidic channels.
- Performed the Biotechnology techniques cytogenetics and PCR methods.
- Created Standard Operating Procedures (SOP) for instrumental analysis.
- Fundamental lab procedures including pipetting, buffer preparation, weighing.
- Recorded laboratory data and graphed the results to identify significant variations.
- Prepared reports complying with FDA, ISO, cGMP and internal regulations; and coordinated material, instrument and process validations.
- Maintained lab set up by ordering common supplies and chemicals.
- Titanium dioxide nanoparticles with blank terahertz scanning reflectometer.

11/2013 to 12/2015
Company Name ¼ City , State

- Determine their thickness profile.
- Analytical testing and method development and method validation.
- Confirming the ability of this technique to resolve small variations in Ti02 layer thickness and consequently adsorption.
- Capillary electrophoresis (CE) methods used in submillimeter diameter capillaries and in micro- and nanofluidic channels.
- Chromatographic techniques (GC).
- Developed new analytical methods based on testing results.
- Created Standard Operating Procedures (SOP) for instrumental analysis.
- Performed a variety of technical laboratory functions in the operation and maintenance of laboratory equipment calibrating.
- Prepared reports complying with FDA, ISO, cGMP and internal regulations and coordinated material, instrument and process validations.
- Maintenance and Calibration of Analytical Instruments such as HPLC, UPLC, UV, FT-IR, Dissolution apparatus, pH meter and analytical balances.
- Fundamental lab procedures including pipetting, buffer preparation, weighing.
- Essential to develop a new compound of antibiotics.

12/2010 to 04/2012
Research Associate Company Name ¼ City

- Isolation, identification, Bioprocessing and characterization of secondary metabolites from the soil screened microorganism.
- Screening of soil actinomycetes from the different soil samples.
- Taxonomical studies for antibiotic producing isolates.

- Morphological and cultural characterization.
- Total genomic DNA isolation & PCR & Cloning of polyene CYP gene (cytochrome P-450 hydroxlase).
- Bioprocessing for antibiotic production.
- Biological activity such as Antimicrobial activity, cytotoxic activity, Genotoxic activity.
- Research will be constant requirement for new antibiotic compounds to overcome the resistant capacity in microorganisms.
- Fundamental lab procedures including pipetting, buffer preparation, SDS-PAGE, tissue culture, RNA/DNA manipulations.
- Achievement.
- GOLD MEDAL for securing highest marks in Master of Pharmacy, JSS College of Pharmacy.
- Awarded cash price for M.
- Pharm Dissertation work by "TAMILNADU PHARMACEUTICAL WELFARE TRUST", 2013 Seminars/Workshops attended.
- Participated in "Indo-European Symposium on Alternative Approaches to Animal Testing" on Dec.8, 2010 at JSS College of Pharmacy, Ooty.
- Participated in "national workshop on potentials of medicinal plants of Nilgiri Biosphere reserve" on December 8-10th, 2011 at JSS College of pharmacy, Ooty.
- Indian Pharmaceutical Student Congress-2009 held in Bangalore.
- Indian pharmaceutical congress-2011 held in Bangalore.
- Experimental skills.
- Basic Biotechnological experiments (in-vitro and in-vivo).
- Skillful in handling cell-lines.
- Mammalian Cell Culture).
- Aseptic handling of Micro-organism.
- Electrophoresis Gel-documentation Techniques.
- DNA isolation and RNA/DNA/protein extractions.
- Operational knowledge of analytical instrumentation like HPLC, GC, LC/MS, UPLC, TLC,.
- FTIR, UV-VIS spectrophotometer, and KF coulometer,.
- Wet chemistry techniques.

Education and Training
August 2012
Master of Pharmacy : Bio Technology JSS College of Pharmacy ï¼ City India Bio Technology 3.80/4.0
May 2010
Bachelor of Pharmacy Kakatiya University ï¼ City India 3.60/4.0
Skills
Epic go-live, Basic, Biotechnology, Calibration, Cell Culture, chemistry, Dec, DNA, documentation, ELISA, experiments, FT-IR, FTIR, GC, HPLC, imaging, ISO, laboratory equipment, MS office, PAGE, PCR, producing, programming, requirement, Research, SAS, scanning, Seminars, SOP, Symposium, UV, Validation, weighing, Workshops

MASTER DATA MANAGER

Experience

Master Data Manager , 01/2019 to Current
Company Name â€" City , State

- Aligning 100+ supply chain-related master data attributes to ensure the following guidelines are met:.
- Data Stewardship - Appropriate business units and ownership established to validate appropriate values, definitions and impact documentation for all master data fields.
- Data Quality - Applicable controls are set in conjecture with IT to ensure that a proactive approach is taken to new master data.
- Additionally, RPA process planned for Phase 2 to automate structured data entry and maintenance.
- Data Integrity/Data Warehousing - Structure business logic to ensure BOMs and other data relationships are both accessible and built as an asset for the business.
- Additionally, a Data Sync SOP was established for GS1 standardization.
- Reporting - Automate data quality reporting for executive staff to ensure 99.8% compliance is adhered to throughout the organization.
- Additionally, provide ad-hoc tools for the business to leverage clean data cubes.
- Data Governance Committee - Oversee executive strategy in institutional master data to commit to trusted, accurate, structured and meaningful master data.
- Engaging applicable stakeholders to promote data governance, data architect, data stewardship and data security the data governance committee oversees the framework for complex supply chain manufacturing operations.

Director of Information Technology , 01/2017 to 01/2019
Company Name â€" City , State

- Supply Chain Management - Warehouse, 3PL, Food Services, Served as the corporate Project Manager, overseeing all implementations (WMS, ERP, QMS, CMMS, infrastructure).
- Responsibilities included progress reporting, budget control, task delegation, plan creation, vendor coordination, etc.
- Developed a range of documents and performed project selection tasks such as workflow process maps, system integration documents, infrastructure topology, organizational policies, GDPR, UAT, gap analysis, best fit models and user training manuals.
- Deployed and managed BI products to leverage company-wide data for decisionmakers, proactive analysis, and real-time resource planning.
- Utilizing SSRS/PowerBI to analyze sets of data across multiple databases, automate value-add reporting to 3PL clients, visualize KPIs thru the organization, create workflows for document automation and create alerts for various business units.
- Launched a high-performance data warehouses and virtual machines to store, integrate, analyze, and report on enterprise data.
- An array of SSAS cubes were deployed to allow for end-user ad-hoc tabular reports.
- Additionally, a complex network of interfaces between 6+ enterprise systems, 4 SQL databases, 1 Oracle database, and other enterprise systems (file server, exchange, EDI, etc) was implemented to support the ETL process.
- Executing infrastructure refresh for a 200,000 sqft industrial/production facility.
- The deployment includes an array of 15 switches, 1,000 cable runs, racking, 100 AP, 300 cameras, NVRs, controllers, and creating floor plans and topology documents.
- Controlled a $2MM IT budget, short-term and long-term strategies, and CapEx justification across the business.
- Including selecting and negotiating with vendors, promoting operational process improvement, instituting best practices, and developing IT roadmaps and strategic plans.
- On track to reduce IT spend by $250K by renegotiating vendor contracts, consolidating cloud services, implementing automation tools and upgrading legacy systems.
- Responsible for a team of IT professionals and vendors assigned to all corporate and local office systems, including ERP, WMS, logistics systems, data centers, servers and storage, PCs, mobile devices, BDR, telecom, and help desk.
- Reduced IT service desk's response time and resolution time while increasing knowledge base and reducing reoccurring tickets by over 50%.
- Information Technology Governance & Steering Committee (ITGSC) - Reporting directly to the board of directors, the ITGSC provided strategic direction in aligning IT projects to shareholder interest and long-term targets.
- While overseeing the committee the cross-functional team guided 12 business units across operations, sales, and manufacturing.
- Additionally, the ITGSC aided in risk management, business continuity, and organizational SOPs.
- NatJan Solutions (Facility Management - Retail, Medical, Grocery Sectors.

Information Technology and Analytics Manager , 01/2014 to 01/2017

- Implemented process within external ERP portal to monetize 1000's of vendors to generate lean revenue based on financial and operational data analysis.
- This program is estimated to bring in $325,000 in its first year, an 8% increase in margin.
- Created ad-hoc and scheduled BI (PowerBI/SSRS) reports to visualize critical client metrics and reports, internal performance KPIs, operational resource planning, asset and revenue forecasting, P/L summaries, expense budgets, etc.
- Spearheaded national RFP bids of multi-million-dollar procurement deals with several Fortune 500 retail, medical, and education companies.
- Tasks included sales analysis, margin analysis, multivariable pricing structures, vendor acquisition, developing process flow and establishing KPI reporting for clientele and internal use.
- Designed ad-hoc SQL views, stored procedures and reports to address company-wide data analysis and modeling.

- Utilized advanced VBA programming and automation software to manage two billing systems, saving an estimated $75,000 in Salary Expenses in 2015, translating to a 40% reduction in departmental spending.
- Reported on a wide array of KPIs on operations, sales, accounting, and vendors via dashboard-style (BI/SSRS) reports for COO, CFO, Vice President of Sales and Account Manager use.
- Overhauled all company technology from on-premise systems to an array of cloud solutions, including replacing hardware and migrating servers and databases, this renovation saves ~$108,000 per year and provides long-term scalability.

01/2015 to 01/2017
Company Name â€" City , State

- Co-Founded indoor, hydroponic farming company in South Jersey.
- Bringing a hyper-local product to the Camden and Philadelphia region HGF generated $100K in its first year via a strategic relationship with the premier food management service in Philadelphia, local restaurants, farmer's markets, and Whole Foods retail chain.
- Sales & Operations Planning (S&OP) - The S&OP team managed bi-directional interactions between sales, marketing, production, and finance.
- S&OP committee oversaw finished goods inventory controls, marketing vs financial targets, raw material and supplier management, logistics and human capital planning.
- Additionally, benchmarks for product mix, SKU management, and forecast vs demand vs actual alignment.
- Operations - Oversaw the general operations of the farm, including assigning day-to-day jobs, tracking yield results, establishing daily work schedules, and tracking transplanting/harvesting schedules.
- Automation Systems - Implemented an array of sensors to control environmental and nutrient levels.
- Utilizing this data and automation systems we drove automated pH balancing, nutrient leveling, temperature control, ventilation systems, and established a strong exception-based manufacturing operation.
- Finance - Oversaw all aspects of the financial responsibilities including establishing a point of sales systems, P/L reports, budgeting for OpEx and CapEx schedules, coordinating with lenders, insurance institutions and annual tax reports.
- SOPs - Instituted standard operating procedures to ensure quality standards are maintained and product consistency is maintained.

Work History
Master Data Manager , 01/2019 to Current
Company Name â€" City , State

- Aligning 100+ supply chain-related master data attributes to ensure the following guidelines are met:.
- Data Stewardship - Appropriate business units and ownership established to validate appropriate values, definitions and impact documentation for all master data fields.
- Data Quality - Applicable controls are set in conjecture with IT to ensure that a proactive approach is taken to new master data.
- Additionally, RPA process planned for Phase 2 to automate structured data entry and maintenance.
- Data Integrity/Data Warehousing - Structure business logic to ensure BOMs and other data relationships are both accessible and built as an asset for the business.
- Additionally, a Data Sync SOP was established for GS1 standardization.
- Reporting - Automate data quality reporting for executive staff to ensure 99.8% compliance is adhered to throughout the organization.
- Additionally, provide ad-hoc tools for the business to leverage clean data cubes.
- Data Governance Committee - Oversee executive strategy in institutional master data to commit to trusted, accurate, structured and meaningful master data.
- Engaging applicable stakeholders to promote data governance, data architect, data stewardship and data security the data governance committee oversees the framework for complex supply chain manufacturing operations.

Director of Information Technology , 01/2017 to 01/2019
Company Name â€" City , State

- Supply Chain Management - Warehouse, 3PL, Food Services, Served as the corporate Project Manager, overseeing all implementations (WMS, ERP, QMS, CMMS, infrastructure).
- Responsibilities included progress reporting, budget control, task delegation, plan creation, vendor coordination, etc.
- Developed a range of documents and performed project selection tasks such as workflow process maps, system integration documents, infrastructure topology, organizational policies, GDPR, UAT, gap analysis, best fit models and user training manuals.
- Deployed and managed BI products to leverage company-wide data for decisionmakers, proactive analysis, and real-time resource planning.
- Utilizing SSRS/PowerBI to analyze sets of data across multiple databases, automate value-add reporting to 3PL clients, visualize KPIs thru the organization, create workflows for document automation and create alerts for various business units.
- Launched a high-performance data warehouses and virtual machines to store, integrate, analyze, and report on enterprise data.
- An array of SSAS cubes were deployed to allow for end-user ad-hoc tabular reports.
- Additionally, a complex network of interfaces between 6+ enterprise systems, 4 SQL databases, 1 Oracle database, and other enterprise systems (file server, exchange, EDI, etc) was implemented to support the ETL process.
- Executing infrastructure refresh for a 200,000 sqft industrial/production facility.
- The deployment includes an array of 15 switches, 1,000 cable runs, racking, 100 AP, 300 cameras, NVRs, controllers, and creating floor plans and topology documents.
- Controlled a $2MM IT budget, short-term and long-term strategies, and CapEx justification across the business.

- Including selecting and negotiating with vendors, promoting operational process improvement, instituting best practices, and developing IT roadmaps and strategic plans.
- On track to reduce IT spend by $250K by renegotiating vendor contracts, consolidating cloud services, implementing automation tools and upgrading legacy systems.
- Responsible for a team of IT professionals and vendors assigned to all corporate and local office systems, including ERP, WMS, logistics systems, data centers, servers and storage, PCs, mobile devices, BDR, telecom, and help desk.
- Reduced IT service desk's response time and resolution time while increasing knowledge base and reducing reoccurring tickets by over 50%.
- Information Technology Governance & Steering Committee (ITGSC) - Reporting directly to the board of directors, the ITGSC provided strategic direction in aligning IT projects to shareholder interest and long-term targets.
- While overseeing the committee the cross-functional team guided 12 business units across operations, sales, and manufacturing.
- Additionally, the ITGSC aided in risk management, business continuity, and organizational SOPs.
- NatJan Solutions (Facility Management - Retail, Medical, Grocery Sectors.

Information Technology and Analytics Manager , 01/2014 to 01/2017

- Implemented process within external ERP portal to monetize 1000's of vendors to generate lean revenue based on financial and operational data analysis.
- This program is estimated to bring in $325,000 in its first year, an 8% increase in margin.
- Created ad-hoc and scheduled BI (PowerBI/SSRS) reports to visualize critical client metrics and reports, internal performance KPIs, operational resource planning, asset and revenue forecasting, P/L summaries, expense budgets, etc.
- Spearheaded national RFP bids of multi-million-dollar procurement deals with several Fortune 500 retail, medical, and education companies.
- Tasks included sales analysis, margin analysis, multivariable pricing structures, vendor acquisition, developing process flow and establishing KPI reporting for clientele and internal use.
- Designed ad-hoc SQL views, stored procedures and reports to address company-wide data analysis and modeling.
- Utilized advanced VBA programming and automation software to manage two billing systems, saving an estimated $75,000 in Salary Expenses in 2015, translating to a 40% reduction in departmental spending.
- Reported on a wide array of KPIs on operations, sales, accounting, and vendors via dashboard-style (BI/SSRS) reports for COO, CFO, Vice President of Sales and Account Manager use.
- Overhauled all company technology from on-premise systems to an array of cloud solutions, including replacing hardware and migrating servers and databases, this renovation saves ~$108,000 per year and provides long-term scalability.

01/2015 to 01/2017
Company Name â€" City , State

- Co-Founded indoor, hydroponic farming company in South Jersey.
- Bringing a hyper-local product to the Camden and Philadelphia region HGF generated $100K in its first year via a strategic relationship with the premier food management service in Philadelphia, local restaurants, farmer's markets, and Whole Foods retail chain.
- Sales & Operations Planning (S&OP) - The S&OP team managed bi-directional interactions between sales, marketing, production, and finance.
- S&OP committee oversaw finished goods inventory controls, marketing vs financial targets, raw material and supplier management, logistics and human capital planning.
- Additionally, benchmarks for product mix, SKU management, and forecast vs demand vs actual alignment.
- Operations - Oversaw the general operations of the farm, including assigning day-to-day jobs, tracking yield results, establishing daily work schedules, and tracking transplanting/harvesting schedules.
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- Utilizing this data and automation systems we drove automated pH balancing, nutrient leveling, temperature control, ventilation systems, and established a strong exception-based manufacturing operation.
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- SOPs - Instituted standard operating procedures to ensure quality standards are maintained and product consistency is maintained.

Education
Bachelor of Science : Management of Information Systems , 2017
Associates of Science : Accounting , 2015
Rowan College
Pursuing Project Management Professional (PMP) certification Rowan University
Summary
Zeel Patel is an Information Technology Manager with a focus on IT transformation and process improvement currently looking for opportunities in the greater Miami, FL metropolitan area. Zeel has experience working with corporate data in the areas of data presentation, structured and unsecured datasets, data mining, statistical analysis, UI creation, data warehouse management, and assessing data quality. Additionally, Zeel's diverse background has allowed him to succeed in a project management and IT management role. In this role, Zeel has engaged in holistic business analysis, process improvement, strategic planning, budgeting, contract negotiations, vendor relations, resource management, instituting best practices, and overseeing/implementing multiple enterprise systems (ERP, WMS, CRM, WOM, QMS, SCP).
Highlights

- Microsoft Office Suite with deep Office 365, Dynamics 365, Project, PowerApps, PowerBI, Flow,
- Sharepoint, Excel, Access, Intune, Visio, EMS, and Azure proficiency
- Programming/Databases: SQL (SSRS, SSIS, SSAS), VBA, DAX, HTML, CSS, VBA, VB.NET, R, Powershell, Python, Oracle
- Business Intelligence Packages: PowerBI, Qlik (QlikView/QlikSense), SiSense, Tableau, Datorama, Yellowfin, Crystal, SSRS
- Strong knowledge of AWS, Azure, Cisco Switch Management, VMWare, Hyper-V, RDP, Automation Anywhere, Active Directory,
- And hardware and software administration for iOS, Android, Windows, Red Hat Linux, RF devices
- VB.NET, EDI, Procurement, Ventilation
- Accounting, ERP, Programming, Visio
- Active Directory, ETL, Progress, VBA
- Premier, Facility Management, Project Management, Workflow
- Ad, Finance, Python
- AP, Financial, Quality
- Approach, Floor plans, Real-time
- Architect, Forecasting, Red Hat Linux
- Automate, Functional, Renovation
- Automation, Help desk, Reporting

- Automation tools, HTML, Retail
- Billing systems, Information Technology, RFP
- Budgeting, Insurance, Risk management
- Budgets, Inventory, Sales
- Budget, Logic, Sales analysis
- BI, Logistics, Servers
- Business Intelligence, Marketing, SOP
- Cable, Access, SQL
- Cisco, Excel, Strategy
- Hardware, Exchange, Strategic
- Contracts, Microsoft Office Suite, Strategic plans
- Crystal, Office, Structured
- CSS, Sharepoint, Supplier management
- Clientele, Windows, Supply chain
- Client, Negotiating, Supply Chain Management
- Clients, Enterprise, Switches
- Data analysis, Network, Switch
- Data entry, Oracle, System integration
- Data analysis and modeling, Oracle database, Tableau
- Data warehouses, Organizational, Tax
- Databases, Cameras, User training
- Data Warehousing, Policies, Telecom
- Direction, Pricing, Translating
- Documentation, Process improvement, Upgrading

Skills
- Microsoft Office Suite with deep Office 365, Dynamics 365, Project, PowerApps, PowerBI, Flow,
- SSharepoint, Excel, Access, Intune, Visio, EMS, and Azure proficiency
- PProgramming/Databases: SQL (SSRS, SSIS, SSAS), VBA, DAX, HTML, CSS, VBA, VB.NET, R, Powershell, Python, Oracle
- BBusiness Intelligence Packages: PowerBI, Qlik (QlikView/QlikSense), SiSense, Tableau, Datorama, Yellowfin, Crystal, SSRS
- SStrong knowledge of AWS, Azure, Cisco Switch Management, VMWare, Hyper-V, RDP, Automation Anywhere, Active Directory,
- Aand hardware and software administration for iOS, Android, Windows, Red Hat Linux, RF devices,
- VB.NET, accounting, Active Directory, premier, ad, AP, approach, architect, Automate, Automation, automation tools, billing systems, budgeting, budgets, budget, BI, Business Intelligence, cable, Cisco, hardware, contracts, Crystal, CSS, clientele, client, clients, data analysis, data entry, data analysis and modeling, data warehouses, Databases, Data Warehousing, direction, documentation, EDI, ERP, ETL, Facility Management, Finance, financial, floor plans, forecasting, functional, help desk, HTML, Information Technology, insurance, inventory, logic, logistics, marketing, Access, Excel, exchange, Microsoft Office Suite, Office, Sharepoint, Windows, negotiating, enterprise, network, Oracle, Oracle database, organizational, cameras, policies, pricing, process improvement, procurement, Programming, progress, Project Management, Python, Quality, real-time, Red Hat Linux, renovation, reporting, Retail, RFP, risk management, Sales, sales analysis, servers, SOP, SQL, strategy, strategic, strategic plans, structured, supplier management, supply chain, Supply Chain Management, switches, Switch, system integration, Tableau, tax, user training, telecom, translating, upgrading, ventilation, Visio, VBA, workflow

SENIOR VICE PRESIDENT OF GLOBAL INFORMATION TECHNOLOGY
Executive Profile

High-energy results oriented Chief Information Officer offering global professional experience in managing complex information technology environments and cross-cultural teams while effectively aligning and supporting key company initiatives.

Skill Highlights

- Strategic Planning
- Results-Oriented
- Self-Motivated
- Customer-Oriented
- Project and Program Management
- Change Implementation
- Team Leadership
- Time and Resources Optimization

Core Accomplishments

Project Management: Â

- Managed cross-functional teams on large implementations and development projects through out full cycles of system development and Implementation methodologies.

Â

Project Planning: Â

- Developed successful implementation and migration project plans, providing and controlling detailed work-plans, data conversion and integration strategies, and production cutover & contingency plans.

Solutions Modeling: Â

- Performed business requirements gathering, gap/fit analysis, solution designs, development and deployment of application solutions.

Technology Architecture: Â

- Designed and implemented cutting-edge 24/7 technology infrastructure solutions, providing fail-over architecture and disaster recovery plans.

Delivery Efficiency: Â

- Delivered all assigned projects on time and within budget, realizing significant improvement of processing efficiency through in-depth performance analysis and process change.

Risk Mitigation: Â

- Conducted periodic risk assessments and mitigated risk by preparing and executing comprehensive testing strategies, which included complex business scenarios, and systematic stressed testing.

Customer Relations: Â

- Develop and maintain all accounts referenceable, providing mutually beneficial partnerships between employers and customers.

Professional Experience

Senior Vice President of Global Information Technology 06/2004 to Current Company Name City , State

Responsible for all aspects of Information Technology globally with a staff of 70 employees world wide.

- During my first year tenure, eliminated high dependency on consulting firm supporting an ERP system globally by developing, hiring and mentoring adequate IT staff resulting in the creation of self-sufficiency and the generation of about of $2.5 million dollars savings per year.

- As one of the key members of the M&A team, planned, and delivered successfully in all of the acquisitions executed by the company, enabling the realization of anticipated benefits through the migration of systems and integration of technology.

- Delivered a single global suite of applications with seamless integration that provided significant efficiency gains, by eliminating duplicity, and streamlining business processes.

- Introduced our Engineering and New Product Development teams to the use of Project Life Cycle management system speeding up our introduction of new products to market

- Enabled effective analysis and decision making through improved analytical capabilities delivered in a single repository of reporting through one data model across all entities.

- Formed the company's first IT Steering Committee which is utilized as the forum for IT strategic planning and priority recommendations regarding major IT projects.

- Deployed reliable, scalable and fault tolerant technical infrastructure that has provided maximum up time and redundancy on all mission critical systems and technology

- Provided high-performance, high-availability and secured networks that are leveraged to facilitate voice, data and video communications among offices across the globe while generating significant cost savings.

Director of Information Technology 01/2002 to 06/2004 Company Name City , State

- Managed a large ERP implementation project and the technical infrastructure operations for a large replicator and distributor of DVD and VHS movies.
- Responsible for a staff of 20 IT professionals, directly involved in the implementation of new technology and business applications.
- Completed successfully and on-time the implementation of Oracle applications, after taking over a project that was significantly late and full of issues.
- Restructured the technical infrastructure of the company to be able to support the new ERP system through out all US locations.
- Led the analysis, design and deployment of web applications to provide customers with access to real-time information and services.
- Implemented a wireless inventory control solution through the use of Radio Frequency devices.
- Developed a new technical support model and implemented new policies and procedures for the processing of technical support requests.
- Hired and mentored new IT personnel for the post-production support of the new ERP application system.
- Trained overseas personnel on the implementation and configuration of Oracle applications.

Practice Director 01/1995 to 01/2002 Company Name City , State

- Managed projects ranging from $500K to $10M, with an average budget savings of 20% under estimate and ahead of schedule.
- Coordinated, directed, and managed a practice of 22 consultants.
- Prepared Request for Proposals responses for large-scale implementation projects.
- Performed full lifecycle project management and supervision of both permanent employees and contractors, domestic, and offshore.
- During my 7-year tenure at Oracle Corporation, participated in the business development of over $24M of new contracts.
- Completed successfully, on time and on budget, several large-scale implementations of Oracle's ERP suite of applications for Fortune 100 clients.
- Conducted Functional and technical architecture assessments, providing customers with solution designs, implementation approach, and recommendations.
- Served as subject matter expert for the Supply Chain, Manufacturing and Financial aspects of several different projects.
- Managed multi-national virtual teams, operating on one large project from several different locations, achieved project benchmarks ahead of schedule/under budget.
- Worked closely with the development organization on integrated testing of product releases and customer pilots of new product.

Information Systems Director 01/1993 to 01/1995 Company Name City , State

- Managed business applications and technical infrastructure operations, for a 2,800-employee manufacturing and distribution company.
- Negotiated contracts, directed long-range planning, prepared and monitored budgets up to $8M, and conducted ROI studies.
- Responsible for the implementation of Manufacturing and Financial systems domestic and overseas.
- Responsible for the planning and introduction on new business processes and technology infrastructure to support company's growth.
- Successfully completed the implementation of Oracle Financials, that resulted in the decrease of past due accounts and in the increase of accuracy and timeliness of financial reporting.
- Successfully concluded the implementation of manufacturing applications at facilities in Monterrey, Mex., resulting in the decrease of manufacturing cycles and the increase of supply chain performance at corporate targeted levels.

Information Systems Director 01/1990 to 01/1993 Company Name City , State

- Supported corporate-wide projects in the selection, delivery and management of new technology.
- Supervised traditional department management functions including fiscal responsibility, resource management, project management, and administrative detail As the Project Manager, successfully completed the implementation and integration of MAPICS, increasing company's up-sell capabilities, by enhancing Supply Chain Streamline.
- Successfully deployed new hardware and software architecture through out the company and reduced significantly the need for non-

integrated PC based systems.

- Implemented the use of Electronic Data Interchange with preferred business partners increasing customer service levels.
- Implemented the use of statistical performance measurements, allowing top management to monitor productivity, order fulfillment ratios, inventory accuracy and other productivity related targets.

Information Systems & Technology Manager 01/1985 to 01/1990 Company Name City , State

- Functioned as the Information Technology Manager while orchestrating the proposal and selection of new computing technology and Enterprise Resources Planning systems application.
- Successfully completed the implementation of MANMAN MRPII application.
- Designed, developed and implemented a Pull Material System to improve inventory control and KANBAN replenishment of critical material items.
- Designed, developed and implemented a Bar Code Labeling System to manage shipping and receiving of raw materials and finished product and to comply with customer standards.

Senior Systems Analyst 01/1984 to 01/1985 Company Name City , State

- Responsible for the implementation of retail industry best practices and for the development of new distribution and replenishment systems.
- Designed and implemented a multi-tier replenishment system, for a large chain of supermarkets.
- Participated in the designed an implementation of pricing & promotion systems and a sales forecasting system.

Education
B.S : Computer Science 1983 University of Texas at El Paso City , State

Computer Science

Languages
Bilingual - Fully fluent in English and Spanish.
Skills

â€¢Experienced in strategic planning and execution.

â€¢Considerable knowledge of business theory, business processes, management, budgeting, and business office operations.

â€¢Substantial exposure to data processing, hardware platforms, enterprise software applications, and outsourced systems, including cloud SaaS and IaaS

â€¢Excellent understanding of computer systems characteristics, features, and integration capabilities.

â€¢Experienced with systems design and development from business requirements analysis through to day-to-day management.

â€¢Proven experience in IT planning, organization, and development.

â€¢Excellent understanding of project management principles.

â€¢Constant focus on organization's goals and objectives.

â€¢Demonstrated ability to apply IT in solving business problems.

â€¢In-depth knowledge of applicable laws and regulations as they relate to IT.

â€¢Strong understanding of human resource management principles, practices, and procedures.

â€¢Proven leadership ability.

â€¢Ability to set and manage priorities judiciously.

SENIOR INFORMATION TECHNOLOGY MANAGER

Executive Summary

Results-focused Information Technology management professional offering Twenty-Two years of progressive leadership experience. Transforms high-potential staff into outstanding leaders who demonstrate the creativity and savvy that is critical to both financial and operational success. Accomplished Manager with extensive experience in front-of-house and back-of-house operations. Proven ability to cut costs and decrease staff turnover. Cultivates a company culture in which staff members feel comfortable voicing questions and concerns, as well as contributing new ideas that drive company growth by challenging others beyond just doing the work, but, to bring creativity, ownership and pride i the work we do.

Core Qualifications

- Operations management
- Staff development
- Change management
- Cross-functional team management
- Supervision and training
- Sound judgment
- Computer-savvy
- Calm under pressure
- Complex problem solving

Professional Experience

Senior Information Technology Manager Jan 2000 to Jan 2016
Company Name ï¼ City , State

- Program Manager that drove and finalized a major project initiative consisting of migrating 13,000 Exchange On-Premise mail users/accounts to cloud based services (Office 365) Program Manager responsible for implementation and management of systems that allow Asset/Lease Reporting, Enterprise Backup, Patch Management and Application Distribution to over 10,000 PC's globally utilizing cloud based solutions.
- IT Lead role and stakeholder in reducing our global Data Center Footprint from Twenty-Three to Two Data Centers in North America and One Communications Hub in each global Region Long term expertise in Deployment and Management of Microsoft Products globally, including, Server, Desktop, Office 365, (Mail, Skype, Active Directory and Federated Services) SQL and System Center Management/Deployment products.
- Well versed in Disaster Recovery utilizing multiple Data Centers and Storage Arrays.

Managed team of [number] of professionals.Reduced and controlled expenses by [actions].Defined strategy and business plan for [business area].Directed strategic initiatives to achieve [organizational objective].

Senior Information Systems Professional Jan 1996 to Jan 1999
Company Name ï¼ City , State

- Developed long and short-term technology Server and Storage plans, formulated policies and procedures, and provided technology presentations to diverse groups of internal customers.
- Worked closely with Washington State Agencies in regards to sharing healthcare data and trusted networks Supervised team of technicians in deployment and support of network and technology infrastructure.
- Significant design and execution of Directory based services, related servers and business systems Designed and monitored server and storage systems, implemented fault tolerance and redundancy.

Network Support Engineer Jan 1995 to Jan 1996
Company Name ï¼ City , State

- Provided support for NT, Netware, Macintosh, Cisco, 3Com, and Bay networks.
- Clients included mid-size to large Enterprise Seattle-area corporations.
- Installations, upgrades, repairs, configuration, and troubleshooting on multiple platforms and infrastructures.
- Oversaw network systems, and implemented firewall and other network security functions.

Senior Technician Jan 1993 to Jan 1995
Company Name ï¼ City

- End of the line hardware and software support.
- Responsible for troubleshooting, identifying, and resolving end user hardware and application issues.
- Trained and provided technical direction to junior technicians.

Education

Bachelor of Science , Industrial Technology East Carolina University ï¼ City , State , USA

Industrial TechnologyCoursework in [Course Name]

Associate of Arts , Business University of Phoenix/WIU

BusinessCoursework in Business Administration and Finance[Number] GPA

Certifications

Microsoft Certified Professional/Administrator CompTIA A+, Network+, Security + Novell Netware Engineer Citrix Administrator Red hat Administrator CMA (Certified Management Accountant) conferred by Institute of Management Accountants (IMA)

Affiliations

VMware Users group

EMC Users group

Association of Information Technology Professionals

Leadership Development Program

Skills

3Com, A+, Active Directory, Backup, Bay networks, business systems, Cisco, Citrix, hardware, network systems, Clients, direction, Disaster Recovery, Engineer, firewall, Hub, Macintosh, Microsoft Products, Microsoft Certified Professional, Exchange, Mail, Office, NT, Enterprise, network security, Network, networks, Netware, Novell Netware, PC's, policies, presentations, Red hat, repairs, Reporting, servers, SQL, software support, troubleshooting, upgrades

INFORMATION TECHNOLOGY SPECIALIST INFORMATION SECURITY OFFICER

Profile

blah, blah

Core Qualifications

- Oracle Certified Professional (OCP), versions 8.0, 8i, 9i, 10g, 11g
- Certified Information Systems Security Professional (CISSP) (ISC)2
- Certified Information Security Manager (CISM) ISACA
- UNIX/LINUX
- Strong collaborative skills
- Patch management
- Database servers

Professional Experience

Information Technology Specialist Information Security Officer
October 2010 to July 2015 Company Name ï¼ City , State

- Installing and configuring Oracle software versions 10g-12c.
- Scripting maintenance and monitoring tools.
- Creating Risk Assessment template based on NIST 800-30R1 to facilitate and evaluate secure software development practice.
- Building automated database risk/security models for quantifying degrees of database risk and enabling the standardization and prioritization of remediation efforts.
- Managing/mentoring support staff and participating in 24X7 production support and security monitoring rotation for large scale, mission critical applications.
- Developing, implementing and supporting enterprise backup and recovery, change control, security and audit procedures.
- Performing database, server and application performance and security monitoring and tuning.
- Implementing vendor and customized database auditing and analysis packages.
- Develop pattern recognition triggers for Anti-Money laundering systems.
- Working closely with Corporate Security to ensure that application and database server procedures and controls support all government regulations and corporate policies.
- Designing and implementing least-privilege database administration model and application development templates.
- Providing support and guidance for the modeling, development and testing of enterprise applications to ensure that applications are secure, highly available and fully meet the needs of our end user communities.
- Develop ITS Enterprise Database installation, configuration, monitoring and security standards and procedures.
- Train other Database Administrators in security best practices, change control, monitoring, account management and role-based user administration.
- Create and configure security templates for Oracle Enterprise Manager.
- Act as bureau security liaison and represented database security at conferences and meetings.
- Develop and implement database security policies and procedures.
- Create comprehensive and cross-referenced database security benchmark utilizing the CIS Oracle Security Benchmark, NIST and DoD.
- Managed IBM engagement for Guardium from proof of concept to procurement.
- Provide remediation roadmap for database and application security issues.
- Identify and analyze data access rights that violate state law and memoranda of understanding.
- Replace manual terminal service audit reports with secure self-service, repeatable and audited process using PL/SQL and COGNOS.

Vice President
April 2002 to September 2010 Company Name ï¼ City , State

- Perform database penetration testing and regular server and database scanning for security vulnerabilities and compromised passwords.
- Technical lead for database consolidation, backup software replacement, PeopleSoft upgrade and Anti-Money Laundering projects.
- Responsible for operational aspects of Oracle database administration activities including capacity planning, installation and configuration of the Oracle RDBMS, Grid Control and ASM software, patches and supporting products, backup & recovery, database tuning, monitoring and troubleshooting utilizing TKPROF, OEM, STATSPACK, DBArtisan, Tivoli and custom SQL, PL/SQL and UNIX shell scripts.
- Plan and manage multi-location disaster recovery exercises.
- Provide operational 24X7 support of all corporate Oracle systems (341 databases, 65 servers, 5 versions of Oracle and 5 operating systems).
- Developed and implemented procedures that reduced in-house database problem tickets by 60%, job failures by 80% and on-call support issues by 80%.
- Created enterprise wide capacity planning, troubleshooting and performance monitoring models.
- Coordinated and supported application development, testing and performance improvement efforts including data model revisions, SQL tuning and client configurations.
- Instituted a series of workshops, classes and training programs for developers to expand their knowledge and understanding of SQL, Oracle and data security.
- This group is now self-sufficient.
- Performed block-level data recovery that Oracle Corporation said was not possible, saving critical business data and minimizing impact to business functions.

Database Manager

February 2000 to April 2002 Company Name ï¼ City , State

- Created and supported multi-instance spatial environments for internet startup company.
- Gathered user requirements and designed and built logical and physical database structures.
- Managed Unix server farm to ensure proper sizing, organization, and recoverability.
- Wrote PL/SQL, SQLLoader and custom routines to load and integrate data from various outside sources and to enforce data security, reliability and integrity.
- Monitored shared system resources and recommend improvements to application development staff.
- Wrote database-monitoring scripts used to page DBA in the event of database problems.
- Automated DBA functions for table restructuring, statistics, space management and backup.

Senior Database Administrator
January 1999 to February 2000 Company Name ï¼ City , State

- Technical liaison and support manager for international leasing company.
- Traveled abroad as needed.
- Participated in due diligence audits of takeover candidate companies.
- Wrote Oracle installation and configuration standards for Windows NT and UNIX.
- Created DBA practice lab and developed practice lab exercises for other DBA staff to learn backup and recovery software.
- Worked closely with various vendors and development groups to improve application reliability and performance.
- Developed a Capability Maturity Model and created CMM training program for database administration.
- Provided 24X7 support of international commercial leasing applications.

System Staff Specialist/Database Administrator
December 1997 to January 1999 Company Name ï¼ City , State

- DBA for telesales, signature verification, and electronic payment systems.
- Participated in off-site disaster recovery exercises.
- Reviewed schema, tuned queries and managed change control process.
- Developed Cost Based SQL Standards and trained development staff on SQL tuning.
- Provided database design consultation to other projects.
- Developed database installation and administration guidelines.

Senior Database Administrator
June 1997 to December 1997 Company Name ï¼ City , State

- Converted document management system from Sybase to Oracle.
- Mentored and trained Oracle database administrators at client sites.
- Monitored and tuned Oracle system and applications to prevent resource shortages and shorten the execution time of long-running queries.
- Conducted training in database concepts and SQL.

Database Administrator
September 1996 to June 1997 Company Name ï¼ City , State

- Implemented and maintained critical high volume online and Internet server Oracle databases in UNIX environment.
- Performed performance monitoring, capacity planning and application tuning.
- Worked closely with engineering consulting firm to trouble shoot database and applications, optimize system performance, ensure data integrity and increase system reliability.
- Wrote extensive SQL and PL/SQL programs to manage data and create ad hoc reports.
- Developed, implemented and enforced Oracle design and usage standards.

Associate Computer Programmer/Analyst
June 1991 to September 1996 Company Name ï¼ City , State

- Technical lead responsible for Pavement and Bridge Management Systems development and production Oracle databases operating in client/server environment.
- Prepared EDP sections of consulting contracts and budgets.
- Managing analyst for Pavement and Bridge Maintenance Systems jointly developed by Rensselaer Polytechnic Institute and the Thruway Authority.
- Developed and maintained data standards and agency data dictionary system.

Education
Master of Science : Management College of Saint Rose ï¼ City , State Management
Bachelor of Arts : Music History City , State Music History
Skills
account management, ad, analyst, application development, ASM, agency, audit reports, auditing, backup, budgets, c, Capability Maturity Model, CMM, capacity planning, client/server, COGNOS, concept, conferences, consultation, consulting, contracts, client, data dictionary system,

database and applications, database administration, DBA, databases, Database, database design, Designing, disaster recovery, document management, due diligence, government regulations, IBM, Information Security, Information Systems, law, Managing, meetings, mentoring, access, Money, Windows NT, modeling, Enterprise, operating systems, Oracle Enterprise Manager, Oracle, Oracle database, PL/SQL, page, PeopleSoft, policies, procurement, Oracle RDBMS, Risk Assessment, scanning, servers, scripts, Scripting, software development, SQL, SQLLoader, statistics, Sybase, Systems development, Tivoli, training programs, troubleshooting, UNIX, UNIX shell scripts, upgrade, workshops

INFORMATION TECHNOLOGY MANAGER

Summary

Successful fifteen years of experience in IT Management and Technical Support. Skilled in installation, configuration, migration and implementation of server platforms. Dedicated IT Manager well-versed in analyzing and mitigating risk and finding cost-effective solutions. Experience in strategic planning, designing and budgeting for new products. Excellent troubleshooting skills in network, servers and software applications.

Highlights

- Leadership and Vision
- Network InfrastructureHardware and software upgrade planningProject trackingBudgeting and resource management
- Active Directory, Adobe, Antivirus, Backup Exec, Backup, Budget, business processes, call
- center, capacity planning, Cisco, computer assembly, Hardware, contracts, DAS, Direct
- Attached Storage, Database, Dell, Dell Servers, Designing, Desktops, Documentation, Firewall,
- HP, hiring, information systems, ISO 9000, leadership, Linux, Logistics, Mac, MAC OS,Managing, Access, Microsoft Certified Professional, Microsoft Exchange, Microsoft ExchangeServer, Microsoft Office Professional, office, Microsoft Project, Microsoft Visio Professional,
- Windows 7, Windows 8, Windows, NAS, Network Attached Storage, Enterprise, Network
- Printers, Network, Networking, new product development, Operating Systems, PBX, PCI,Phone System, policies, Project Management, quality, quality assurance, quality improvement,QuickBooks Pro, Research, Robotic, safety, Storage Area Network, SAN, scheduling, Servers,Microsoft SQL, Microsoft SQL Server, Symantec, teamwork, technical analysis, phones,Troubleshooting, Visio Professional, vision, WAN, Web Portal

Experience

Information Technology Manager
July 2000 to Current Company Name ï¼ City

- Provide leadership, vision and management to the IT department.Develop Capitol Budget, monitor and approve department expenditures.Manage, monitor and maintain network infrastructure.Manage Phone System, including call center and office phones.Manage all hardware and software configuration, installation and maintenance.Manage IT Staff, scheduling, performance review, training, hiring, termination anddisciplinary action.Maintain (PCI DSS) Payment Card Industry Data Security Standards of information.
- systems.Research new technologies and calculate future needs to achieve capacity planning.Perform technical analysis to improve business processes to save cost and time.Manage technology documents, maintenance agreements & service contracts.

Computer Manufacturing Supervisor
September 1998 to September 1999 City

- Supervised a team of 25 computer assemblers, 3 testers and 6 technicians.Organized computer assembly and testing for daily production.Implemented procedures for safety, performance and policies.Ensured all employees were trained in the process of manufacturing.Monitor software and hardware evaluation to ensure compatibility.
- Managed Documentation Control for all hardware and software.Provided resolutions to engineering, Logistics and Management.Coordinated daily resolutions of issues through team-effort and effective communication.

Quality Assurance Supervisor
April 1995 to March 1998 Company Name ï¼ City

- Supervised a team of 15 Computer quality inspectors and 8 software evaluators.Hired, Interviewed and promoted candidates for new positions.Coordinated quality assurance of new product development and proto-types.Monitored software and hardware compatibility and reliability.Managed Documentation Control for all hardware and software.Monitor schedules, training, expenditure and documentation.Interview vendors for devices, parts and components evaluation.Counseled employees to improve morale, productivity and teamwork.Interpreted instructions for the ISO 9000 compliance.Implemented procedures for safety, performance and policies.Maintain effective communication channels for quality improvement.Assessed product viability and planned improvement and modifications.

Education

Bachelor of Science : Information System , December 2000 University of Phoenix Information System
Information System Microsoft Certified Professional, Tech Skills : June 1999
Associate of Science : Computer Technology , June 1993 American River College Computer Technology

Accomplishments

- Guided company to comply with PCI Data Security Standard and got it certifiedMigrated Analog phone system to VOIP, saving over $40k a year in costMigrated 80% of physical servers to Hyper-V to save cost and improve productivity.

Skills

Active Directory, Adobe, Antivirus, Backup Exec, Backup, Budget, business processes, call center, call center, capacity planning, Cisco, computer assembly, Hardware, contracts, Direct Attached Storage, DAS, Database, Dell, Dell Servers, Designing, Desktops, Documentation, Firewall, HP, hiring, information systems, information systems, ISO 9000, Leadership, Linux, Logistics, Logistics and Management, Mac, MAC OS, Managing, Access, Microsoft Certified Professional, Microsoft Exchange, Microsoft Office Professional, office, Microsoft Project, Microsoft SQL, Microsoft Visio Professional, Windows 7, Windows 8, Windows, Enterprise, NAS, Network Attached Storage, Network Printers, Network, Networking, new product development, Operating Systems, PBX, PCI, Phone System, policies, Project Management, quality, quality

assurance, quality improvement, QuickBooks Pro, Research, Robotic, safety, Storage Area Network, SAN, scheduling, Servers, Microsoft SQL Server, Symantec, teamwork, technical analysis, phones, Troubleshooting, upgrade, Visio Professional, vision, Web Portal, WAN

INFORMATION TECHNOLOGY ANALYST

Summary

To pursue a caring and creative career, where I can apply my existing knowledge, acquire new skills and contribute effectively to this nation's future, our children. Having prior experience in IT field, exploring the field to be with children lead to do the Early Childhood Education course and be the part of the little bud's life.

Skills

apple, Art, book, Oral, concept, conflict resolution, CPR, creativity, Designing, direction, Documentation, First Aid, Flash, fundraising, drawing, instruction, Materials, meetings, organizing, philosophy, express, Read, Recording, Safety, sound, teacher, Teaching, Transportation

Experience

09/2010 to 09/2011
Information Technology Analyst Company Name

- I believe that each child has their own potential and interests and curiosity in learning.
- Designing an organized classroom setup, positive and welcoming, caring and secured, safe-risk taking, theme based, and discussions on their interests during class meetings would create warm atmosphere and environment to grow in every domain of development socially, emotionally, physically, and intellectually.
- I believe the teacher needs to be a supportive person as well as a guide in providing the information, and plans for hands on activities with tools and materials that help them for self-discovery and understand the lesson in curriculum.
- Letting kids be kids and have freedom to express their own thoughts and creativity and valuing them.
- My personal goal for my future classroom is to grow their potential and interests in their own pace without pressurizing with targets.
- Students should be given information on where to find the answers and given the opportunity to explore the solution rather than giving the direct answers, this gives the space for exploration and creativity.
- I would have the strong idea on having the curriculum inclusive of each child's needs and interests.
- Curriculum plan involving group work, which is the key for the student led jobs, and direction to help others, teach respect for others and themselves.
- Motivation and stimulation are the factors that pull out the full potential of the child.
- Recording their interests and motivated ideas of every student periodically, and sharing with the parents and caregivers to engage the children.
- Giving the base line of the activity and watching them on how they expand and give new dimension for more than we thought which is a great feeling.
- Giving the ownership to the children yields mutual trust, support, and love between teacher and child.
- Developing trust, love and respect for themselves and others help avoid bullying and hurtful words/actions.
- Make the point that, every child should be treated consistent, equal, fair and approachable.
- Giving them the time and space to explore along with spending valuable time with them promotes the emotional development as they spend more time in school than any other place.
- I believe in the quote 'A strong body makes the mind strong and strong mind makes a body strong', I would encourage more of the outdoor activities during the supporting weather.
- I feel interaction among peers, conflict resolution, turn taking, creativity, helping others, teaching love and respect can be achieved more in outdoor group activities.
- A healthy meal plan are one main criteria in making sure they have a balanced diet every meal they eat, lots of fruits and vegetables, dairy foods, and less sodium and sugar.
- I would be compassionate, dedicated, and continue learn and strive to give the best part to my children as a future teacher.
- I understand teaching involves regulations, restrictions, and responsibilities, as with any other job but this comes with the package of cherishing moments, excitement, joy of being with the innocent and laughing children.
- Enjoy students and everything they do and accept them as they are, that would be the best gift we give the children who come to school leaving the parents.
- My philosophy may grow in the future with experience and continued learning and welcoming the ideas and knowledge from work place.

01/2010 to 08/2010
Technology Analyst Company Name
10/2006 to 06/2008
Software Engineer Company Name
07/2004 to 10/2006
Project Engineer Company Name

- I am attaching hereby the Conduct Certificate and Experience Certificate from previous organization.
- I have been volunteering with my nine year old and five year old children classrooms for book fair, PTO member, organizing team events like fundraising, traditional events, patriotic events, field trip chaperones in both public and private schools.
- I am working on doing First Aid and CPR certification.
- I am doing Early Childhood Education course to pursue the career in education field towards associate teacher degree especially with children of ages 3 to 5 and special needs.
- Artifacts: As part of Early Childhood Education journey, program observation, children observation of infants/toddlers, school age children helped us to know the curriculum, children needs, interests and expectations as a future teacher.
- I am attaching hereby the program observation, anecdotal/running record report assignments as part of the ECE courses.
- Curriculum Plan TITLE: Modes of Transportation, Art and Play activities, teach the class on sounds, different vehicles, and shapes.
- CHILDREN: Age group of 3-5 years, Group activity, ACTIVITY: Group: Red Light, Green Light, Yellow Light; Making Airplane using

Popsicle sticks; Imitate Sounds to pictures during meeting time.

- Talk on parts of vehicles (gears, wheels, handles, mirrors), Safety (hand signal, helmet, lanes, seat belt, life vests) Outdoor: Bike race, float/sink boat science activity, puff puff - toot toot - lining up and imitating the sound and moving in a line like a train set.
- Individual: Connect Dots/Coloring: Bikes, cars/trucks, boats/ships, air plane, Bus/Train.
- Table Activity: Popsicle sticks craft work, make paper boats, paper airplane, train blocks, coloring/drawing.
- RATIONALE: Activities are chosen appropriate for the age group and how they can relate when they see the vehicles around and kid's interest.
- OBJECTIVES: Knowledge on wheels/ what make things move, Purpose of different vehicles and modes, learn shapes, vehicle sounds, street safety and wearing helmet.
- Following the KWL concept - Know, What they want to know, what they Learn as part of the assessment.
- STANDARD: Preschool learning foundation, California Preschool curriculum framework.
- WHAT IS NEEDED: Materials: Popsicle Sticks, coloring sheets, origami papers, books, flash cards, board puzzles.
- Time and Space: Table setup, outdoor with bikes, water table.
- Teaching Plan: Introduction: Begin with the circle time, theme based songs, talk on the topic and teach on the activity today.
- Teaching on the step and step instruction on the activity to work on and setup the table with the required materials and monitoring their work and reaching out them as and when needed.
- Teaching: Gathering: Songs: Wheels on the bus, I am a little piece of fun, down by the station, Little Red wagon, Little Einstein - We are going on a train Play: Flash cards, Train set, Vehicle toys and board puzzles.
- Snack: Designing the snack based on the theme, car using rectangle cracker and black olives as wheels, apple as boat and pretzel as row boat.
- Group Activity: Read books, Play dough, and story time.
- Closure: Display their work on the wall or drying rack based on the activity.
- Close the activity with story time and meeting/discussion time on their views and shares on the mode of transport for the day.
- Reinforce the child in the snack time with the theme based designing the snack, like airplane creation using celery, raisins, peanut butter, pretzels.
- Assessment: Objectives: Knowledge on concept, acknowledging what they know and setting up the activities, Discussions on purpose of different vehicles and modes, learn shapes, vehicle sounds, street safety rules.
- Evidence of learning: Oral responses to essential questions, Document through videos and photos.
- Use the gathering time to converse with the children on the facts and ideas.
- Documentation: Anecdotal/Running Record, Artifacts on observation and summary on their learning on concepts and fundamentals.

Education and Training

December 2016

B.E : Computer Science and Engineering Folsom Lake College ï¼ State Qualification Year of Passing Marks/Percentage Institute Early Childhood Education - 6 Units Computer Science and Engineering

May 2004

Matriculation Karunya Institute of Technology, Coimbatore. H.S.C 68 / 10.0

April 1998

S.S.L.C Sri Vijay Vidyalaya Matriculation HSS, Dharmapuri.

INFORMATION TECHNOLOGY SPECIALIST

Summary

- Recent graduate seeking opportunity in hardware and software support. Highly poised and dedicated with strong education and training in supporting computer issues.
- Systematic IT professional proficient in network, project and emergency management. Able to install hardware, patch software and configure internal systems. Complex problem-solver with top-notch planning and communication strengths.
- Resourceful team player and fast learner seeking to leverage background into a database administrator role with a progressive organization.

Skills

Hardware updates	Task estimation
Process improvement implementation	GUI and tools
Permissions management	Knowledge of streaming video platforms
Software licenses and patches	Timeline management
Excellent problem solving skills	Operational support
Operating systems	Windows operating systems

Experience

Information Technology Specialist , 02/2019 to Current
Company Name – City , State

- Coordinated installation of Microsoft software systems and collaborated with user experience team on design and implementation of new features
- Kept hardware and software systems current with latest patches and current licenses
- Provided on-site technical support after project implementation and recommended product changes and upgrades to product managers
- Trained new employees on support processes, procedures and knowledge base
- Mentored other technical engineers and support professionals to provide professional development and skill enhancement
- Researched, documented and escalated support cases to higher levels of support when unable to resolve issues using available resources

Shift Leader , 11/2016 to Current
Company Name – City , State

- Assigned daily tasks to employees and monitored activity and task completion.
- Diligently restocked work stations and display cases.
- Routinely moved and stocked food products weighing up to 40 pounds.
- Performed all position responsibilities accurately and in a timely manner.
- Strictly followed all cash, security, inventory and labor policies and procedures.
- Maintained clean and safe environment, including in the kitchen, bathrooms, building exterior, parking lot, dumpster and sidewalk.
- Stored food in designated containers and storage areas to prevent spoilage or cross-contamination.
- Reported to all shifts wearing a neat, clean and unwrinkled uniform.
- Handled currency and credit transactions quickly and accurately.
- Followed food safety procedures according to company policies and health and sanitation regulations.

Customer Service Representative , 04/2017 to 09/2017
Company Name – City , State

- Contacted customer to follow up on purchases, suggest new merchandise and inform them about promotions and upcoming events.
- Operated a POS system to itemize and complete an average of 50 customer purchases.
- Routinely answered customer questions regarding merchandise and pricing.

Chef , 06/2016 to 02/2017
Company Name – City , State
Education and Training
GED Fremont Adult & Continuing Education - City , State
Information Technology , 2019
Unitek College - Fremont - City , State
Skills

- Hardware updates
- Process improvement implementation
- Permissions management
- Software licenses and patches
- Excellent problem solving skills
- Operating systems

- Task estimation
- GUI and tools

- Knowledge of streaming video platforms
- Timeline management
- Operational support
- Windows operating systems

Work History
Information Technology Specialist , 02/2019 to Current
Company Name â€" City , State

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Chef , 06/2016 to 02/2017
Company Name â€" City , State

INFORMATION TECHNOLOGY AUDITOR

Skills

 PeopleSoft HCM 8.8/9.x, PeopleSoft Financials 8.8/9.x, PeopleTools 8.51/ 8.54, SQL Developer, MS Office, Visio, MS Project, Dell Stat 5.6/5.7, SQL Developer, Application Designer, Putty, SharePoint, HP Application Lifecycle Management, Oracle Enterprise Manager, STAT Admin, TOAD, Service Now, Remedy, Heat, Oracle E-Business, Asset Suite 8.

Experience

10/2016 to Current
Information Technology Auditor Company Name ï¼ City , State

- Participate in the annual risk assessment and audit planning process covering IT, financial, operational, and contract areas.
- Assist with IT audits and reviews including user access, database and service configurations, security, and policy and procedural compliance.
- Perform IT project pre and post audit assessments.
- Participate in external cyber related audits and assessments.
- Assist with IT portion of annual assessment of internal controls over financial reporting (Sarbanes Oxley - SOX).
- Includes risk assessment, control walkthroughs, control testing, remediation assistance, report of results to IT management and other management, and collaboration with our external financial IT auditors.
- Consult on IT matters within non-IT focused audits and reviews performed internal audit.
- Assist and consult with IT management on upgrades, implementations, and action plans resulting from various audits and assessments.
- Assists and provides support to others auditing the Association as needed.
- Train and educate members of the internal audit team and other personnel on IT audit methods and emerging IT risks.
- Coordinates work of internal auditors when assigned to assist with special/complex audits.
- Adhere to company policies, programs and procedures as well as Critical Infrastructure Protection (CIP), Western Electricity Coordinating Council (WECC), Federal Energy Regulatory Commission (FERC), North American Electric Reliability Corporation (NERC), and Midwest Reliability Organization (MRO) standards and Equal Employment Opportunity (EEO) laws and regulations.

04/2015 to 10/2016
PeopleSoft Security Administrator III Company Name ï¼ City , State

- Work closely with the internal and external audit department to provide reports and documentation for compliance.
- Perform user access recertification, operational audits, quarterly performance assessments for Segregation of Duty /SOX controls by compiling and distributing monthly and quarterly user access reports.
- Provide functional expertise and guidance to developers for technical solutions in modules of PeopleSoft Core Financials, and other applications.
- Provision user security for PeopleSoft Financials.
- Ensure that appropriate roles, permission lists, and row level security exists for all functional areas.
- Create new business process flows and functional designs for Enterprise Learning Management requirements.
- Work with the business owners, data owners, end users, and external auditors on fit gap analysis and remediation for process requirements, improvements, and recommend best practice solutions.
- Determine the risks associated with the access and highlight any risks to management.
- Obtain report approval from business units and data owners of financial systems for review and user access validation.
- Perform data migrations across multiple environments using Dell Stat 5.6/5.7.
- Streamline and close the gaps of the employee onboarding and termination process.
- Analyze, monitor, and troubleshoot business processes of systems that interface with PeopleSoft Financials.
- Create, analyze and monitor access including creation, deletion and modification of access.
- Coordinate and manage application release processes with various teams.
- Interact with different teams of project managers, developers, quality engineers, peers, and other team members from integration teams.

07/2014 to 04/2015
Sr. Application Systems Analyst Company Name ï¼ City , State

- Worked with business owner to gather and document business requirements and business processes.
- Created and configured Work centers, Dashboards, and Interaction Hubs for HCM,and Financials using PeopleSoft 9.2 PeopleTools framework.
- Provisioned user security and functional support for PeopleSoft HR, PS Financials, PS Campus Solutions, and Workday HCM.
- Ensure that appropriate roles, permission lists, and row level security exist for all functional areas.
- Mapped security parameters for PeopleSoft 9.1 to 9.2 upgrade.
- Worked with third party vendors to implement solution.
- Created and maintained documentation of application support and technical environments.
- Performed data cleanup and validation of security roles and permission lists.
- Performed user security role recertification to ensure SOX and Data Privacy assessments.
- Prepared applications for Identity Access Management.
- Identified and resolved application issues effectively and in a timely manner.
- Provided advanced technical application support and troubleshooting.
- Performed service request changes and assigned work accurately and efficiently.
- Supported remote users using Citrix Remote Desktop, Microsoft Lyncs.

10/2007 to 07/2014
Sr. ERP Security Analyst/Team Lead/Project Lead Company Name ï¼ City , State

- As a team lead, was responsible for implementation, troubleshooting, cybersecurity assessments, PeopleSoft user security reviews and security support, user system access review, and upgrades for PeopleSoft HRMS, PeopleSoft Financial systems, and Workday HCM.
- Ensure that appropriate roles, permission lists, and row level security exists for all functional areas.
- Responsible for working with stakeholder to gather requirements to bridge the gap between US Oncology (USON) and McKesson Specialty Health for the merger.
- Worked with stakeholders to perform comprehensive requirements gathering for onboarding new oncology clinics into the McKesson network.
- Gathered the requirements and implemented the change to transfer USON corporate employees to McKesson's PeopleSoft HCM.
- Managed application project initiatives, procurement, and change management; this included impacts to business applications, processes and supplier management day-to-day planning, audit schedules, risk management, compliance, and ensuring the team met its required level of service for production.
- Responsible for coordinating with IT support teams on major incident management issues using ITIL best practices.
- Performed business processes creation, analysis, and re-engineering.
- Provided specialized training on application functionality.
- Investigated and resolved IT issues and complaints from end users, business owners, and stakeholders.
- Supported and maintained other applications such as IKnowMed EHR.
- Managed and performed change management of security initiatives and business process changes for PeopleSoft HRMS, PeopleSoft Financials including Grants, and Workday HCM.
- On boarded new oncology practices; worked with the clients to perform fit/gap analysis to integrate the practices into the McKesson network.
- PeopleSoft functions included the creation, and modification of the roles and permission lists, updates to row level security, processes, and query security.
- Responsible for the creation, modification and terminations security of users for iKnowMed EHR, PeopleSoft, Oracle, Siebel, and additional medical systems.
- Served as a core team member for the EIB uploads, implementation and integration of security and business processes for Workday HCM, Payroll, Time Tracking Absence Management and Compensation Modules.
- Provided both technical and functional support for PeopleSoft Financials, PeopleSoft HR, and Workday HCM.
- Actively provided PeopleSoft security subject matter expertise to the internal audit team to assist in evaluating the adequacy and effectiveness of application controls monitored annually.
- Maintained security documentation including migration requests, security component and object standards and definitions, and weekly status reports.
- Created and maintained security admission procedures for each application.
- Managed and generated weekly security reports for security incidents in the Heat incident handling tool to reduce the number of security issues and defects and enhance application controls and monitoring.
- Developed and distributed quarterly security audit reports for the business owners' review and signoff.
- Worked with the business owners to identify risk, define business processes, and reduce granting excessive access to users.
- Coordinated business owner process approvals and authorization for requisition approvals, invoice approvals, employee time approvals, and user provisioning.
- Participated in change management meetings to add value through perspective and awareness of impacts to operational changes proposed.
- Contributed ideas for building efficiency within the department and business units.

04/2007 to 10/2007
Manager Company Name ï¼ City , State

- Managed and assisted in development of major incident management procedures to be followed by IT staff in resolving network related issues.
- Served a key role in the Remedy implementation project; this included the installation and creation of data structure requirements and value data population in the new Remedy incident handling tool.
- Created a Change Management strategy and established reinforcement mechanisms and celebration of success.
- Developed and maintained a network infrastructure that met all service level requirements and provided additional capacity for growth.
- Applied a structured ITIL major incident management and change management approach and methodology.
- Identified potential people-side risks and anticipated points of resistance; developed specific plans to mitigate or address the concerns.
- Provided the documentation, tracking of potential gaps and risks, and status of mitigation steps to reduce these risks.
- Conducted readiness assessments, evaluated results and presented findings.
- Developed a set of actionable and targeted change management plans - including communication plan, sponsor roadmap, coaching plan, training plan and resistance management plan.
- Supported the execution of plans by employee-facing managers, business leaders, and stakeholders.
- Conducted active and visible coaching to change sponsors' executive leaders.
- Created and managed systems metrics to track adoption, utilization and proficiency of individual changes.
- Identified resistance and performance gaps, and worked to develop and implement corrective actions.

03/2006 to 04/2007
Lead Client Security Analyst Company Name ï¼ City , State

- Served as the liaison between the business and IT departments supporting global accounts for companies located all over the world.
- Worked with developers to implement changes in production.
- Led a team of five employees including first level support located in Gurgaon, India to provide production security issue resolution.
- Met with business team to determine requirements and define new process flows for new teams.
- Gathered requirements for newly created teams and determined which business applications/environments were necessary for proper job performance.
- Developed and enforced policy regarding mandatory security procedures.
- Documented functional/training procedures and implement changes to security procedures.
- Instituted security policies as dictated by business needs.
- Regularly met with internal and external auditors to perform security walkthroughs and assisted in documenting test plans and mitigating findings.
- Ensured SOX/SAS70 audit compliance by performing monthly/quarterly user audits.
- Developed and maintained documentation for audit compliance.
- Performed Business Impact Analysis and Cost/Benefit Analysis for potential tools, applications, hardware, and system solutions.
- Chaired weekly meetings to address various client issues.
- Worked with stakeholders to identify and moderate risks.
- Created new roles, maintained segregation of duties and ensured appropriate access levels for applications maintained across product/business lines.
- Structured roles/permissions according to design specifications and user specifications.
- Managed Siebel queues to disseminate, track, and evaluate security requests received by Client Security.
- Implemented modifications to request processes.
- Participated in functional testing.
- Implemented and tested changes to online request processes.

05/2002 to 03/2006
Sr. Technical Analyst Company Name ï¼ City , State

- Coordinated with analysts/programmers to evaluate, modify, test, debug, and maintain applications.
- Performed parallel testing and functional testing during PeopleSoft upgrades.
- Administered PeopleSoft security to create, modify, and delete the security of users.
- Diagnosed and resolved software issues and defects.
- Accurately interpreted and fulfilled customer requirements to achieve customer satisfaction.
- Provided third level end user support.
- Worked with network and application support team to resolve technical issues.
- Created and maintained support roles and permissions lists based on functional specifications and security requirement requests.
- Identified and managed problems, determined root cause, and initiated corrective action and risk mitigation where applicable.
- Provided support for AS/400 Mainframe, E-Procurement, PeopleSoft, VPN connectivity, Blackberry, and other applications.
- Documented new/existing functional processes and procedures, as well as created knowledgebase articles related to previously undocumented resolutions.
- Worked on business process re-engineering initiatives.
- Established and maintained cooperative working relationships and an effective system of communication within the organization.
- Developed training and technical documentation and performed end user training.
- Facilitated weekly continuous improvement meetings with business users to identify enhancement requests and production support issues.
- Participated in weekly production support meetings with IT.
- Maintained issue and development task list documentation and status reporting on issues and enhancement requests of business users.

02/2000 to 09/2001
Systems Infrastructure Analyst Company Name ï¼ City , State
10/1999 to 02/2000
Technology Service Consultant Company Name ï¼ City , State
Education and Training
B.B.A : Management Information Systems University of Houston Management Information Systems
2010
Certified Information Systems Auditor (CISA) Certification
- 1085531 *Legacy MCSE, CCNA, and Novell certified *Delta Sigma Pi Business Fraternity *Agrium Women's Leadership Group
Skills
Streamline, approach, AS/400, audit reports, auditing, business owner, business process, business processes, business process re-engineering, CCNA, Change Management, CISA, Citrix, coaching, hardware, continuous improvement, Council, Client, clients, customer satisfaction, database, Dell, documentation, E-Business, Financials, Financials 8.8, Financial, financial reporting, functional, Grants, HP, Hubs, HR, Information Systems, internal audit, IT management, IT support, ITIL, Leadership, team lead, Mainframe, meetings, Access, MCSE, MS Office, MS Project, SharePoint, migration, Enterprise, network, Novell, Oncology, Oracle Enterprise Manager, Oracle, Developer, Payroll, PeopleSoft HRMS, PeopleSoft, PeopleSoft 9.1, PeopleSoft 9.2, PeopleTools, PeopleTools 8.51, personnel, policies, processes, Procurement, quality, re-engineering, reporting, requirement, requirements gathering, risk assessment, risk management, Sarbanes Oxley, SAS, Siebel, Sigma, SQL, strategy, Structured, supplier management, user support, user training, technical documentation, TOAD, troubleshoot, troubleshooting, upgrades, upgrade, validation, VPN, Visio, articles

SENIOR VP - INFORMATION TECHNOLOGY

Executive Profile

CORE SKILLS

Demonstrates ability to be a strong leader in a fast paced environment with strong interpersonal skills, both written and oral, and a positive attitude toward sharing expertise and assisting others to learn. Exceptional ability to manage a group of individuals, and coordinate and distribute daily tasks and unexpected issues that may arise An organized, detail-oriented, and conscientious self-starter, able to strategize and prioritize effectively to accomplish multiple tasks and stay calm under pressure Creative, resourceful and flexible, able to adapt to changing priorities and maintain a positive attitude and strong work ethic

Skill Highlights

- Expertise
- Technology Optimization
- Budgeting & Operational Cost
- Team-Building, Training, & Leadership
- Goal-Setting & Business Planning
- Policy & Procedure Creation
- Conflict Resolution & Management
- Productivity, Efficiency, & Performance Improvements
- IT Security
- Project Management
- Vendor Relations
- Data Center Operations

- Operating Systems: Windows 7, XP, Server 2013, 2008, 2003, Microsoft Active Directory, SharePoint, Exchange Server: 2003, 2007, 2013, VM Ware, Trend Micro, Cisco Infrastructure Routers and Switches, Palo Alto, EMC storage solutions, Data Center Management Market Data & Trading Systems: Open Bloomberg and Server API, FactSet, Fidessa, Tethys, Lava, LEK, ICE, Tradeware, Reuters Eikon, Thomson One, Reuters Station, Instinet, NASDAQ Trader, Advent

Professional Experience

Senior VP - Information Technology 08/2014 to 09/2015 Company Name City , State

- Experienced technology leader with expertise in managing all aspects of front and back office systems in the Financial Services Industry.
- A solid leader who can utilize his diverse background of information technology and business management skills to create winning teams to support mission-critical infrastructure SVP, Head of Technology Infrastructure U.S.
- Direct information technology operations for a global Institutional sales, trading firm specializing in high yield and distressed debt, convertible bonds, international bonds, investment grade debt and asset-backed securities Coordinated relocation and setup of our primary NYC office location to a new office space, which included an entire hardware refresh for all network and desktop equipment Led migration of the existing legacy site-to-site VPN network in the U.S which consisted of 6 branch offices to the Toronto based MPLS network in conjunction with NYC office relocation Managed implementation of a NJ data center for high availability for critical U.S.
- trading operations, and migrated direct client wires to the data center Implemented a VM environment which reduced hardware, energy, and licensing costs saving $1.5M in capital expenditure Managed the migration of legacy PBX telecommunications system and implemented VoIP and video conferencing Coordinated setup and configuration of 3 new branch offices in Houston, TX, Stamford, CT, and New Orleans, LA Implemented disaster recovery plan which would make the Stamford, CT branch office the DR site for the NYC office Managed and negotiated all new and renewal vendor support contracts Managed Bloomberg terminal contracts and FIX connections for SSEOMS equity trading, and TOMS sell-side fixed income and derivative trading Member of the GMP steering committee for the approval, planning, and prioritization of all future IT projects.

Chief Information Officer 01/2006 to 08/2014 Company Name City , State

- Managed technology for an institutional trading firm, specializing in Fixed Income and Equities products.
- Responsible for strategy, support and technology initiatives in a dynamic trading environment resulting in maximum system availability and responsive customer support.
- Worked very closely with Fixed Income and Equities traders, sales, analysts and senior management.

- Motivated direct reports and instilled a culture of teamwork to aid in the support and administration of a shared network and telecommunications infrastructure for both firms with 8 branch offices in the U.S Established policies and procedures and implemented a change control process to iron out all issues related to all new hardware and software rollouts Managed and negotiated all new and renewal IT related contracts with various vendors Successfully implemented and provided managerial oversight for a disaster recovery and business continuity plan Facilitated weekly meetings with upper management to communicate project status, targets, and issues Negotiated and implemented a new order management trading system and coordinated the migration of existing FIX connections to the new OMS Managed the successful replacement of core infrastructure appliances and negotiated costs with the vendor given the limited budget, and coordinated the design and construction of a more powerful UPS for the core infrastructure providing 3 hours of up-time in the event of a power outage to allow mission critical systems to remain functioning until main power is restored Planned and implemented the replacement of legacy web security appliances with Cisco ASA and IronPort appliances reducing network vulnerability, and allowing traders secure remote access to network resources Upgraded all primary and secondary network circuits due to the growing business relieving network latency issues.

IT Support Manager 02/2001 to 06/2006 Company Name City , State

- Worked directly with vendors to implement/upgrade market data software and hardware Coordinated a successful PC hardware and operating system upgrade for all branch offices Managed and administered the upgrade of the Microsoft Exchange email system which included hardware replacement and server software upgrades Managed daily and incremental backups of critical files, and mail servers, and coordinated off-site storage of backup tapes Set standards and ordered equipment for the firm including PCs, servers and network peripherals Managed market data entitlements, FIX connections and new systems for all traders Participate in FINRA and 'in-house' audits, requests and regulation requirements.

Education
B.S : Computer Science 1999 Montclair State University Computer Science
Skills
Active Directory, API, backup, Bloomberg, bonds, Budgeting, budget, business management, Business Planning, Cisco, hardware, Conflict Resolution, contracts, client, customer support, design and construction, disaster recovery, email, Equities, equity, senior management, Fidessa, Financial, Fixed Income, GMP, Goal-Setting, information technology, Leadership, Team-Building, managerial, managing, Market, meetings, access, Exchange Server, Microsoft Exchange, mail, office, SharePoint, Windows 7, migration, network hardware, network, Operating Systems, operating system, Optimization, order management, PBX, PC hardware, peripherals, policies, Project Management, Reuters, Routers, sales, securities, servers, strategy, Switches, teamwork, telecommunications, Trading Systems, trading system, Trend, upgrades, upgrade, Vendor Relations, video conferencing, VPN, VM, VoIP

INFORMATION TECHNOLOGY STUDENT

Career Overview

Results-driven Database Administrator with extensive education in programming, relational database management and computer technology maintenance.

Qualifications

- Database servers
- Structured query language (SQL) expert
- Programming and design skills
- Document management

- Strong collaborative skills
- Strong analytical skills
- Customer needs assessment
- Excellent problem solving skills

Technical Skills

Skills	Experience	Total Years	Last Used
Windows, Unix, Linux, Mac OSX, VMWare, HTTP/Apache, DNS/BIND, SSH, SNMP, DNS, DHCP, FTP	Intermediate	2	May 2016

Accomplishments

Customer Service

- Handled customers effectively by identifying needs, quickly gaining trust, approaching complex situations and resolving problems to maximize efficiency.

Data Preparation

- Prepared chain of custody packets for title sale reviews of procedures and fees/services justification.
- *Administration*
  - Performed administration tasks such as filing, developing spreadsheets, faxing reports, photocopying collateral and scanning documents for inter-departmental use.
- *Reporting*
  - Maintained status reports to provide management with updated information for client projects.
- Application Design
  - Used object-oriented design/programming to design new stand-alone application.
  - â€‹

Planned, installed, configured, and monitored document management infrastructure.

Coordinated scheduled software and hardware patches, upgrades, and enhancements to platforms. Collaborated with IT teams to design and implement continuous process improvements to prevent production application incidents.

Work Experience

Company Name January 2014 to Current INFORMATION TECHNOLOGY STUDENT

City , State

â€¢Presented various projects includingÂ VPN, RDMS, and IT Proposals Â to several classes and instructors .

â€¢Worked independently and as part of a team to achieve most equitable outcome.

Company Name September 2010 to October 2013 FORECLOSURE PROCESSOR PARALEGAL

City , State

â€¢Diligently reviewed the specialty loan portfolio for compliance with all reporting requirements.

â€¢Communicated regularly with management regarding portfolio performance and new loan transaction quality.

â€¢Maintained confidentiality of bank records and client information.

â€¢Scanned and filed forms, reports, correspondence and receipts.

â€¢Entered information into computer databases.

â€¢Reviewed files to check for complete and accurate information.

â€¢Examined Deeds of Trust to determine the grantor, grantee, trustee and loan amount.

â€¢Coordinated with multiple departments regarding responsive documents and document retention.

â€¢Researched bankruptcy loan files to confirm federal guideline compliance.

â€¢Supported a team of three attorneys with generating and filing of pleadings, motions and various court documents.

â€‹

Company Name February 2008 to May 2008 TOEFL/TESL INSTRUCTOR

City , State

â€¢Developed interesting course plans to meet academic, intellectual and social needs of students.

â€¢Developed and implemented interesting and interactive learning mediums to increase student understanding of course materials.

â€¢Performed student background reviews to develop tailored lessons based on student needs.

â€¢Developed, administered and corrected tests and quizzes in a timely manner.

â€¢Combined discipline plan with effective measures and various lesson plans to increase concentration, participation, and progress student accountability.

â€¢Designed lesson plans focused on age and level-appropriate material.

Education and Training

SAN DIEGO STATE UNIVERSITY 2006 Bachelor of Arts : English City , State , United States

Skills
Microsoft Word, Excel, Access, SQL Server, VBA, Visual Studio

INFORMATION TECHNOLOGY (INTERNSHIP)

Summary

MBA graduate specialized at a Business Management of the industries institution which crosses the fields such as healthcare, and IT to compare the optimal practices between the major players. To obtain an analyst position, utilize professional Skill and Knowledge in business. Preferably in business analyst.

Skills

Language: Chinese, English and Japanese

Professional Skills:

- Microsoft Office, Excel, Power Point, Word, Outlook, SQL,
- Adobe Suit, Flash, Photoshop, Illustrator,Â
- 3D MaxÂ
- Others: PHP, Java, C#, Visual Basic, HTML, Cording, Programming, Customer relationship management (CRM) ERP System, RFID, E-Commerce, Electronic Product Code (EPC) Financial Accounting, Human Resources, (HR) Business Marketing, International Trade (Import and Export) App Development SEM, analysis, QMS Statistics, Healthcare.

?

Experience

July 2014 to September 2014

Company Name City , State Information Technology (Internship)

Examined problems between users and systems.

Worked at different stations of hospital, including:ER, Registration, Pharmacy, Central Sterile Supplies Department (CSSD), and Medical Supplies store room.

September 2013 to December 2015

Company Name City , State Business Analyst

Worked with Tourism Bureau to publish "Taiwan Hot Spring Voucher" in order to promote Taiwan.

Generated 3K followers Â in Facebook Fan page within 3 months

Built and designed official website.

May 2012 to January 2015

Company Name City , State Chief Executive Officer

Expand five new business sites, two located at the large- scale department stores in the country

Planned for cultural events, including Simple Life Festival in Taipei and Shanghai China.

Launched limited edition custom dress with bloggers, created record sales. 100 customer dresses were sold out within 4 hours.

Increased sales by 25% in two quarters.

September 2011 to June 2013

Company Name City , State Campus Youth E- Service Volunteer

Planned summer and winter camps for kids who lack educational resources.

Team lead and Recorder

Education

2016

Metropolitan State University

City , State , USA Business Administration and Management

MBA

Master of Business Administration (MBA)Â

- International Trade
- Organizational Behavior
- Finance and AccountingÂ

GPA 3.7?

2015

National Taipei University of Nursing and Health Science

City , State , Taiwan Information Management

Bachelor of Science

Bachelors of Information Management

- Information Technology
- ERP (Enterprise Resource Planning)

Recruited to Top 3 Schools based on Academic AchievementÂ

2015

Global Language Institute

City , State , USA English

English Dialect and Language

- Excelled in English
- Write,Read and Speak English

Chose to be Graduation Speaker for the Classs

GPA 3.4

INFORMATION TECHNOLOGY SPECIALIST

Summary

Information Security Analyst/Systems professional with over 16 years of diverse experience across the analysis, troubleshooting, management and testing of complex IT systems. Â Experience includesÂ analytical support to computer surveillance activities in Cyber Security, Intrusion detection analysis and System Administration. Â Also knowledgeable in Military Cyber Operations.Â

Security Clearance

Currently hold an active TS/SCI Security Clearance. Â Last updated in 2013.

Technical Skills and Qualifications

Windows, Unix, Linux, VMWare, Wireshark, Snort, TCPDump, EnCase, Bash Programming, configuring routers and switches, computer networking, Â Intrusion analysis and Firewalls.

Work Experience

Information Technology Specialist , 05/2009 ï¼ Current Company Name ï¼ City , State

- Provide electronic surveillance of information systems, perform digital evidence analysis (DEA), and provide technical analytical support to computer surveillance activities.
- â€‹Provide traffic analysis against adversary's (TTP) tactics, techniques and protocols. Â
- Configure and install routers, switches and wireless controllers.
- Draft training materials and organize training sessions forÂ 6Â employees.

Network Security Analyst , 08/2008 ï¼ 05/2009 Company Name ï¼ City , State

- Analyzed software, hardware and network systems for various transmission systems.
- Identified, reported and resolved network security violations.

Corporate Security , 11/2007 ï¼ 08/2008 Company Name ï¼ City , State

- Ensured Rackspace was in compliance with industry standards such as PCI (Payment Card Industry), HIPAA, ISO 27001, and Sarbanes-Oxley.
- Responded to all client requests for technical support by phone and email.

Network Security Analyst , 11/2003 ï¼ 11/2007 Company Name ï¼ City , State

- Identified and responded to threats against Air Force worldwide computer networks on an unclassified and classified entity (NIPR and SIPR).Â
- Provided immediate analysis and verification of network activity using Automatic Signature Identification Measurement (ASIM) and Cisco Intrusion Detection System (CIDS).
- Detected network intrusions and applied appropriate methods of counter activity.
- Analyzed trends of all network activity.
- Provided daily activity reports to management and headquarters.Â Â Â

Education and Training

2018 Park University ï¼ City , State , United States Bachelor of Science Information and Computer Science Emphasis in Network Security

2015 CompTIA Certified in Security Fundamentals (Security+)

2014 CompTIA Network Fundamentals (Network+)

2012 Defense Cyber Investigation Training Academy ï¼ City , State , United States Coursework in Network Exploitation Techniques

2011 Defense Cyber Investigations Academy ï¼ City , State Coursework in Network Monitoring TechniquesÂ

2010 Defense Cyber Investigations Training Academy ï¼ City , State , United States Certified Computer Forensics Examiner

2009 Defense Cyber Investigations Training Academy ï¼ City , State , United States Certified Digital Media Collector

INFORMATION TECHNOLOGY SUPPORT SPECIALISTNETWORK SPECIALIST PC TECHNICIAN IT CONSULTANT CUSTOMER

Work Experience

Company Name City , State Information Technology Support Specialist Network Specialist ~ PC Technician IT Consultant Customer Engineer 01/2011 to Current

- With more than 10 years' experience in the IT industry; I have provided technical leadership for the design, deployment and operation of IT hardware and software.
- I have built, implemented and sold numerous computers systems.
- I have been instrumental in the service environment of the systems using the latest processor technologies like INTEL and AMD processors also have helpdesk support experience, Systems Analyst and a strong leadership in the management of IT Systems and devices including, but not limited to DELL, HP, IBM, MICROSOFT Software packages, setting up and maintaining networks for small businesses, setting CMOS and BIOS, installing Software Applications to fill customer's needs, also active directory administration in Novel and Windows and strong experience in data migration using Robocopy.
- PROFESSIONALEXPERIENCE.
- Apollo / SunTrust EIS Data Migration Project (Non-Branch Analyze server space and data to determine the needed space on the "Network Attached Storage" (NAS).
- Run TBackups on all Novel servers using eDirectory/NDS Report Generator in order to determine the users on the different groups throughout the network.
- Use Carbon Copy to remote into a user's computer and move their .pst files from their home (H:) drive on the server to their local computer and reconfigure Outlook to use file from the new location.
- Use Robocopy scripts to copy user data from their H: drive to their new folder on the NAS.
- Use Remote Desktop Connection to connect to the clusters and Robocopy their files from the old servers to the new clusters in the NAS.
- Assist in the command center conference call to verify the branch teammate's access to the (H :) drives and (S :) drives from 8:00am to 12:00noon twice a week, Attend project meetings, Communicate and coordinate data migration and centralization activities with Non-Branch personnel, Work effort may be performed remotely using remote migration tools Perform pre-migration communication for migration of Email PST files, Perform pre-migration communication for user data migration, Initiate and manage scripts for h:\drive and shared drive migrations for 30 Novell and Windows servers, Manage Command Center Support for Day 1 and Day 2.
- Command Center expected to handle approximately 50+ end user calls per week, Update SharePoint with caller and incident information reported on Day 1 and Day 2, Daily Command Center reporting should include a summary of reason for call, solution provided, problem status, and number of calls by type, Perform H:\drive and Shared Drive analysis for SunTrust servers, Shared drive space up to 1000GB or more per server, H:\drive capacity approximately 5 GB per authorized user, Up to 50,000 or more authorized users will need to be migrated, Perform post-migration communication for Email PST back up instructions.
- Identify the Line of Business assignment by end user using active directory tool, Change active directory rights and permissions as needed to support end user access to new central data location for h:\drives, H:\drive migrations to central data storage will need to be performed for the following 30 Novell and Windows servers.
- Perform H:\Drive and Shared Drive data migration for approximately 1500 or more end users weekly, Perform Shared Drive and User Drive analysis for 30 Novell and Windows servers.
- Identify the number of volumes per server, Identify the size of the volumes per server, Use Netware Console One to discover and update login scripts pertinent to the data being migrated, Using NoRM -Novell Remote Management (Novell) or Tree Size (Windows), identify the number and size of the simple files by type (doc, xls, pdf, ppt,txt,jpg) on the Shared volumes, Using NoRM -Novell Remote Management (Novell) or Tree Size (Windows), identify the number and size of the complex files by type (mdb,pst,exe,bat,vb,vbs,com,cab,tif) on the Shared volumes, Identify the Lines of Business that are accessing the Shared folders, In charge of all cutovers, Search, and analyze servers that are to be decommissioned, and create and submit tickets through ITSP, Move stale data for servers that are not being migrated to a designated area to be analyzed by the ERIM group in order to be deleted.
- Update the migration project calendar that was designed for the purpose of having a daily idea of how the project is doing by all members of the team.
- Create a "Training Manual & procedures" to be utilize by the SRP project team in order for them to have an idea of what the migration process is.

Company Name City , State Customer Engineer 12/2009 to 05/2010

- Prepare directory structures and applying appropriate permissions for users on the Network Attached Storage (NAS).
- Send email notifications to the branch mgr, asst mgr, ROM, and area mgr's in order for them to prepare for the centralization of the branch, at the same time send a separate set of notification to the non-branch users working on a branch environment.
- Use Carbon Copy to remote into a user's computer and move their .pst files from their home (H:) drive on the server to their local computer and reconfigure Outlook to use file from the new location.
- Use Robocopy to copy user data from their H: drive to their new folder on the NAS.
- Use Remote Desktop Connection to connect to servers and set up scheduled tasks.
- Perform cutovers at the schedule dates as needed, logging in to 20 servers nightly and verifying that the scheduled task has been running, verify all appropriate users on the original server have a folder on the NAS with appropriate permissions, update Active Directory to use new (H:) drive, break the share on the old server for the "Users" and "Shared" folders, once accomplish the folder with the batch files and server text files must be moved to the archive folder to keep a count of the branches done.
- Assist in the command center conference call to verify the branch teammates access to the (H:) drive and (S:) drive from 8:30am to 10:00am daily.
- Perform the same activities for the non-branch teammates working on a branch environment, but must be perform before the second

notification for the branch is send out.

Company Name 07/2009 to 10/2009

- Responsible for providing technical desktop support for ATT upgrade project for 7+ ATT wireless stores.
- Duties performed include but not limited to: Installation of Ingenico SigCap devices.
- Flash peripherals with the latest updates.
- Troubleshoot tickets using the Remedy application.
- Image and configure computers for the 4QT09 rollout.
- Inventory 3QT09 equipment to be return to the vendor.
- Image and configure managers laptops.
- Provide support for the retail stores.

Company Name 12/2008 to 05/2009

- Responsible for the network support of the recruiting team while at the Radisson Hotel, Lead the deployment of 300 PC and peripherals once the main building was finish.
- Document all inventory for the IT Manager.
- Shipping and receiving of IT hardware.
- Install all servers that will be utilized in the forest.

Educational Background
Bachelor of Science : Information Technology Information Technology Support 2011 University of Phoenix Oct Information Technology Information Technology Support
Associate of Arts : Paralegal Network Engineering 2001 Southern College Paralegal Network Engineering
Diploma 2002 Southern Technical Institute
MCSE, A+, NET+, and SEC+ MILITARY 1989-1998 US ARMY Missouri / Florida MOS-12B (Combat Engineer) combat ready, earned various awards for excellent service, participated in the relive efforts during hurricane Andrew in 1992
Skills
A+, Active Directory, Apollo, ARMY, com, hardware, Data Migration, DELL, Email, Engineer, Flash, HP, IBM, Image, INTEL, Inventory, laptops, leadership, logging, meetings, MICROSOFT Software, access, MCSE, MOS, Outlook, SharePoint, Windows, migration, NDS, Network Attached Storage (NAS), NAS, Network Attached Storage" (NAS), network support, network, networks, Novel, Novell, Netware, pdf, peripherals, personnel, processors, receiving, recruiting, reporting, retail, servers, scripts, Shipping, installing Software, Systems Analyst, desktop support, Troubleshoot, type, upgrade, vb

INFORMATION TECHNOLOGY SPECIALIST III (DRUPAL DEV)

Summary

Drupal developer with five years of experience in site building, and frontend and backend development. Skills in theming, as well. Driven to provide excellent service and high-quality coding to create secure and functional sites for clients. Expert in Drupal and up to date on the latest developments and versions. Managed several projects for the NYSED Redesign Project using both Drupal 7 and Drupal 8, including full Drupal deployment services. Earned the respect and the trust from both the NYSED ITS and Program Office Managements.

Core Qualifications

• Superior proficiency in high-level Drupal 7 and Drupal 8 Development
• Excellent proficiency in using Drupal Ajax and jQuery in web development
• Exceptional knowledge of Drupal prior versions and upgrades
• Extensive expertise with versioning management systems
• Strong ability to manage multiple concurrent projects
• High problem solving and analytical skills

Technical Skills

Programming and Scripting Languages: C++, Java, JavaScript, PHP, Python, AJAX
Data-Oriented Languages and Databases: SQL, PL/SQL, Oracle Database, DMS II, PL/SQL, JDBC
Markup and Stylesheet Languages: HTML, HTML5, XHTML, CSS, and CSS3
Methodologies: UML, Design Patterns
IDE: Oracle JDeveloper, Eclipse, BlueJ, jGRASP, Microsoft Visual Studio
Framework & Middleware: Drupal, Apache Struts, Apache, Tomcat
Software Applications: MS Office, Oracle Database Server
Operating Systems: Windows, OS X, and UNIX
Automated Testing Tools: Selenium, Behat

Experience

Information Technology Specialist III (Drupal Dev) / Company Name - City , State 08/2015 - Current

• Lead Drupal Developer for the NYSED.GOV redesign project.
• Completely re-architecting the NYSED.GOV's website and content strategy.
• Migrating all data, building and configuring the new site, and creating the custom Responsive Drupal theme.
• Streamlining the authoring experience for content creators and auditors.
• Designing, coding, architecting and testing various themes, modules and processes to extend Drupal to meet the Department needs.
• Developing the NYSED's Drupal-based websites using HTML5 and CSS3.
• Supervising the H-BITS Consultant and providing guidance according to the project plan.
• Analyzing client request to develop, test, and deploy functional software requirements.
• Providing support and assistance to webmasters to publish and update content to the NYSED's websites.
• Coordinating activities with ITS infrastructure support units related to the configuration of the NYSED's websites, as well as the establishing and maintaining file access rights.
• Executing tasks associated with generating website analytics.
• Managing installation and ongoing support of search technologies used on the NYSED websites.
• Providing expert guidance to the NYSED program offices and the webmasters related to the website accessibility standards and compliance.
• Maintaining the NYSED's existing websites using the Dreamweaver and the Contribute software.
• Managing the unit in the absence of my unit supervisor.
• Providing weekly status reports, statistics and recommendation to the upper management as needed.
• Communicating clearly both verbally and in writing with management and customers.
• Documenting Drupal architecture solutions.

Information Technology Specialist II / Company Name - City , State 09/2013 - 08/2015

• Developed and maintained IT (systems) written in LINC, COBOL, Java, Struts, PL/SQL, and XML.
• Analyzed and developed complex business intelligence reports to meet the needs of internal and external stakeholders.
• Collaborated with program office members to identify their business process requirements.
• Worked as a member of the application development team to build IT solutions that address the program office needs.
• Developed and executed test plans, troubleshoot and debug system application code.
• Assured systems and procedures are appropriately documented, meeting department standards, and following generally accepted IT practices.

Intern Application Developer / Company Name - City , State 01/2013 - 06/2013

• Maintained the support system to provide services to the clients.
• Developed program logic for new applications, analyzed and modified logic in existing applications
• Provided technical solutions for any applications issues.
• Developed software system testing and validation procedures, programming and documentation.

• Tested EDI and other application systems; performed Data validation by executing complex SQL queries.

Intern iOS Developer / Company Name - City , State 08/2012 - 12/2012

• Designed and built applications for the iOS platform.
• Ensured the performance, quality, and responsiveness of applications.
• Collaborated with a team to define, design, and ship new features.
• Identified and corrected bottlenecks and fixed bugs; maintained code quality, organization, and atomization.

Assistant Store Supervisor / Company Name - City , State 02/2010 - 09/2013
Supervisor of Footwear Department / Company Name - City , State 02/2008 - 12/2009
PROFESSIONAL DEVELOPMENT
City College of New York of the City University of New York, The - - City , State , United States 2013 Bachelor of Science : Computer Science
VOLUNTEER EXPERIENCE

Employees Association Â Â Â Â Â Â Â Â Â Â Â Â Â Â 05/2016 â€" Present
IT Chair of the IT Committee Board
• Create and maintain the website along with the other committee members.
• Train and educate about latest technology tools to the fellow team members.
• Organize the weekly meetings and engage in different task-oriented activities.
• Encourage the other board members to collaborate and share their expertise.

INFORMATION TECHNOLOGY AND AWS ADMIN INTERN
Experience
Information Technology and AWS Admin Intern , 04/2019
Company Name â€" City , State

- Researched and implemented a secure cloud infrastructure for migrating the financial data into AWS with seamless integration for company's financial department.
- Achieved an overall increment of 30% in efficiency by migrating the company's infrastructure to AWS cloud.
- Reduced the company's infrastructure cost by 10 times.
- Implemented secure off-site backups through scheduled weekly SSH dumps to remote server.
- Configured and troubleshot switches, routers and firewalls using TCP/IP protocols.

Network Engineer Intern , 10/2015
Company Name

- Built LAN and WAN for small-scale business enterprises using HTTP, DHCP, DNS, OSPF, VLAN.

AWS Certified Solutions Architect- Associate , 10/2018
Company Name â€" City , State

- ID-J007G7C1MFE41RSQ) Aug 2019 Cisco Certified Network Associate - CCNA 200-125 (ID-CSCO13264710.

04/2019
Company Name

- Set up a VPC network on Amazon and created public and private subnets, security groups, elastic IP and NAT gateway.
- Created an EC2 instance with Windows AMI to host an application on virtual machine WAN network deployment for a multinational organization using Cisco Packet Tracer Fall 2018.
- Configured routers, switches and implemented IP addressing, subnetting for a multi-location enterprise network using DHCP, OSPF, HSRP, RSTP for routing and redundancy.
- Solved security threats by providing network security using ACL and port security Linux Based Integrated Ad-Hoc Network for IT infrastructure (Linux, Ubuntu) Fall 2018.
- Designed and implemented a prototype illustrating a client-server model for hosting WebServer (Apache2), master and slave.

Work History
Information Technology and AWS Admin Intern , 04/2019
Company Name â€" City , State

- Researched and implemented a secure cloud infrastructure for migrating the financial data into AWS with seamless integration for company's financial department.
- Achieved an overall increment of 30% in efficiency by migrating the company's infrastructure to AWS cloud.
- Reduced the company's infrastructure cost by 10 times.
- Implemented secure off-site backups through scheduled weekly SSH dumps to remote server.
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Network Engineer Intern , 10/2015
Company Name

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Company Name â€" City , State

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- Solved security threats by providing network security using ACL and port security Linux Based Integrated Ad-Hoc Network for IT infrastructure (Linux, Ubuntu) Fall 2018.
- Designed and implemented a prototype illustrating a client-server model for hosting WebServer (Apache2), master and slave.

Accomplishments

- DNS(Bind9) server, DHCP Server and Backup server.
- Integrated the network to release dynamic IPv4 and IPv6 addresses to provide firewall protection, NFS, IPsec VPN Multi-client server chat application Spring 2018.
- Developed a real time multi-client server chat application in Python for a chat group by implementing socket programming.
- Secured the application by providing features like AES encryption, SHA 256, MD5 and symmetric key method Client server Socket Programming using TCP in Python Fall 2017.
- Developed a Python script for the client on Linux for performing a set of mathematical expressions sent by the server.
- Evaluated the result by receiving a flag sent by the server to the client on successful execution of the mathematical expressions, indicating a secure and successful TCP socket client-server connection establishment SDN based Load Balancer Fall 2017.
- Designed a software-defined network to provide server load distribution for a pool of HTTP servers by analyzing the incoming packets and routing accordingly.
- Optimized congestion by performing load balancing in round robin technique for the POX controller by using Openflow Switch Client - server application for public-key cryptography in Python Fall 2017.
- Developed a secured TCP connection for encryption and decryption of text file and matched the output at the receiver.
- Created public key cryptography to generate a set of public and private key (.pem file) by using RSA cryptosystem.

Education
Master of Science : Telecommunication and Networks , 12/2019
Northeastern University, Solapur University - City , State
Bachelor of Engineering : Electronics and Telecommunications , 06/2016
Summary
Actively seeking full time opportunities from December 2019
Highlights

- Bash, Scripting
- CCNA, SMTP
- Cisco Certified Network Associate, Switches
- Cisco, TCP/IP
- Client-server, VPN
- DHCP, WAN
- DNS, Windows Server
- Financial
- Firewalls
- FTP
- Gateway
- HTTP
- Internet Protocols
- IP
- ISIS
- LAN
- Linux
- Windows
- Multimedia
- Enterprise
- Network Security
- Network
- Networking
- Networks
- Operating Systems
- Oracle
- OSPF
- Programming
- Protocols
- Python
- RIP

- IP networking protocols :TCP/IP,UDP,HTTP/S,DHCP,DNS,STP,HSRP,ISIS,RIP,OSPF,MPLS,FTP,SMTP,IPSec,VLAN,VPN
- Network Tools :Wireshark,VMware,Cisco Packet Tracer,VirtualBox, Oracle,Windows Server,AWS,Active Directory
- Operating Systems :Windows,Linux,CentOs,Ubuntu,RHEL
- Programming languages: Python,Bash Scripting
- Coursework : Data Networking,Linux for Network Engineers,Internet Protocols & Architecture,Network Security,
- Computer Communication Networks,Multimedia Communication
- Active Directory, Routers
- Ad, Routing
- Apache2, SSH

Skills
- IP networking protocols :TCP/IP,UDP,HTTP/S,DHCP,DNS,STP,HSRP,ISIS,RIP,OSPF,MPLS,FTP,SMTP,IPSec,VLAN,VPN
- Network Tools :Wireshark,VMware,Cisco Packet Tracer,VirtualBox, Oracle,Windows Server,AWS,Active Directory
- Operating Systems :Windows,Linux,CentOs,Ubuntu,RHEL
- Programming languages: Python,Bash Scripting
- Coursework : Data Networking,Linux for Network Engineers,Internet Protocols & Architecture,Network Security,
- CComputer Communication Networks,Multimedia Communication,

- Active Directory, Ad, Apache2, Bash, CCNA, Cisco Certified Network Associate, Cisco, client-server, DHCP, DNS, financial, firewalls, FTP, gateway, HTTP, Internet Protocols, IP, ISIS, LAN, Linux, Windows, Multimedia, enterprise, Network Security, Network, Networking, Networks, Operating Systems, Oracle, OSPF, Programming, protocols, Python, RIP, routers, routing, SSH, Scripting, SMTP, switches, TCP/IP, VPN, WAN, Windows Server

- Active Directory, Ad, Apache2, Bash, CCNA, Cisco Certified Network Associate, Cisco, client-server, DHCP, DNS, financial, firewalls, FTP, gateway, HTTP, Internet Protocols, IP, ISIS, LAN, Linux, Windows, Multimedia, enterprise, Network Security, Network, Networking, Networks, Operating Systems, Oracle, OSPF, Programming, protocols, Python, RIP, routers, routing, SSH, Scripting, SMTP, switches, TCP/IP, VPN, WAN, Windows Server

DIRECTOR OF INFORMATION TECHNOLOGY AND ANALYTICS

Summary

Accomplished senior manager with over 15 years of experience leading complex projects and managing resources to optimize enterprise technology and support business objectives. Committed to quality and service excellence with aptitude for launching new technology platforms. Subject matter expert in Information Security Risk Management. Excellent communicator adept at identifying business needs and bridging the gap between functional groups and technology to foster targeted and innovative solutions.

Highlights

- OS/Platforms: Microsoft Windows Server 2008/2012, Exchange 2010, IIS, Active Directory, DNS
- Networking: Cisco LAN/WAN (ASA/switching), TCP/IP, VPN, VoIP, SIP, MPLS, VNC, VLAN Segregation
- Hardware: SAN/FIBER technology, Enterprise Servers, Switches, Routers, Workstations, Laptops, Mobile Devices (iPad/iPhone/Blackberry),
- Telephony Systems: Cisco CUCM
- Tools: JIRA, Veritas Netbackup, Backup Exec, PCAnywhere, Symantec Antivirus, Ghost, SharePoint, Visio, Microsoft Office Suite

Experience

Director of Information Technology and Analytics
January 2005 to Current Company Name ï¼ City , State

- Market-leading global credit asset management firm with $4 Billion AUM and over 120 employees worldwide.
- Directed the firm's word-wide Information Technology strategy.
- Established and instituted policies, procedures and technology to mitigate corporate security risk and position ZAIS for Sarbanes-Oxley act compliance.
- Identified process improvement opportunities and recommended solutions and budget requirements to management committee.
- Managed team of 6 resources responsible for technology management and support operations encompassing all aspects of IT infrastructure including workstations, server platforms, IP telephony, L3 network infrastructure, network security, disaster recovery, Storage Area Networks and videoconferencing.
- Directed project teams through all lifecycle phases handling technical escalation events.
- Evaluated and deployed DLP solution.
- Chairman of the firm's cybersecurity committee responsible for advancing the firm's security posture.
- Selected Accomplishments Developed and led a technology strategy for the firm that supports strong business alignments, increases profitability and provides a sound, flexible and reliable foundation for the future.
- Enabled revenue growth by leading the timely deployment of high-performance virtual computing environment to support new models created by internal development teams.
- Created Incident Response Policies and Procedures rooted firmly on the NIST framework.
- Developed and lead breach rehearsal scenarios both for executive roundtable tests and technical response team practices.
- Designed Data Governance and Classification Policies particularly in regards to Personally Identifiable Information (PII).
- Evaluated and deployed Data Loss Prevention system (Symantec) and created escalation procedures to comply with the firm's Data Governance Policy.
- Managed all security vendor relationships through the contract negotiation lifecycle and Service Level Agreement reviews.
- Developed associates to their fullest potential by providing challenging opportunities that enhanced associate's career growth.
- Recruited and developed appropriate talent pool to insure adequate bench strength and succession planning.
- Managed logistics, procurement and deployment of IT infrastructure in Dallas, Baton Rouge, Shanghai, Dublin, London, Singapore and Tokyo locations inclusive of establishing a sustainable model for support.
- Established a viable Disaster Recovery strategy with a physical to virtual solution and liaison with all business units to generate the firm's Business Continuity plan.
- Spearheaded the analog to VOIP conversion of ZAIS IPT and video infrastructures (Cisco CUCM environment).
- Transformed IT support and organizational interaction practices, fostering strong, collaborative work environment.
- while developing robust help desk systems and processes for improved trouble ticket initiation and visibility.
- Led the firm's Cybersecurity enhancement effort by managing the design, implementation and maintenance of the Advanced Threat Protection system, Next Generation Firewalls and Mobile Computing Security.
- Developed the firms Cybersecurity Policy and Incident Response Team firmly rooted on the NIST framework.
- Responded to audit requests from potential and current investors, met with them to discuss finding, and guided them through the due diligence process.
- Responded to external auditors and lead remediation efforts if needed.
- Reported all audits to the executive board.
- Fostered a culture of security awareness in the firm by obtaining executive level support for Cybersecurity initiatives and enabling acceptance of security measures through user education.

Information Technology Manager
January 2002 to January 2005 Company Name ï¼ City , State

- Manufacturing firm with over 100 year history and 170 employees.
- Directed hardware and software configuration, installation, troubleshooting, and support activities.
- Oversaw administration of network infrastructure, business systems, cabling and circuits, and telecommunications platforms.

- Established and managed relationships with technology vendors and service providers.
- Monitored and tracked call volumes, service requests, and performance metrics.
- Led work order documentation and change request management.
- Selected Accomplishments Designed and led Windows 2003 migration team.
- Administered CISCO multi-VLAN layer 3 switched LAN\WAN.
- Designed and administered CISCO VPN solution.
- Led the procurement, configuration and administration of all infrastructure projects.
- Engineered and deployed Microsoft Exchange 2003 solution including web access/spam protection/security.
- Planned and implemented Enterprise Resource Planning project.
- Responsible for disaster recovery plan/execution.
- Supervised IT staff and coordinated all consultants.

Systems Administrator
January 2000 to January 2002 Company Name ï¼ City , State

- Consulting firm providing portal technology to enterprise customers.
- Administered and supported 250 client node Windows NT environment.
- Planned, configured and administered the upgrade of Windows NT to Windows 2000.
- Maintained DNS, WINS and DHCP in multi-site environment.
- Maintained 85 node development server environment.
- Engineered and deployed System Management Server 2.0 infrastructure.
- Designed Workstation and Server imaging system using Symantec Ghost.
- Performed daily network monitoring tasks including backups (Veritas) and log checks.

Data/Systems Administrator
January 1998 to January 2000 Company Name ï¼ State

- Global provider of information technology products and services (3 Billion in revenue) Oversee and modify the daily download of data from several distributors.
- Uploaded data to appropriate SQL databases.
- Maintained and perform hardware/software upgrades on Windows FTP servers.

Education
Bachelor of Science : Psychology/History , 1998 Rutgers University ï¼ City , State Psychology/History
Skills
Active Directory, Antivirus, asset management, Backup Exec, budget, business systems, cabling, CISCO, Competitive, Hardware, Consulting, contract negotiation, conversion, credit, client, databases, DHCP, Disaster Recovery, documentation, DNS, due diligence, Enterprise Resource Planning, Firewalls, FTP, Ghost, help desk, IIS, imaging, Information Technology, IP, IT support, LAN, Laptops, Team Leadership, logistics, Loss Prevention, managing, Market, Mentoring, access, Exchange, Microsoft Exchange 2003, Microsoft Office Suite, SharePoint, Microsoft Windows, Windows, Windows 2000, Windows NT, word, migration, Enterprise, network security, network, Networking, Networks, Next, OS, organizational, PCAnywhere, Policies, Problem Resolution, processes, process improvement, procurement, Project Management, Proposal Development, Requirements Analysis, Routers, SAN, Sarbanes-Oxley, Servers, Service Level Agreement, sound, SQL, strategy, Strategic Planning, Switches, Symantec, TCP/IP, telecommunications, Telephony, troubleshooting, upgrades, upgrade, Veritas, Veritas Netbackup, video, VPN, Visio, VOIP, WAN

DIRECTOR OF INFORMATION TECHNOLOGY

Summary

I am a solutions-oriented professional with solid experience in various IT environments. LEADERSHIP Motivating and managing and a robust team of internal and remote staff members Establishing and maintaining effective partnerships, through collaboration and information technology in support of the organization. Managing the day-to-day responsibilities of a 24x7x 365 IT organization prudently. Managing a large IT environment with ~10,000 SaaS. Assigning clear authority and holding others accountable for goal achievement.

Skills

- COMMUNICATION
- Collaborating with clients and fostering a positive business relationship to meet all levels of IT service demands (Technical, R&D and operations and maintenance)
- Clearly discussing and conveying Information Technology concepts and terminology with both technical and non-technical staff at all levels within and outside the Department
- Producing clear and concise written documents, emails, project status reports and briefs
- Communicating effectively with various levels of the organization
- Expertise
- Making strategic judgments and evaluating the impact
- Cloud Environments Design & Implementation
- Network Design & Implementation VOIP
- Cyber Security (NIST HITRUST/HIPAA)
- Project Management
- Technical Support Management
- Budget Management
- Developing and responding to Request for Proposals
- Current with Emerging Technologies

Experience

Director of Information technology Sep 2005 to Current
Company Name ¡¼ City , State

- At Adsystech I am one of three employees that have a key man insurance policy against them.
- This in of itself, speaks to the trust and value I provide the organization.
- I was hired to design, and deploy the first data center the company owned in its efforts to deploy a new offering, an enterprise Software as a Service (SaaS) product.
- I was initially an employee of an Adsystech customer working with the Adsystech EVP on an enterprise County Wide project and posed the idea that they should move from "selling" software to "renting" it via an up and coming model SaaS.
- Today, everyone is using SaaS products and paying monthly for various products but in 2004 (when I initially made the proposal) it was an exciting and new potential market which I leveraged to increase the returns at Adsystech and most importantly, generate new recurring revenue.
- I was hired in 05' to put in place all things SaaS, this included designing a data center from the ground up, creating cyber security policies and controls, putting together a team to support the data center as well as a team to provide technical support for the new product offering.
- As an early adopter, in 2008 I designed and deployed a hybrid cloud environment in our data center.
- Again in 08' this was a new technology but my decision demonstrates foresight in emerging technologies and understand in the value of leveraging technology to become more efficient and financial prudent.
- I'm very proud of the work I've done and Adsystech, below are some key areas in my control: Network Design Monitoring and Maintenance Cloud Technologies Cyber Security (NITS, CIS, HITRUST/HIPAA) Project Management Technical Support Management Staff Professional Development RFP Responses.

Information technology Manager Sep 2003 to Sep 2005
Company Name ¡¼ City , State

- City organization responsible for managing +120 Million dollars for support of County Wide Human Service programs.
- I was hired as Project Manager and was quickly promoted to the Information Technology Manger.
- As PM I identified, evaluated and lead a bi-County steering committee in all technical aspect in an RFP release and selection process.
- After promotion I continued to server as the project manager for the 2.5 million dollar system rollout which ranged from gathering the business requirements for the design and deployment to creating the processes and managing the team to for the roll out to ~2000 users across Los Angeles County.
- In this capacity I managed a project support team including administrators, help desk staff and trainers.
- As the IT Manager, I supervised network administrators and was responsible for all high level network design and architecture for the organization.
- I evaluated the security risks, ensuring HITECH/HIPAA protocol were followed.
- Below are some key areas in my control: Network Design and Oversight Project Management Product Training and Support.

Information technology Manager Sep 1998 to Mar 2003
Company Name ¡¼ City , State

- At Relax the Back I was responsible for the overall management, infrastructure and strategic planning of our National point of sale network

at 100+ retail locations and 5 distribution centers.
- I managed the ERP solution at our manufacturing plant in Boston and our accounting and HR systems at the corporate office.
- Nine short months after starting with the company, I was promoted to IT Manage.
- I acted as liaison between vendors, operation staff and the CFO for all major projects on time and on budget.
- Cisco Routers/ Firewalls.
- Windows Server Management.
- Desktop Support.

Education and Training
M.S , IT CSUF IT
Fullerton Masters of Science Degree , Information Technology Mihaylo College of Business and Economics, California State University Information Technology GPA: 3.4
B.S , IT UOP IT
Bachelors of Science Degree , Information Technology University of Phoenix Information Technology GPA: 3.7
Skills
accounting, Budget Management, budget, bi, Cisco Routers, concise, clients, designing, ERP, financial, Firewalls, help desk, HR, Information Technology, insurance, managing, market, office, 2000, enterprise, network design and architecture, Network Design, Network Design & Implementation, network, policies, processes, Producing, Project Management, promotion I, Proposals, proposal, retail, RFP, selling, software development, strategic, strategic planning, technical support, Desktop Support, VOIP, Windows Server, written, written communication skills

INFORMATION TECHNOLOGY SPECIALIST GS11

Experience

07/2004 to Current
Information Technology Specialist GS11 Company Name ï¼ City , State

- Information Technology Specialist; Supervison; Project Management; Circuit Management; Licensed Electrician; Alarm management; Alarm Technician; Training; Supply; Quality Assurance Kevin L.
- Trostle, DSN 266-4800, COMM.
- 865) 336-4800 Manage the assigned IT/communications environment with privileged access at the network level for the Wing, Geographically Separated Units (GSU), and Tenants.
- Plan, coordinate, install, and continuously analyze system design, hardware and software.
- Develop, recommend, and install solutions and upgrades to ensure availability, integrity, efficiency, and reliability of all components of the assigned system.
- Ensure all performed work is captured in the Remedy ticketing system.
- Manage Telecommunications and NIPR networks for the Wing, GSU's, and tenant units.
- Continually plan, install, and analyze new hardware, software and processes to ensure networks are reliable and efficient.
- Serve as a focal point for ensuring functionality and operability of the assigned IT/data systems/functions, voice, and wireless systems to support mission requirements.
- Optimize, analyze, manage, and direct installation of any new hardware or software introduced into the environment to ensure its compatibility with existing architecture, its reliability, and functionality in relation to the organization's business requirements.
- Oversee and initiate corrective or preventative measures to rectify immediate problems and prevent future occurrences through the CFP.
- Troubleshoot and diagnose system failures to isolate source of problems.
- Provide customer technical assistance/support for all users.
- Provide management with information necessary to address difficult/complex problems.
- Review purchase requests, SOW's ensuring documentation is sufficient to justify enhancements to keep systems current.
- Work with the CFP/customers to resolve integration or configuration related issues.
- Ensure upgrades to the base IT infrastructure are identified.
- Assist customers in developing/submitting recommendations for equipment and funds.
- Assist personnel in planning/developing new or additional infrastructure/architecture capabilities.
- Coordinate efforts between system customers, support personnel, commercial vendors to identify/resolve system anomalies.
- Conduct feasibility studies to identify and analyze system failures and analyzes data to determine if trends exist which forecast the need for future replacement or modification of system hardware and software.
- As budget constraints dictate, evaluates alternative means of satisfying user requirements and provides management with the most technically feasible and cost efficient approaches to meet changing needs.
- Keep abreast of changes in technology to assist management in preparing for future enhancements.

02/2001 to Current
Cyber Transport/ Client Systems Workcenter Supervisor Company Name ï¼ City , State

- Kevin L.
- Trostle, DSN 266-4800, COMM.
- 865) 336-4800 Manage Cyber Transport/Client Systems work center personnel.
- Set and adjust work priorities, evaluate, and counsel subordinates.
- Document training of personnel using Computer based training system (TBA) Sustain and operate systems through effective troubleshooting, repair, PMI's, system performance testing/analysis.
- Systems include network infrastructure equipment, cabling, voice systems, video systems, small computers, and printers Maintain close working relationship with Communications Focal Point--production requirements/Remedy tickets.

07/1996 to 07/2000
F-16 Ejection System Technician Company Name ï¼ City , State

- Ronald Buckman, COMM.
- 803) 895-1190 Troubleshot, removed, tested, inspected, repaired, modified, and installed explosive and non-explosive components and assemblies on ejection systems.
- Performed preventative maintenance on over ninety different electronically fired explosive devices ensuring proper wiring and termination.
- Foreign object damage monitor, briefed wing commander monthly on findings.
- Ran entire supply system ensuring all parts and supplies were readily available.
- Hazardous materials monitor.
- Explosive inspector.
- Ensured proper grounding points were present in shop to prevent electrostatic discharge to explosive components.
- Section workgroup manager in charge of maintaining computers and ensured needed software was installed.
- Shop computer security monitor.
- Trained and supervised personnel.
- Quality Assurance Assessor.

Education and Training

JUN 1996

HS Diploma : General Studies Brockport High School ï¼ City , State General Studies

MAY 2003

BS Degree : Electrical Engineering University of TN ï¼ City , State Electrical Engineering

November 1996

USAF, Electronic Principles, June 2002 to August 2002; USAF, Telephone Systems Apprentice Course, September 2002 to December 2002; USAF, Aircrew Egress Systems Apprentice Course Numerous certificates for web-based training on LAN fundamentals, routers, topologies, cisco networking, etc.

Interests

While stationed in South Carolina performed three years of volunteer electrical work for Habitat for Humanity. While doing this work I learned the fundamentals of wiring a house for electric, cable, and telephone.

Skills

budget, cabling, cisco, hardware, Client, documentation, Electrician, feasibility studies, funds, Information Technology, inspector, LAN, materials, access, network, networking, networks, personnel, Telephone Systems, printers, processes, Project Management, Quality Assurance, routers, system design, technical assistance, Technician, Telecommunications, Troubleshoot, troubleshooting, upgrades, video, wiring

Additional Information

- AWARDS: Superior Performer, 2nd Quarter 2003; USAF Achievement Medal, June 2000; Humanitarian Service Medal, January 1998; 20 CRS Maintenance Professional of the Year, 1998; Airman of the Quarter, May 1997; Airman of the Month, March 1997; Airman of the Month, February 1997 OTHER INFORMATION: While stationed in South Carolina performed three years of volunteer electrical work for Habitat for Humanity. While doing this work I learned the fundamentals of wiring a house for electric, cable, and telephone.

INFORMATION TECHNOLOGY SPECIALIST
Professional Profile

Quality-driven and practical Systems Administrator with [Number] years aligning business systems with business policies and guidelines. Looking to bring strong analytical and problem-solving skills to an industry-leading software company.

Qualifications

- CompTIA Security + CE SY0-401 Certified
- Refined system debugging and diagnostic skills
- Excellent analytical, interpersonal, communication and organizational skills
- System administration
- UNIX system performance monitoring
- Team player and self-starter with the ability to operate without detailed work direction

- Working knowledge of application servers, J2EE, Oracle, Unix O/S, Linux, LDAP, Database, Service Oriented Architecture and physical architectures, Mainframe, Remedy, Virtual Machine
- High proficiency level in MS Office (Word, PowerPoint, Excel, Outlook)

Relevant Experience

Automated repeatable tasks where possible to increase efficiency.Consistently received a 100% rate of customer satisfaction.Performed root cause analysis to identify system errors and improve accuracy by 15%.Awarded with the Tech of the quarter for contributions to mission.

Experience
Information Technology Specialist Sep 2013 to Dec 2015
Company Name ï¼ City , State

- 5 years of experience in the maintenance and troubleshooting of complex infrastructure.
- Provide Help Desk Services first level of troubleshooting to all customers on multiple systems.
- Use internally developed maintenance provider plans, procedures and tools to identify, troubleshoot, and diagnose failures and restore system capability to operations.
- Analyze, diagnose and isolate failures to hardware Line-Replaceable units (LRU).
- Directly replace or coordinate replacement of failed hardware LRU's with the maintenance provider or the vendor.
- Collect data describing the environment at the time of the failure to provide root cause analysis is necessary or escalation to the engineering point-of-contact.
- Provide required support of engineer maintenance provider Discrepancy Report (DR) investigations and resolution efforts if necessary.
- Perform network management services to include: Monitoring networks device health and status, monitoring of network performance and utilization optimization (tuning) tasks.
- Perform operating system monitoring, Commercial off the Shelf (COTS) software monitoring, custom software monitoring, resource memory allocation; modifications to authorized user lists and user profiles; file system maintenance to include (deletion of log files no longer needed and monitoring of storage space, ensuring backups have completed appropriately, awareness that appropriate system processes are up and running at all times).
- Support software promotes by performing system reboots, monthly and daily preventive maintenance, process bounces per documentation.
- Provide accurate and timely documentation of system problems and request in shift turnover log and assign units tickets in accordance unit policy.
- Analyzed customer and stakeholder needs, generated requirements, perform functional analysis and implemented Requirements Management Plans.
- Made recommendations to improve technical practices.Collected, analyzed, and reported program metrics, including product technical performance measures and key performance parameters.

Systems Engineer May 2010 to Sep 2013
Company Name ï¼ City , State

- Obtained all mission related certification required for the application services provider, within the 24x7 technical support tier.
- Trained current and new team members on existing and new application services procedure and Commercial off the Shelf (COTS) software.
- Performed system health analysis to identify, analyze, collect preliminary data, and recommend effective solution to anomalies.
- Coordinated and conducted low-level system testing, problem analysis for servers, desktops and IT infrastructure work.
- Analyzed all levels of total system product to include; concept, design, fabrication, test installation, operation, maintenance and disposal.
- Performed technical planning, system integration, verification and validation, supportability and effective analysis for multiple systems.
- Performed functional analysis, timeline analysis, detail trade studies, requirements allocation and interface definition studies to translate customer requirements into hardware and software policies.
- Coordinated with systems partners to finalize designs and confirm requirements are met.
- Provided continued maintenance and development of bug fixes and patch sets for existing web applications.
- Diagnosed UNIX and Windows processing problems and execute appropriate solutions.

- Ensured network, system and data availability and integrity through preventative maintenance.
- Provided documentation on start-up, shut down and first level troubleshooting of processes to help desk staff.
- Implemented company/customer policies, technical procedures and standards for preserving the integrity and security of data, reports and access.
- Consistently met deadlines and requirements for all production work orders.
- Monitored network performance and provide network performance statistical reports for both real-time and historical measurements.
- Managed network monitoring and server monitoring both on- and off-site.
- Recommend architectural improvements, design solutions and integration solutions.

Systems Engineer Associate Feb 2009 to May 2010
Company Name ï¼ City , State

- Coordinated all NEAS weekly brown-bag seminar for the VA-95 Technical Resource Center.
- Formatted and delivered training specific to the intended party and purpose for company standards.
- Updated, composed and created content in electronic format assuring accuracy and proper display for the VA-95 TRC Technical Library.
- Served as Windows Subject Matter Expert (SME) to research, create procedures and recommended COTS product to enable Closed Caption video content for support of the National Center for Missing and Exploited Children (NCMEC).
- Reviewed, and routed resumes to appropriate Managers as an Account Representative on the Resource Planning Team (RPT).
- Maintain a spreadsheet of employees with key contact information, skills, and resumes.
- Communicated the duties, compensation, benefits and working conditions to all potential candidates.
- Researched and recommended new sources for candidate recruiting.
- Reviewed human resource paperwork for accuracy and completeness by verifying, collecting and correcting additional data.

Education
Bachelors of Science , Computer Engineering Technology Spring 2008 Prairie View A&M University ï¼ City , State GPA: GPA: 3.048/4.0

Computer Engineering Technology GPA: 3.048/4.0

Personal Information
Active TS/SCI w Poly (last update, 05/2010)
Additional Information

- Security Clearance: Active TS/SCI w Poly (last update, 05/2010)
- Ability to adapt to changing technology, learning and applying new methods for achieving the goals of the organization
- TAC/ABET accredited , Dean's List 2005-2007, Honor Roll 2006-2007
- Engineering Technology Association; Vice President 2005-2007
- Tau Beta Pi Engineering Honor Society; Vice President 2007-2008

Skills

interpersonal, hardware, concept, content, clients, customer satisfaction, Database, debugging, desktops, direction, documentation, engineer, functional, Help Desk, human resource, J2EE, LDAP, Linux, Mainframe, memory, access, Excel, MS Office, Outlook, PowerPoint, Windows, Word, network management, network, networks, operating system, optimization, Oracle, organizational skills, policies, problem analysis, processes, real-time, research, self-starter, servers, spreadsheet, system integration, Team player, technical support, troubleshoot, troubleshooting, UNIX, validation, video, web applications

DIRECTOR OF INFORMATION TECHNOLOGY /CHIEF TECHNOLOGY OFFICER

Executive Profile

Strategic Planning * Security * Compliance * Infrastructure * Database * Telecom Proficient leader who excels in dynamic-demanding environments while maintaining clarity and focus Skilled in development and implementation of digital business technologies including Telecom Strength in creating outstanding customer satisfaction Talented in positive team building that excels in delivering high quality services An innovative technologist with exceptional track record across the entire technology lifecycle Experienced with business acquisitions and mergers Leads with honesty, integrity, respect for others alone with a commitment to excellences Result-oriented with established success

Skill Highlights

- Contract Negotiation for business support and commercial office properties
- Cloud Technology implementation and deployment
- Digital PBX, Cellular, Smart Devices and VoIP Technology
- Deploy and integrate accounting systems to and from varies entities
- ERP deployment, implementation and development
- Design & implement complex interactive Web sites including Intranets
- SWOT (Strengths, Weaknesses, Opportunities, and Threats) analysis and deployment
- Enterprise Application Development and Deployment
- Enterprise Data Warehouses and SQL Repositories
- Enterprise Backup, Recovery and Storage Methodologies
- Enterprise Compliance and Regulatory Solutions
- Security Analysis and Deployment including cell phones and mobile devices
- Design, deploy and manage LAN,WAN for data/voice using copper, fiber and wireless networks
- Client/Servers & Specialty servers such as Citrix and Virtual, etc.
- Point to Point Wireless Antenna Systems and WiFi deployment
- Mobile App deployment
- Retail knowledge with IT deployment and support, Point of Sales & Bar-Coding systems
- Business Analysis and Process Modeling
- Lean technology to streamline mission critical business and system processes
- Zero Based budgeting and EBIDTA
- Policies & Procedures (ITIL)
- Project, Network, Asset, Change and Security and Governance Management
- IT Consulting

Professional Experience

Director of Information Technology /Chief Technology Officer

January 2007 to January 2015 Company Name ï¼ City , State

- Provide expertise, vision and leadership for developing, implementing and executing strategic and tactical information technology initiatives that align with the mission.
- Identify opportunities/risk and apply best practice in alignment with company strategic plan, goals and objectives.
- Accountable to design a scalable robust infrastructure with secured platforms for rapid yet controllable office expansion into multiple states.
- Deliver Enterprise technology advancements in streamlining processes plus data sharing integrations.
- Cultivate relationships and negotiate contracts with key vendors/suppliers to support all-inclusive corporate and branch offices.
- Create outstanding customer service satisfaction Support included several businesses; Law Firm, Car Washes, Real Estate holdings and USA Direct Funding.
- Key Achievements: Moved from fully outsourced IT support to in-house IT.
- Align company strategic goals and objectives.
- Recruit, train, and mentor team members.
- Developed the architecture to implement strategic IT support plan.
- Direct staff, vendors and project teams through due-diligence, prioritization and develop best practices.
- Initiate and facilitate relationships across functional and divisional organizations as well as develop relationships with key vendors/suppliers.
- Establish support for expanding branch offices through-out Pacific Northwest alone with multiple associated companies Development of multiple applications using data mapping to input and extract data from varies databases Provided 7x24x365 data/telecom reliability Migration of physical servers to virtual and cloud based technologies LOS customization providing better data entry, detailed milestones, alerts, dashboard information, etc.
- Paperless office introductions and deployment CRM implementation with integration to LOS (Loan Origination Software) ERP implementation using data repository technology MPLS private network implemented for data and VoIP phone system developing a virtual company network with 4 digit calling, Instant messaging, video conferencing and unified communications both internal and bridged to cell phones and smart devices Companywide deployment of NEC VoIP phone system Companywide training center deployment Lean Office deployment and data modeling to locate and improve processes (never-ending improvements) Intranet designed/Implemented provided sharable information company wide Designed/Implemented high performance secured data network including fail-over redundancy Enterprise Disaster Recovery plan along with Business Continuity Plan Implementation High speed printers and imaging technologies Implementation Evaluate both established and emerging technologies to enhance current technologies and architecture Implemented Electronic Data Integration to Accounting, internal and external websites with SQL data repositories Performed compliance and regulatory solutions to align business to compliance standards Deployed security risk monitoring and management systems Deployed user support ticketing system with inventory/asset tracking and remote user management.

Manager/Director
January 2000 to January 2006 Company Name ï¼ City , State

- Ensure full delivery of all IT initiatives for an international spa manufacture including retail markets.
- Responsible for IT directives in alignment with company strategic plan.
- Recruit, train, and mentor technology team members.
- Develop and implement strategic IT support plan.
- Direct staff, vendors and project teams through due-diligence, prioritization and development.
- Initiate and facilitate relationships across functional and divisional organizations as well as developed relationships with key outside vendors/suppliers.
- Member of Strategic Planning, Budget and ESOP committees.
- Key Achievements: Infrastructure Development.
- Systems and infrastructure required complete reconstruction without interruption to daily business.
- Below reflects only a few of many successful achievements.
- Implemented Nortel PBX System with VoIP Switching.
- System provided linking to several different off-site divisions enabling a call to be transferred thru-out the company.
- Successfully design, development and integration several mission-critical applications providing sharable information and maintaining data integrity.
- Implemented and mentored an outstanding support team.
- Implemented MAS200-500 accounting with customized features including ERP.
- Implemented high level data security and provided international data interaction using ISO guidelines.
- Implemented Supply Chain Security Management Systems.
- Designed and implemented several high-end Web sites.
- Established real-time interactive accounting, manufacturing, and vendor information that increased sales, reduced manpower and provided 7x24 information and product ordering to dealers and customers.
- E-commerce (B2B, B2C, and EDI).
- Implemented desktop internet faxing providing efficient time usage to end-users, reduced printer support, paper &copper analog lines Successful implementation of Lean Manufacturing and Lean Office providedefficient time management which resulted in higher produced units, reduced inventory waste, and increased the bottom line.
- Implemented and managed a Tsumani 5 GHz Point to Point, 100TX base full duplex wireless broadband system between Corp.
- and off-site Marketing and R&D.
- The technology provided end-users with robust data entry and retrieval times.
- Added value provided the IT department with better resource utilization.
- Designed and implemented an ECM program.
- The application covered cradle to grave information that included inventory, budget, timelines, developments and sign-off.
- Implemented VPN network between Corp headquarters and Retail Stores Division.
- Provided consolidation of information, data backups and application software to be hosted at Corp.
- thus reducing redundant systems, manpower and providing improved service.

Education
BS : Information Technology Western Oregon University Information Technology
Technology Belford University Technology
Limited Energy Journeyman * State of Oregon Portland Community College
Skills
Accounting, accounting systems, streamline, Application Development, B2B, Backup, broadband, budgeting, Budget, Business Analysis and Process, Citrix, Consulting, negotiate contracts, Contract Negotiation, CRM, Client, customer service, data entry, Data Integration, data modeling, Data Warehouses, databases, delivery, Disaster Recovery, due-diligence, E-commerce, EDI, ERP, faxing, features, functional, imaging, information technology, inventory, ISO, IT support, ITIL, LAN, leadership, Lean Manufacturing, Law, Loan Origination, Marketing, mentor, messaging, Office, Migration, Modeling, NEC, Enterprise, Network, networks, Nortel, PBX, phone system, Policies, printer, printers, processes, improve processes, Coding, Real Estate, real-time, Retail, Sales, Security Analysis, Servers, SQL, strategic, Strategic Planning, Supply Chain, user support, telecom, phones, time management, video conferencing, VPN, vision, VoIP, Web sites, websites, WAN

HEAD, INFORMATION TECHNOLOGY AND INFORMATION CENTER
Executive Profile

•Visionary leader of IT organizations during a 20+ year career at Fortune 500 companies.

•As Schering-Plough's first SAP Center of Excellence leader, led business process and technology re-engineering efforts and developed a global SAP strategy for the organization.

•Noted for business / technology acumen, collaborative style and communication skills.

•Experienced in RFP development and vendor selection.

•Track record of execution and delivering investment returns.

•Well versed in intercultural business communication and practices, including remote management of globally dispersed organizations.

Professional Experience
Head, Information Technology and Information Center
March 2015 Company Name - City , State

- Provide leadership and direction to the GMS Information Center - a collection of data scientists and analysts dedicated to the production of high-value analytics to support manufacturing.

Director, Supply Chain and Logistics Information Technology
October 2010 to March 2015 Company Name - City , State

- Established supply chain technology direction for global manufacturing organization.
- Established the GMS Information Center - an organization dedicated to providing advanced analytical capabilities to support the manufacturing organization.
- Delivered key transformational projects including: Demand Planning Solution (SAP APO) Supply Planning and Sales and Operations Planning (Kinaxis RapidResponse) Inventory Optimization (Kinaxis RapidResponse) Provide leadership and direction to delivery and business analysis teams executing projects.
- Lead business process re-engineering efforts and provide guidance and support to business subject matter experts.
- Supported development and execution of Global Sales and Operations process.

Senior Director, COMET Program
November 2009 to October 2010 Company Name - City , State

- Responsible for managing the delivery efforts for the global COMET program, focusing on the procurement, employee expense management and eSourcing areas.
- Directed ongoing rollouts in North America, Europe and Asia Pacific regions.

Director, SAP Center of Excellence
May 2005 to November 2009 Company Name - City , State

- Responsible for a $15MM annual budget; 75 FTEs and 30+ offshore (mix of consultants and employees); adept at remote management with domestic staff in New Jersey, Tennessee, Delaware and international staff in Europe and Singapore.
- Reduced compensation costs by nearly $1MM through offshore utilization; Retooled legacy JDE personnel for inclusion on the SAP ERP team.
- Led deployment of centerpiece SAP solution for the US Pharmaceutical Business and key solutions for Asia Pacific, Europe and South America.
- Led upgrade effort for APO solution for healthcare products segment of business.
- Led the effort to design, solution and deploy a global SAP template for Schering-Plough; Solution will reduce current footprint down to a single instance of SAP.
- Acquisition team member and leader of integration efforts for US and APAC commercial operations.
- Overall responsibility for leadership development through the Management Readiness Program.
- Managed the Project Manager Capability Review Program.

Director, Supply Chain Systems
January 2002 to May 2005 Company Name - City , State

- Led the effort to implement SAP for the US Commercial operations of Schering - Plough.
- Solution included key Order to Cash functionality and Warehouse Management for US Pharmaceutical distribution channels.
- Provided consultative support to projects being executed in Belgium (APO) and Singapore (R/3).

Manager, Commercial and Field Force Systems
April 1998 to January 2002 Company Name - City , State

- Led a team of developers implementing web-based solutions for support of Schering - Plough's field forces in the United States.

- Key projects included Formulary Management, Account Management, Customer Relationship Management, Field Force Expense Management and Managed Care Account Planning.
- Designed, developed and delivered training programs for field force personnel to prepare them to properly utilize deployed technology.

Manager, Service Delivery Systems
April 1997 to May 1998 Company Name - City , State

- Led the implementation of outbound call center solutions for key operations in the Ohio call center.
- Led the implementation of script systems for pharmacists to make and accept patient calls regarding treatment in support of the Disease Management Programs for Smoking Cessation, Hypertension, High Cholesterol, Multiple Sclerosis and Congestive Heart Failure.

Manager, Client Services Systems
February 1994 to April 1997 Company Name - City , State

- Led the implementation of the Marketing and Client Services application for the front-office organization of the global bond operations.
- Led the implementation of a Portfolio Accounting System for the Global Advisors subsidiary of the Prudential.
- Oversaw the implementation and support of the LAN and PC technology teams for the Global Advisors subsidiary.

Project Manager
January 1992 to February 1994 Company Name - City , State

- Led the implementation of a new cash management system to support the treasury operations of Prudential.

PC Coordinator
January 1990 to January 1992 Company Name - City , State

- Responsible for day-to-day support of PC hardware and software for the Prudential Help Desk.

Education
Master of Business Administration : 2003 University of Maryland
Master of Science : Computer Science , 1994 New Jersey Institute of Technology
Bachelor of Science : Computer Science , 1990 New Jersey Institute of Technology
Skills

SAP

Business Process Design

Dispersed Team Management

TRAINING MANAGER

Executive Summary

Qualified Training Manager offering a record of successful job performance with proven problem solving ability and experience developing and implementing innovative solutions. Experienced Leadership and Development Professional with over 10 years' experience in various Training environments. Intermediate/Expert level in all MS applications. Strong Training, Management, Learning/Development, Administrative and Consultative skills. Client, organizational and task oriented problem solver with the ability to rapidly adapt to new situations.

Core Qualifications

- Training and Development
- Supervision and training
- Policy/program development
- Certified Train the Trainer (T3)
- Management of remote employees
- Curriculum Development
- Talent development

- Military & Civilian Training
- Master Black Belt Instructor
- Operations management
- Cross-functional team management
- Training manual contributor
- Call center management experience
- Customer service management expertise

Professional Experience

Company Name City , State Training Manager 08/2011 to 09/2015

- Creating and implementing training programs and overseeing the development of careers.
- Set performance metrics, evaluate productivity, and help workers create long-term career plans within an organization.
- Develop, implement, and monitor training programs within an organization.
- Supervise technical training for staff.
- Conduct orientation sessions.
- Create training materials and develop multimedia visual aids and presentations.
- Create testing and evaluation processes.
- Evaluate needs of company and plan training programs accordingly.
- Conduct performance evaluations.
- Provide classroom training, demonstrations, on-the-job training, meetings, conferences, and workshops.
- Manage staff of 70 classroom facilitators in multiple locations..
- Conduct continuing education training.
- Provide leadership development education.
- Provide logistical support, course development, delivery, evaluation, process measurements, and cost management.
- Plan the implementation and facilitation of activities and events, budget spending, material production and distribution, and other resources to ensure that operations are managed within authorized budgets.

Company Name City , State Owner/Partner Defense Contractor 10/2006 to 07/2011

- Top Secret Facility Clearance.
- Supervised, and trained employees for high level security Military Intelligence operations, recruited quality personnel for special assignments, conducted high level briefings and debriefing for various security level investigations at Federal locations to Military, civilian and Congressional personnel.
- Developed business plans, budgets, cost proposals, task schedules, cost analysis and projections; issued status/quality control plans and reports.
- Developed specific scenarios and created specific characters per U.S.Military specifications adhering to strict government guidelines.
- Provided experienced instructors/role players who educate and assist Military and civilian personnel prior to deployment.
- Created comprehensive lesson plans to instruct Military and civilian personnel.
- Developed customized programs to support and enhance the security agencies of the United States government.

Company Name City , State Program Administrator II, Project Manager. Training Specialist II: US Army (CISAC) 01/2004 to 09/2006

- Consultant and liaison to the Department of Interior (DOI) and Department of Defense (DOD) to effectively modernize inventory/ cataloging processes for sensitive and classified files, material and property.
- Single point of contact for project scheduling and changes.
- Capture Manager: Contract Acquisition: Procure, write and implement new and existing Request for Purchase/Quotes opportunities RFP/RFQ)
- Provided instruction to students enrolled in the CISAC 35L/97B course, using various methods, to include: formal platform instruction, practical exercises, demonstrations, automated presentations, test administration, test reviews.
- Retest-Retrain Team: Consultant to DA Branch Chief of 35L/97B Intelligence School.
- Assigned to retrain and coach Officers, Soldiers and Instructors who needed additional training to perform to their full potential as Counterintelligence Agents.
- Role Player.

Company Name City , State Role Player 01/2003 to 01/2004

- Provided services as a role player in support of CISAC for US Army Intelligence Center.
- Research & Development: Created new scenarios for Field Training Exercises (FTX) Cadre and teams, used world events as guidelines.
- Executed quality assurance programs.
- Prepared standard operating procedures.
- Analyzed program data to assist in strategic decision-making.

Education
Bachelor of Arts (Equivalent) : Theology 2007 University of the South , City , State , USA

Graduated

Associates (Equivalent) : Office Automation/Computer Specialist 1989 Coleman University , City , State , USA

Valedictorian

Interests

Saint Stephen's Episcopal Church Vestry Member and Youth Minister, (Extensive information available upon request) Lay Eucharist Minister, Coaching and Playing softball, Umpire for Little League, Volunteer for Special Olympics, Arizona Business and Professional Women (past President), Stand for Children, Member GCKT, A humanitarian organization with Non-Governmental Organizational (NGO) status with the United Nations. Responsible for training members for International Response Team (IRT) preparedness techniques for natural disasters, Provide services to Wounded Warrior (US) programs and Help for Heroes (UK). Promote Acts of Random Kindness (ARK) - inspiring others to be extraordinary.

Affiliations

Leadership Development Program, Tracy's Karate Studio Master Black Belt Association, American Kenpo Karate Association.

Skills

Administrative, Consultant, Course Development, Client, DC, delivery, Instructor, leadership development, Leadership and Development, Curriculum Development, Trainer workshops (T3),

VICE PRESIDENT INFORMATION TECHNOLOGY INFRASTRUCTURE OPERATIONS

Summary

Results-driven IT executive management professional with 20 years of experience in diverse industries, including healthcare and marketing. Expertise includes team leadership, technical architecture, training and development, disaster recovery planning, and information protection analysis. Dynamic, resourceful, and extremely driven individual with a deep passion for creating and delivering programs and solutions that empower a team, company, and customer to meet and exceed desired expectations

Skills

â€¢Infrastructure ManagementÂ â€¢Data Center Operations â€¢Project ManagementÂ â€¢Team Building/CoachingÂ â€¢Vendor Management and NegotiationÂ â€¢Budget ManagementÂ â€¢Policy/Program Development Â â€¢LAN/WAN, SAN, Firewalls and RoutersÂ â€¢

Experience

Company Name City , State Vice President Information Technology Infrastructure Operations 06/2008 to Current

- Reduced overall network bandwidth costs over 15%, through ISP consolidation and management.
- Manages cloud based phone system (8x8) in multiple remote locations as well as on-premise phone systems.
- Responsible for Infrastructure Operations annual budget, including purchasing new equipment, software licenses, and network equipment.
- Led, mentored and developed a team of infrastructure engineers, architects, and administrators across multiple geographic locations.
- Manages multiple datacenters, on premise network and server, and Cloud presence.
- Responsible for vendor relationships, contracts, negotiating and change management.
- Successfully migrated over 700 users from three different domain On-Premise Exchange servers to MS Exchange online under single domain.
- Planning, and executing migration of all on-prem SaaS servers and application to a cloud based solution.
- Lead, manage, and support all design, development, implementation of infrastructure hardware, software, and network components as well as all disaster recovery and business continuity practices.
- Currently managing infrastructure and IT Operations in an offshore delivery center.
- Document and Execute IT policies company wide.

Company Name City , State Director of Network Operations 07/2006 to 06/2008

- Maintains Nortel BCM telephony servers, including both analog and VoIP phones.
- Provide technical support to designers, marketing and sales departments, suppliers, engineers and other team members throughout the product development and implementation process.
- Monitor functioning of equipment and make necessary modifications to ensure system operates in conformance with specifications.
- Build, test, and modify product prototypes using working models or theoretical models constructed with computer simulation.
- Store, retrieve, and manipulate data for analysis of system capabilities and requirements.
- Setup, maintained, and monitored over 90 remote branch office locations.Â Each with internet access and tied back to Chicago office through IPsec tunnel to Cisco ASA.
- Responsible for Entrapass Security system allowing access to suite doors utilizing ID badge.
- Setup, configured and supports multiple CRM and ERP Systems (Sage MAS500 and CRM Dynamics), as well as converting QuickBooks DB to Sage MAS 500.

Company Name City , State Information Operations Specialist 02/2005 to 07/2006

- Responsible for administering Microsoft 2000/2003 environment, consisting of 50 primarily Proliant servers, including patch management, account maintenance, and other general system administration duties.
- Maintains Cisco Call Manager Application and Unity Server, providing VOIP services to user community.
- Built new PC deployment image using Symantec Ghost and Intrinsic Swimage, responsible for creating silent install packages for all third party applications.
- Implemented new backup procedures using Legato Networker tape backup systems and a Qualstar Jukebox, bringing the hospital within HIPAA standards compliance.

Company Name City , State Customer Care Representative - Help Desk Technician supporting 09/2003 to 02/2005

- Primarily supported LawInContext, BakerMaks, and Client Matter Intake System (CMIS).
- Active team member providing regression testing of various software builds of a proprietary law document management solution.
- Administering a Linux based system to host an internal Knowledge Base Portal assisting other help desk agents with daily troubleshooting.

Company Name City , State System Administrator 10/1998 to 12/2001

- Administered several enterprise servers running a mixed environment including Sun Solaris, Red Hat Linux, FreeBSD, SCO Unix, and Windows NT/2000.
- Developed and maintained UNIX shell scripts, used to automate daily help desk agent tasks.
- Selected to attend a 15 week IBM Emerging Leaders workshop that included training in breakthrough thinking, team building, team performance, and managing multiple priorities.
- Designed and developed UNIX login reauthorization program using C, Shell Scripting, Oracle, and web development resulting in

approximately 40,000 unused or unauthorized UNIX logins to be cleared from servers.

Company Name City , State Healthcare Systems Specialist 02/1993 to 11/1998

- Maintain records of goods ordered and received.
- Review, evaluate, and approve specifications for issuing and awarding bids.
- Control purchasing department budgets.
- Maintain and administer computer networks and related computing environments including computer hardware, systems software, applications software, and all configurations.
- Perform data backups and disaster recovery operations.
- Design, configure, and test computer hardware, networking software and operating system software.
- Attended Air Force Airman Leadership School, graduating as the honor graduate.

Education and Training
Bachelor of Science : Computer Science TROY STATE UNIVERSITY , City , State , Montgomery
Associate of Science : Healthcare Systems Community College of the Air Force , City , State , Montgomery

INFORMATION TECHNOLOGY SPECIALIST

Summary

Over twelve years of experience providing high quality consulting and technical assistance to home and business end users. As a field service technician since late 2004, I am able to install, repair and maintain many types of Point of Sale register equipment as well as servers, networking and related peripherals.

With an ability to integrate computer skills, customer support experience and related education I thrive to exceed technical, business, and customer expectations. A long time hobby of mine is demonstrating electronics in retail stores. I really enjoy in-store demonstrations, direct sales and training sessions with employees.

Continuing to improve myself is very important to me. I feel being professionally certified by CompTIA, Lexmark, Hewlett Packard, Microsoft, Fujitsu, ICÂ³, the ETA, FEMA and other bodies allows me to think outside the box and create a custom solution that best fits the client's needs.

Highlights

- Exceptional telephone etiquette
- Vast technical knowledge
- Troubleshooting proficiency
- DHCP/DNS Ethernet and Firewall proficient
- CompTIA A+, Net+
- Accomplished with mobile devices
- Technical help desk experience
- Database servers
- Excellent problem solving skills
- Microsoft Office Specialist
- Drive duplication and imaging knowledge
- Adept at Troubleshooting

Accomplishments

Multiple technical awards for work performance.Consistently received a 100% rate of customer satisfaction.Oversaw a decrease in average daily Help Desk tickets by almost 100%

Work Experience

Information Technology Specialist 02/2012 to Current Company Name City , State

- Service and maintain numerous makes, models and types of equipment, including client servers, workstations, laptops and peripherals.
- Install and maintain CCTV-DVR Camera systems, Servers, network racks/patch panels, VoIP, BDR data recovery systems of which I am familiar with StorageCraft, Datto, VEEAM and Intronis, and business class cloud backup solutions.
- Offer business assessments ranging from DLP best practices to Wired / Wireless Network Infrastructure Audits to FINRA/HIPPA/PCI Compliance audit and testing.
- Currently provide support for more than 480 Windows based devices and 44 Windows/VMware servers.

IT Systems Administrator 09/2008 to 05/2012 Company Name City , State

- Responsible for all maintenance on 55 Windows variant based workstations, Dell Precision server, IBM xSeries Blade server, the telephony/VOIP/POTS systems, T1/network troubleshooting in a multi-building environment as well as providing end user assistance and training to sales, service and management teams.
- Manage Windows Server 2003 with Active Directory and policies.
- Maintain AutoBase CRM database and Reynolds & Reynolds Repair Order writing system.
- Maintained a WiFi network for the technicians to use Toyota Technical Services.
- Performed all preventative maintenance on laser and dot matrix printers.
- Responsible to coordinate, purchase and install all new technology and assist outside vendors with technology related needs.
- I assisted the Used Car Manager with taking photographs and uploading to website & overlay of information on photos.

Field Service Technician II 12/2009 to 10/2011 Company Name City , State

- Perform field service work on IBM servers, IBM/Lenovo desktops and IBM Point-of-Sale POS) equipment as well as repair Lexmark monochrome and color laser printers.
- Responsible for repairs and diagnosis on other brands such as Linksys, Symbol, Nortel, Baystack, Zebra, Datalogic, Kronos, HP, IVR Systems & Ateb Rx.
- Responsible to install and troubleshoot networking equipment ranging from wired switches to wireless access points,setup & troubleshoot/repair IBM pSeries RS/6000 servers and peripherals.
- Break/Fix technician, no escalation.
- Responsible for company vehicle, maintenance scheduling, RMA returns, numerous SLA contracts and full van inventory.
- 24/7 On-call position with overnight priority calls.
- I was the territory Senior Technician and successfully trained a new employee.

Kodak Imaging Expert / Field Marketing Specialist 03/2006 to 12/2009 Company Name City , State

- I was responsible to engage and train sales associates and customers in large retail stores by organizing training events, presentations and role playing demonstrations.
- Tasked with increasing consumer brand awareness by selling and demonstrating Kodak products, merchandising and organizing Kodak camera and peripheral displays, and assisting with fourth quarter "Black Friday" sales events.
- I was rewarded each year after the sales figures were totaled for surpassing my sales goals.
- I enjoyed demonstrating Kodak because everyone knows Kodak, and the products were simple to use, yet produced superior photographs, prints and images.

Merchandising / Marketing Specialist 10/2005 to 12/2007 Company Name City , State

- Worked for several divisions of ActionLink concurrently: Merchandising, Marketing and Training.
- In-Store marketing, merchandising and sales of technical hardware and services, such as Dell, Sprint, Logitech and Garmin.
- Set up plan-o-grams (POG), live units and security for sensitive equipment.
- Self-managed, drove own vehicle, recorded mileage.
- Received shipments at home and position required extensive planning before set up could begin.

Digital Imaging Specialist 08/2005 to 03/2006 Company Name City , State

- Retail sales of digital, 35mm, and DSLR cameras and accessories.
- Helped promote brand awareness for targeted brands, and new features of the cameras.
- Trained customers on digital camera features and specifications, provided hands-on demonstrations and short photo seminars for anyone interested.
- I assisted in prepping store for "Black Friday" sale promotions, starting at 3:30am.
- I always completed the sale by walking customer to register, thanking them for the business and inviting them to come back with their purchase and show it off; many did! Seasonal position for Q4 and overstock through March.

Business Machines Sales Associate 09/2002 to 07/2005 Company Name City , State

- Retail sales of computers, office supplies, electronics and related peripherals.
- Assisted.
- customers with printers, monitors, desktop & laptop computers, GPS and digital cameras.
- I was able to assist in in all departments of the store, ran the Copy Center when associates called out, made cardboard bales and used pallet jacks.
- I was responsible for repairing customer computers in-store and worked as store computer technician before the Easy Tech program was rolled out.
- I was asked by management to assist in taking a proper inventory in a nearby store plagued with inventory discrepancies, and later was tasked by district management to assist in the final stages of building, "plan-o-gramming" and stocking the Monticello, NY Staples location.
- I received numerous "S" pins which signify outstanding customer service being reported to corporate.

Education
GE - Residential Energy Auditor , Energy Management and Systems Technology/Technician : Technology 2014 Ashworth College City , State , USA GPA: Delta Epsilon Tau Honor Society, Alumni Society

Delta Epsilon Tau Honor Society, Alumni Society

Undergraduate Certificate in Computer Information Management , Computer Technology/Computer Systems Technology Online Courses : Technology 2010 Ashworth College City , State , USA
Associate of Arts and Sciences (A.A.S : Business Administration, Management and Operations Business Management Club 2009 SUNY Orange City , State , USA

Business Administration, Management and Operations Business Management Club

Skills

- Sales Software: Salesforce.com, TapScan
- CMS: Joomla, WordPress
- Desktop Publishing Software: Photoshop, Illustrator

- Plethora of hardware repair and diagnostic skills
- Experienced Desktop Support and trainer

INFORMATION TECHNOLOGY DIRECTOR

Experience

Information Technology Director

April 1999 to January 2015 Company Name ï¼ City , State

- For the past sixteen years I was a leader of change for the largest law firm in the Central Pennsylvania area with over 275 in office users at 6 locations and over 200 work from home users.
- I was a visionary in regards to technical business operations, responsible for providing professional staff at various locations with efficient, up-to-date, secure and stable voice and data communications on a daily basis within budget.
- The ability to use good judgment, proven technologies and industry standards to balance ease of use with security.
- I am a fast paced leader with the patience to oversee the maintenance of existing systems while at the same time plan the implementation of new technologies in a cost efficient and timely manner.
- I am both a professional team leader and player that has directly managed a staff of seven information technical professionals as well as participating in many project implementation teams and initiatives.
- I am experienced in many of the technical methods, tools and applications used in business operations with the ability to connect multiple offices with highly secure and redundant Internet connections.
- While at the firm I was able to receive better than competitive pricing for the circuits due to the quantity of services required as well as my vendor negotiation skills.
- I have the technical knowledge and experience required for the strategic planning and funding of annual and multi-year business operations.
- My efforts have resulted in a direct costs savings in business operations.
- Most recently, we implemented user provided smart phones and free apps to provide efficient digital dictation and provided mobile capability to access our document management system.
- I have a dedicated work ethic that is required to oversee day-to-day technical business operations updating and upgrading systems in use while at the same time implementing new systems: Upgraded the firms bread-n-butter time and billing financial system several times.
- Upgraded the Word Perfect Application Suite to the Microsoft Office 2000 Suite.
- Upgraded Microsoft Office 2000 Suite to the Microsoft Office 2007 Suite.
- Upgraded the GroupWise Messaging to Outlook Messaging.
- Upgraded the Worldox document management system to Worldox GX3.
- Upgraded the Audix voice messaging to Mutare voice messaging.
- Assisted the Marketing department to implement a firm wide Client Relationship Management (CRM) system.
- Setup up Voice Over Internet Protocols (VOIP) systems at two regional offices.
- Implemented and upgraded many of 100 technical applications and systems used at the firm on an as needed basis to improve efficiency.
- Implemented several mobile applications on attorney personal devices to improve efficiency (VPN connectivity, RDP clients, Dictate digital dictation, Dropbox, Microsoft Office Mobile Suite of applications, Linkedin, Business Card Scanner, Twitter, etc.) The firm experienced minimum unplanned system downtime under my watch and my team and I oversaw and provided training on the many various applications, processes and procedures used in business operations.
- I am an experienced data security officer with the skills and knowledge to ensure data is adequately protected.
- I was the firm's Security Officer and developed the technical security systems and procedures used in business operations.
- It was an interesting responsibility due to the challenges with balancing "ease of use" while ensuring system and data "security." Every year my team and I would oversee a mandatory HIPPA (Health Insurance Portability and Accountability Act) Program Review.
- Every other year my team and I would facilitate a system wide vulnerability audit that included social engineering and vulnerability testing techniques.
- I am an experienced project manager with the skill set, knowledge and interpersonal tools required to ensure the timely and efficient implementation of systems and applications.
- I enjoy the aspects of project management as it involves "cradle to grave" involvement.
- Interacting with the users to determine their technical and budget needs, interacting with vendors, communicating with my peers and self-study to find the right technology to meet the need, testing the application and processes or feasibility and efficiency, documenting the processes and procures involved, preparing user instructions and finally implementing and training users on the new system.
- I appreciate the resources, processes and procedures required to ensure system efficiency and readiness.
- At the firm most applications are hosted at the central office with the regional offices connecting with redundant Ethernet connections, this saves on the cost of having data centers and support staff at each firm location.
- My team and I have also authored the firm's business/continuity/disaster recovery plan for IT applications and systems.
- The firm decided the priority and timeliness of systems and applications to recover.
- I and my team have configured many IT systems to fail over to the backup systems automatically which is barely noticeable to users.
- I served as either the project manager or as a team member in all of the examples expressed in my resume.

Education

Associate's Degree : Computer Information Systems HARRISBURG AREA COMMUNITY COLLEGE Computer Information Systems

Associate's Degree : Business Administration Business Administration

MBA : Leadership Program ELIZABETHTOWN COLLEGE Leadership Program

Various Technical Training Certification Courses and an honorably discharged Air Force Veteran.

Skills

Air Force, attorney, backup, balance, billing, budget, business operations, interpersonal, competitive, CRM, Client, clients, dictation, disaster recovery, document management, Ethernet, fast, financial, GroupWise, Insurance, Internet Protocols, team leader, law, Marketing, Messaging, access, Microsoft Office, office, Microsoft Office 2000, Outlook, negotiation, pricing, processes, project management, Relationship Management,

Scanner, strategic planning, Technical Training, phones, upgrading, VPN, voice and data, VOIP, Word Perfect

INFORMATION TECHNOLOGY SPECIALIST (INFOSEC)

Summary

Retired Information Assurance Systems Security Certification Specialist responsible for managing and monitoring information systems and network security, and information systems security programs in support of the Information Security/Information Assurance mission for U.S. Army Medical Command and Defense Health Agency. Also, served as a clerk typist and secretary.

Highlights

- Self-directed
- Results-oriented
- Time management
- Strong interpersonal skills
- Dedicated team player
- Labor relations

Accomplishments

Increased office organization by developing more efficient filing system and customer database protocols.

Experience

INFORMATION TECHNOLOGY SPECIALIST (INFOSEC) 01/2012 to 11/2015 Company Name City , State

- Interpreted scan results, implemented corrective action, and prepared reports of findings in support of the network infrastructure.
- Worked in coordination with Army Cyber Command and Regional Computer Emergency Response (Army Cyber and RCERT) to support Computer Networks Attacks (CNA) and Computer Network Defense (CND) efforts.

Chief Steward 01/2000 to 01/2012 Company Name City , State

- Defended the interest of the federal employees at Fort Sam Houston, TX.

- Â Assigned cases to stewards based on their skill sets

- Â Managed the receptionist area, including greeting visitors and Â responding to telephone and in-person requests for information.

- Â Prepared employee's rebuttal to grievances.

- Â Organized files, developed spreadsheets, faxed reports and scanned Â Â documents.

- Â Participated in arbitrations, mediations, and Alternate dispute resolutions.

Education

Associate of Science : Business Administration 1980 Richard Bland College City , State Business Administration

Skills

Excellent attention to detail
Fast Learner
Ability to work under pressure
Excellent problem-solving abilities

CUSTOMER SERVICE REPRESENTATIVE

Summary

Recognized for being able to promote exceptional results and productivity from a team of individuals. Six years experience within Contact Center Operations, supervised teams of 20 up to 100 employees. Extensive experience within the Contact Center Operations environment, including daily communications with all levels of leadership supervisor, management. Recognized for ability to multitask and excel at any task assigned, analytical and organizational skills.

Skills

- Microsoft Office
- Verint
- Siebel
- RTA
- Avaya
- Operating Systems
- Vista
- Windows 7
- Windows 8
- Windows 10

Experience

08/2015 to Current
Customer Service Representative Company Name ï¼ City , State

- Handled large call volume while being able to multi task and provide accurate information to the consumers while maintaining a high level of quality of service.

- Keep records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken.

- Confer with customers by telephone or in person to provide information about products or services, take or enter orders, cancel accounts, or obtain details of complaints.

- Refer unresolved customer grievances to designated departments for further investigation.

- Complete contract forms, prepare change of address records, or issue service discontinuance orders, using computers.

09/2014 to 07/2015
Customer Service Supervisor Company Name ï¼ City , State

- Provides supervision and leadership to a team of 20 to 60 customer service representatives and through the various communication channels within operations (telephone, e- mail, written correspondence, and web-chat).
- Met contract specific goals/objectives as required Extensive experience with the Healthcare Marketplace Supervise, develop, and coach CSRs to assure productivity, quality, attendance, and timeliness of work in the completion of assigned projects and departmental goals Maintain daily reports regarding adherence, service level, and staffed hours to assure CSR's and team are meeting contract and department goals Assume leadership responsibility for floor management (including agent placement), department tasks, and contact center incentives Work closely as a team with CSR's, other supervisors, customer service managers, and senior site managers within operational areas of the contact center Complete and deliver employee performance appraisals on a monthly and yearly basis and corrective actions as needed Interviewed and hired qualified candidates for CCO customer service representative as well as performed substantial portion of recruitment for new hire employees (including advertising and job fairs) General Dynamics Information Technology.

10/2013 to 09/2014
Customer Service Representative Company Name ï¼ City , State

- Handled large call volume while being able to multi task and provide accurate information to the consumers while maintaining a high level of quality of service.
- Keep records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken.
- Confer with customers by telephone or in person to provide information about products or services, take or enter orders, cancel accounts, or obtain details of complaints.
- Refer unresolved customer grievances to designated departments for further investigation.
- Complete contract forms, prepare change of address records, or issue service discontinuance orders, using computers.

06/2011 to 10/2013
Customer Service Representative Company Name

- Handled 100 calls a day while being able to multi task and provide accurate information to the consumers while maintaining a high level of quality of service.
- Keep records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken.
- Confer with customers by telephone or in person to provide information about products or services, take or enter orders, cancel accounts, or obtain details of complaints.

- Practiced Conflict Resolution, refer unresolved customer grievances to designated departments for further investigation.
- Complete contract forms, prepare change of address records, or issue service discontinuance orders, using computers.

Education and Training
2013
Associate of Science : Psychology Eastern Kentucky University ï¼ City , State
Skills
administrative, advertising, Avaya, budget, coach, Conflict Resolution, Prepare contracts, clients, customer service, dispatching, e- mail, forms, Information Technology, Inspect, ISO 9001, leadership, materials, Microsoft Office, Operating Systems, developer, performance appraisals, personnel, progress, quality, quality control, recording, recruitment, safety codes, Siebel, supervisory, supervision, telephone, Time Management, Vista, written

INFORMATION TECHNOLOGY SPECIALIST

Summary

Security+ Certified LAN/WAN (T1, Frame Relay, TCP/IP) IAVA Routers/Firewalls/Switches/Wi-Fi/VPN Network and Information Systems Defense Level 1 and 2 Technical Support Cable Systems Installer/Maintainer Imaging/Base lining Current TS-SCI Clearance LOS Line of Sight Radio CPOF/VOIP Videoconferencing Technologies Network and Server Administration Government Security Disaster Recovery/Backups Accomplishments Information Technology Deployed and managed CPN, LOS, SPAWAR, AFN, LAN/WAN Architectures and Active Directory domains for over 50 SIPR/NIPR IS and VOIP subscribers in hostile combat operations Windows 7 integration of over 520 systems throughout the Stuttgart Garrison Command Disaster Recovery/Backup systems prevented loss of critical data Technical Support/Service 3 years experience in high visibility support roles centered on Microsoft technologies and information security Strong understanding of workflow / business process, support roles in organizations Multiple awards for proven performance Management Squad Leader / Shift Leader Strong leadership skills / Excellent interpersonal skills Presentations / Training / Documentation Standard Operating Procedures development

Experience

Information Technology Specialist Company Name

Information Systems Specialist 07/2011 to 12/2012 Company Name City

- Level 1 and 2 Technical Support during Strategic Operations in Stuttgart, Germany for classified and unclassified systems.
- Trained proficiently in Information Assurance security.
- Implemented and sustained satellite and radio communications for all computer based information systems and VOIP.
- Maintained and organized important IT documentation.
- Deployed countermeasures against security breaches.
- Implemented Windows 7 across Garrison units.
- Direct support for Senior Officer Staff.
- Responsible for several million dollars in equipment and for personnel.
- Remedy / Exchange / CPOF / SOFTCau-HARDCau / Organizational Unit Administrator / VPN / FTP / TCP/IP / Firewalls / VOIP / Remote Connectivity / Encryption / Netscreen / Cisco / Tier 2 Helpdesk.

Cable Installer and Maintainer 11/2010 to 07/2011 Company Name City

- Cable installer and maintainer for multiple Army posts in Stuttgart, Germany including 6 months in a combat zone in Africa.
- Extensive knowledge in wiring infrastructure, troubleshooting, Cat 5 and 6, and fiber termination.
- Maintained and organized racks, patch panels, cable trays, switches and routers.
- Working knowledge of terminating, splicing, testing and troubleshooting copper and fiber cable using Fluke Cable Analyzers.
- Accountable for thousands of dollars of equipment to include Fluke Networks Products.

Operator 12/2009 to 11/2010 Company Name City

- at the Defense Messaging Center with primary duties of facilitating Defense Messaging System (DMS) in support of Headquarters, United States European Command (USEUCOM) and other Department of Defense activities.
- Responsible for the operation and maintenance of CP-XP, AMHS, DII Guard and Certificate Workstations in support of DMS, SIPRNET and NIPRNET with the 52d Signal Battalion.
- Perform after hours Network Operations functions to include monitoring SPECTRUM, recall of essential personnel and situational management, and opens, monitors status and closes trouble tickets.
- While reporting and conducting essential missions in high visibility areas.
- Responsible and accountable for over $100 million worth of equipment and repair parts.
- SPECTRUM / AMHS / Customer Support / Defense Messaging System / SIPRNET / Discretionary Access Lists / Trouble Tickets.

Education

Associate of Arts : Business Administration 12 2014 Business Administration
CompTIA Security+ Certified Certification / Oct 2011 Information Technology Specialist Training (25 weeks) US Army / Nov 2009 Information Technology Online Training (223 hours) US Army / Mar 2009-Jan 2012 SIPR/NIPR Access Point (SNAP) Terminal (32 hours) Certification / June 2011 Fiber Optic Connectors and Splicing Basic Installation Course (40 hours) Certification / Aug 2010

Skills

Army, Basic, Cable, Cat 5, Cisco, Encryption, Customer Support, documentation, Firewalls, FTP, information systems, Information Technology, Messaging, Access, Exchange, Windows 7, monitors, Network, Networks, Oct, Organizational, personnel, radio, reporting, routers, Strategic, switches, TCP/IP, Technical Support, troubleshooting, VOIP, VPN, wiring

Additional Information

- Awards Honorable Discharge, United States Army National Defense Service Medal Global War On Terrorism Service Medal Army Service Ribbon Overseas Service Ribbon Army Superior Unit Award Army Good Conduct Medal Numerous Certificates of Achievement and Coins of Excellent

INFORMATION TECHNOLOGY SPECIALIST

Professional Summary

Experienced network professional with outstanding success rate at installing and supporting critical, multi-site networks. Proven ability to manage all phases of network installation and administration. Adept at analyzing business requirements and crafting technical network solutions. Possess excellent written and verbal communication skills and knowledge of the latest advances in technology. Network Administrator talented at resolving highly technical issues efficiently to maintain uptime and increase productivity levels.

Skills

- Remote access support
- Systems analysis
- Preventative maintenance expert
- Data backup and recovery systems
- Wireless Access Point
- Performance testing
- User account creation
- Superb interpersonal skills
- Antivirus and spam blocking
- VPN configurations
- LAN and WAN expertise

Work History

Information Technology Specialist , 08/2012 to Current
Company Name â€" City , State

- Provides outstanding support to mission partners and other customers.
- Responds to customer calls and touch labor requests.
- Ensures the confidentiality, integrity, and availability of systems and data available on the LAN.
- Troubleshoots hardware and software components and manages the testing, installation and configuration of software.
- Performs daily security inspections of entire DECC facility to include all secured and controlled areas.
- Identifies and mitigates all security vulnerabilities and coordinates with Security manager.
- Coordinates with, and escorts all DECC visitors in secure areas and ensures only authorized personnel and equipment are permitted in controlled/ secure areas.
- Enclave LAN administrator for DECC Warner Robins.
- Ensures all administrative LAN and automated data processing equipment used by personnel is maintained and fully operational.
- Plans and coordinates the installation of new software and network infrastructure equipment.
- Monitors network performance and performs diagnostics to identify and resolve connectivity issues.
- Appointed alternate Ticket Manager.
- Assigns and track incident status.
- Ensure all incidents are being worked and are completed within the allotted time.
- Escalates and forward all incidents for further evaluation if needed.
- Implemented and coordinated a complete technology refresh of DECC ADPE.
- Ensuring all staff was properly equipped to support the DECC mission.
- Spearheaded the DECC's migration from the Admin Enclave network over to the DISANet network with minimal impact to DECC personnel.
- Provides outstanding support to mission partners and other customers.
- Develops plans and designs for network modifications and enhancements Interfaces with vendors to ensure appropriate resolution during network outages or periods of reduced performance.
- Troubleshot and maintained all networking devices and infrastructure across the enterprise including switches, routers and firewalls.
- Troubleshot and maintained all networking devices and infrastructure across the enterprise including switches, routers and firewalls.
- Documented all server and network problems and other unusual events in detail.
- Upgraded and expanded network systems and their components.

Computer Systems Administrator , 12/2007 to 08/2012
Company Name â€" City , State

- Deploys computer systems and other hardware throughout the base.
- Performs new and replacement desktop and laptop imaging for users.
- Troubleshoot and correct local desktop firewall issues, and antivirus updating issues.
- Performs upgrades, installation of software and drivers, and essential desktop troubleshooting.
- Team lead on deployment of over 150 SIPRNET workstations.
- Tasked primary administrator for all SIPRNET support in zone.
- Performed security scans on classified systems and collaborated with the Information Assurance team to mitigate vulnerabilities and breaches.
- Install and configure hardware/software to meet end-user needs.
- POC for all installs and upgrades of the Cargo Management Operations System.
- Provide desktop support and uses various utilities to trouble-shoot, repair, and check configuration of desktops.
- Install and configure network and pc attached printers to include Brother, Hewlett-Packard and Xerox multifunction printers.
- Troubleshoot/Diagnose end-user network connectivity and bandwidth issues, and DHCP scope issues.
- Diagnose and correct workstation performance issues.
- Maintain network and computer system security and ensure that all systems are operating correctly.

- Imaged and deployed over 300 laptop and desktops for customers throughout Robins AFB.
- Restored data, operating systems, files, documents and drivers.

Information Assurance/Network Security , 01/2006 to 12/2007
Company Name â€" City , State

- In-depth experience in multiple environments developing, implementing, and maintaining secure networks.
- Duties ranged from installing and maintaining workstations to managing base boundary exception system.
- Distributed, monitored, and maintained Time Compliance Network Orders, threat bulletins, and advisories generated by the AF Computer Emergency Response Team.
- Responsibilities/Accomplishments

Helpdesk Technician , 05/2004 to 01/2006
Company Name â€" City , State

- Responsibilities included working with end users to resolve issues relating to Operating System issues (Win9x, NT, and Win 2000), Network Connectivity, TCP/IP configuration, upgrades, MS Office products and Internet connectivity.
- Responded to customer issues, provided technical support, and monitored Network Control Center system supporting 25,000 customers.
- Created/maintained user accounts, email boxes, distribution lists, and access permissions.
- Installed programs, performed upgrades, and applied security patches as necessary.
- Isolated faults and degradations to determine cause.
- Maintained security and integrity of secure domains from unauthorized access.

Education
Bachelor of Science : Computer Information Systems , 2002
Jacksonville University - City , State
Computer Information Systems
Certifications
CompTIA A+ CompTIA Security+ STI Certified Help Desk Professional
Skills
A+, Active Directory, administrative, antivirus, C, Client and Server, Compaq, Hardware, Client, data processing, Dell servers, desktops, DHCP, documentation, drivers, email, firewall, Ghost, Help Desk, Hewlett-Packard, IBM, imaging, Information Systems, Internet connectivity, LAN, Team lead, managing, McAfee, access, Microsoft Exchange, MS Office products, Microsoft Office Suite, Windows 7, Win9, Windows 2000, 2000, Win 2000, Windows 95, 98, NT, Windows NT, migration, Monitors, Enterprise, network administration, network security, Network, Networking, networks, Norton Antivirus, operating systems, Operating System, peripherals, personnel, policies, printers, Various printers, processes, risk management, routers, switches, Symantec, TCP/IP, technical support, desktop support, Troubleshoot, trouble-shoot, troubleshooting, upgrades, Utilities, Vista
Additional Information

- Security Clearance TSCI - Top Secret Security Clearance

INFORMATION TECHNOLOGY CERTIFIED TECHNICIAN

Summary

Over Nineteen years of experience in Information Technology.Information Technology professional with well-developed interpersonal, communication, organizational and presentation skills. Solutions-focused, team oriented Senior Technical Support Analyst with broad-based experience and hands-on skills in the successful implementation of highly effective desktop support operations. A broad understanding of computer hardware and software, including installation, configuration, management, trouble-shooting, and support. Extensive experience with HP products to include Desktop, Laptop, high-end MFP devices and Web JetAdmin, Areas of direct expertise include Project Coordination & Design, In-depth Technical Support, Corporate Desktop Support, Microsoft OS experience including installations-configuration-imaging, migration, and registry editing. Network and Citrix experience. Recommendations listed on Roz Arasmo - Estee Lauder Companies, Inc., Human Resources Administrator It is with great pleasure do I take this opportunity to write this recommendation on such an extra ordinary individual who is not only an awesome person to know but a wonderful colleague as well. During the almost ten (10) years of knowing Bill, he has not only displayed a great talent within the IT organization at Estee Lauder, but has distributed excellent skills and customer service to everyone throughout the company. He is extremely well thought of from every level of management to Senior management. His dedication and diligent to excellence has proven superior time and time again. When called upon he demonstrates top support in a timely and professional manner not to mention that he completes his tasks thoroughly with accuracy never having to be called back again for the same issue. We have been privileged to have such an awesome professional within our organization. _____

Lorilee Dickson - Director, Change Management and Communications at Estee Lauder Bill is a diligent and hard-working professional with excellent customer service skills and exceptional knowledge of the IT industry. Each time I requested support, he was quick to respond and completed each request completely and with urgency. His thorough approach and attention to detail are an added bonus to the computer support he provides on a regular basis.

Skills

years' experience) Security+ (Intermediate, 12 years' experience) Customer Service (Expert, 20+ years' experience) Networking (Intermediate, 10 years' experience) Internet Explorer Symantec Antivirus (Intermediate, 9 years' experience) Windows 7 (Intermediate, 2 years' experience) Series 7 (Beginner, 20+ years' experience) XP (Advanced, 6 years' experience) DOS (Intermediate, 20+ years' experience) Windows 8.1 (3 years 'experience), IP Mac OS (Beginner, 2 years' experience) iPhone (Intermediate, 2 years' experience) iPad (Intermediate, 2 years' experience) User Interface Writing (Intermediate, 12 years' experience) Troubleshooting (Advanced, 20+ years' experience), IT Operations (Intermediate, 8 years' experience)

Accomplishments

- Jose Miguel Morales - VP Security Engineering January 24, 2003 To Whom It May Concern, The intent of this letter is to express my professional regards for Mr.
- William Hale.
- I have known Mr.
- Hale for over a year in academic milieu.
- During this period I have had the pleasure of being associated with one of the finest people that anyone could ever come in contact with.
- William's technical and professional prowess has accorded him the highest regards from his peers.
- He has a thorough understanding of the job requirements and how to accomplish corporate goals without sacrificing individual creativity.
- William is not only a success in his career, but is always interested in the betterment of his fellow man.
- I have observed him many times in the process of accomplishing things that truly are representative of a person with a strong family and moral convictions.
- William is a man that can wear many hats, and his humbleness allows him to be a good server, and at times adapt to the position of a leader.
- I am deeply impressed by Mr.
- Hale and recommend him unhesitatingly.
- I am confident that, if selected for your vacancy, he would provide the same high level of service and commitment.
- Sincerely Yours, Jose' M.
- Morales [Electronic Signature] Jose Miguel Morales, VP Security Engineering http://www.semperfiglobal.com.

Experience

Information Technology Certified Technician 03/2010 ï¼ Current Company Name

- Desktop support, software/hardware installations and configurations for Manhattan area.

Senior Technical Support Technician 01/2006 ï¼ 01/2011 Company Name
Senior Desktop Support Analyst

- responsible for software & hardware assets for company.
- Dedicated technician to 500+ end users.
- Senior Technician for SAP Project 2006-2010.

Education and Training

2017 Computer Career College - MCSE,CNA, A+,CNA, Information Technology : City University of New York - CIS - Computer and Information Systems Security / Information Assurance Computer and Information Systems Security / Information Assurance
1987 Rollins College - Finance Finance
1962 Certifications MCSE, MCP, CNA, Comptia A+, A+Network, A+ Security, HIPPA, Series 7,63,24 Microsoft, Comptia, Novell, SEC Series 7,63,24 : Hofstra College - Business Administration Business Administration

Certifications

Technical Support (Advanced, 20+ years' experience) Training (Advanced, 15 years' experience) Microsoft Office (Advanced, 11 years' experience) Hardware Support (Advanced, 20+ years' experience) Hardware Diagnostics (Advanced, 20+ years' experience) Hardware Installation (Advanced, 20+ years' experience) Software Documentation (Advanced, 10 years' experience) Enterprise Software Organization (Intermediate) CompTIA A+ Certification (Advanced, 12

Skills

A+, A+ Certification, Antivirus, CNA, Hardware, Hardware Installation, Customer Service, DOS, Hardware Support, Information Technology, Internet Explorer, IP, Mac OS, MCP, MCSE, Microsoft Office, Windows 7, Windows 8.1, Enterprise, Network, Networking, Novell, SAP, Software Documentation, Symantec, Desktop support, Technical Support, Technician, Troubleshooting, User Interface

STAFF ASSISTANT

Professional Summary

Highly organized and detail-oriented Staff Assistant with more than 14 years experience supplying thorough, organized administrative support to10+ senior executives.

Skills

- 75 WPM typing speed
- Excellent communication skills
- Articulate and well-spoken
- Accurate and detailed

Advanced clerical knowledge
HIPAA compliance
Advanced clerical knowledge
Works well under pressure

Work History

STAFF ASSISTANT 08/2007 to Current
Company Name â€" City , State

- Currently working at the Office of Information Technology.
- Responsible for providing support to Richard Biever, CISO and his staff.
- Primary duties include: calendaring and scheduling responsibilities using dCal, Lotus Notes or shared calendaring systems, including scheduling multiple complex meetings in separate calendaring products for various staff members concurrently; telephone screening/triage which involves interviewing callers, answering questions concerning departmental or divisional activities, transmitting instructions and/or information to and from staff members, making proper referrals as necessary; preparing materials and making arrangements for conferences and travel, including preparing travel expense summaries and reconciliations; preparing necessary documents for supervisor's use in meetings; attending meetings to take minutes; coordinating monthly staff leave reports; clearing procurement cards receipts in PARIS; serving as liaison with external vendors and OIT constituents; support audio/visual capable conferences and meetings by training users and providing assistance with A/V electronics operation.
- Backup duties include: ordering and managing inventory of office, conference room and break room supplies as needed; distributing departmental mail; providing coverage for the ATC reception desk, including lunches, breaks and scheduled and unscheduled absences of the OIT receptionist; Secondary duties include: screening AVP's, Directors' and/or Managers' mail and documents as requested, determining relevance, prioritization, etc., based on content of communication and knowledge of departmental programs and activities; and organizing and maintaining divisional or departmental files.
- Use of computer, copier, fax and multi-line telephone.
- Planned and coordinated logistics and materials for board meetings, committee meetings and staff events.
- Created detailed expense reports and requests for capital expenditures.
- Ordered and distributed office supplies while adhering to a fixed office budget.
- Coordinated domestic and international travel arrangements, including booking airfare, hotel and transportation.
- Managed office supplies, vendors, organization and upkeep.
- Directed guests and routed deliveries and courier services.
- Answered and managed incoming and outgoing calls while recording accurate messages.
- Opened and properly distributed incoming mail.
- Greeted numerous visitors, including VIPs, vendors and interview candidates.
- Helped distribute employee notices and mail around the office.
- Assisted with event planning, including associated travel and logistical arrangements.
- Assessed urgency and priorities before accepting or declining appointments and meetings with the CEO.
- Screened all visitors and directed them to the correct employee or office.
- Obtained signatures for financial documents and internal and external invoices.
- Coordinated, scheduled and arranged meeting and travel calendars, including business and social events.
- Coordinated board and committee meetings, including schedules and information preparation and distribution.

RECEPTIONIST 09/2006 to 08/2007
Company Name

- Responsible for answering and directing incoming calls, disbursing parking passes and visitor's badges, greeting visitors, accepting and disbursing incoming packages, leave tracking, maintaining telephone directory, and providing support to Staff Assistants.
- Use of computer, copier, fax and multi-line telephone.
- DEPUTY CLERK Employed
- Ordered and distributed office supplies while adhering to a fixed office budget.
- Managed office supplies, vendors, organization and upkeep.
- Directed guests and routed deliveries and courier services.
- Answered and managed incoming and outgoing calls while recording accurate messages.
- Opened and properly distributed incoming mail.
- Greeted numerous visitors, including VIPs, vendors and interview candidates.
- Maintained a clean reception area, including lounge and associated areas.

Legal Secretary 01/2000 to 01/2003
Company Name â€" City , State

- Responsible for preparation of court motions and orders, customer service,.

- billing /accounting and extensive communications with the courts and other law offices.
- Answered and managed incoming and outgoing calls while recording accurate messages.
- Greeted numerous visitors, including VIPs, vendors and interview candidates.
- Screened all visitors and directed them to the correct employee or office.
- Obtained signatures for financial documents and internal and external invoices.

Deputy Clerk 2003 to 2006
Company Name â€" City , State

- Responsible for the filing, preparation and maintenance of court files.
- Completing and filing Warrant in Debts (300+ per month), completing and filing Garnishments (150+ per month), collecting court fines and costs, data Entry (70+ wpm) and court room support to the Judge.
- Use of multi-line telephone, fax, copier and computer court system.
- LEGAL SECRETARY.
- Obtained signatures for financial documents and internal and external invoices.
- Coordinated board and committee meetings, including schedules and information preparation and distribution.
- Planned and coordinated logistics and materials for board meetings, committee meetings and staff events.

Education
Associate of Arts : General Studies 1 2000 Southwest Virginia Community College - City , State General Studies
Course work in Finance
Course work in Administration
Skills
accounting, audio, Backup, billing, conferences, content, customer service experience, customer service, data Entry, Data Entry, directing, electronics, fax, filing, Information Technology, inventory, law, LEGAL, Lotus Notes, managing, materials, meetings, Excel, Exchange, mail, Office, Microsoft Word, multi-line telephone, multi-tasking, organizing, copier, procurement, receptionist, reception, scheduling, supervisor, telephone, 70 wpm
Additional Information

- Letter of recommendation available upon request.

INFORMATION TECHNOLOGY SPECIALIST

Career Overview

Temporary/Permanent Service Representative PROFILE: Professional and personable in relating to customer and coworkers, over 10 years' experience in customer relations, excellent verbal and written communication skills. Dependable, responsible contributor committed to excellence and success. Efficient problem solver with excellent decision-making, organizational, and interpersonal skills; able to effectively communicate with customers of all socioeconomic levels. Knowledge of principles and processes for providing customer and personal services; including customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction. Analytical thinker, relentless researcher and an experienced problem solver. Adaptable and able to work under pressure and remain productive in a fast-paced environment. Trained team members Ability to take charge with little to no guidance Excelled as a leader when in charge Trained in management procedures, analyzing data and the principle of business Communication Excellent interpersonal and social skills; experienced in successful team collaboration to achieve goals Effective oral communications using a phone, individual, group, training, facilitating & presentations Efficient written communications utilizing report writings, developing presentations, through emails and policies & procedures Customer Service Ability to resolve problems in a timely manner Professional and personable in relating with clients and coworkers Ability to remain calm, patient, and productive in a fast-paced environment Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction

Qualifications

Microsoft Office, Word, Excel, PowerPoint, & Outlook. Microsoft Operating System Proficient in Remedy and IBM ticketing system

Work Experience

February 2013
to
December 2013
Company Name

- Windows 7 Support desk Technician 40+ hours per week Houston, TX $28,800 per year Supervisor: Laura Burke Dallas-based CompuCom Systems, Inc.
- is a leading provider of end-user enablement, customer service, service experience management, and cloud technology services to Fortune 100 companies.
- CompuCom partners with enterprises to develop smarter ways they can work grow and produce value for their business and provide excellent customer service.
- Served as a Windows 7 Customer Support agent for Cigna Health Care Provided customer service support to 35,000 Cigna Health employees after Windows 7 migration Handled inbound phone calls that involved a variety of requests and inquiries Helped customers solve a wide variety of technical support issues Technical support issues involved installing software and hardware for a specific programs Offered suggestions that provided a more complete solution to the customers' needs Handled both high and low volume of calls in both English and Spanish Used good communication skills, problem solving skills, and all available tools to resolve all issues Provided excellent customer service quickly and efficiently.

October 2010
to
August 2012
Company Name Information Technology Specialist

- 40+ hrs per week Heidelberg Germany $40,000 per year Supervisor: Maurice William Information technology specialists are responsible for customer service for unit members and key leadership, maintaining, processing and troubleshooting military computer systems/operations.
- Provide customer and network administration services Maintain hardware, software and network Preformed general clerical duties such as typing, answering phones, filing, record keeping and maintaining military equipment Executed duties under little to no supervision Helped unit members solve a wide variety of technical support issues Technical support issues involving installation of software/hardware for specific programs.

May 2007
to
October 2010
Company Name Maintenance Supervisor

- 40+ hrs per week Heidelberg Germany $40,000 Supervisor: Wendy McDermott The wheeled vehicle mechanic is primarily responsible for supervising and performing maintenance and recovery operations on wheeled vehicles and associated items, as well as heavy-wheeled vehicles and select armored vehicles.
- Supervise and perform field and sustainment maintenance on wheeled vehicles and construction equipment Supervise recovery operations on wheel vehicles and related activities including electrical wiring harness system repair/maintenance Inspecting, servicing, maintaining, replacement, adjusting and testing of wheeled vehicles and material handling equipment systems, subsystems and components Performed management or stock record/warehouse functions pertaining to receipt, storage, distribution, and issued and maintained equipment records and parts Reviewed and verified quantities received against bills of contracts, purchase requests and shipping documents and raised the quality and accuracy of performance, cost, and parts through improved maintenance management.

April 1998
to

February 2003
Company Name Team Leader

- Infantryman 40+ hrs per week Schofield Barracks, HI $28,000 per year Supervisor: Tony Cata The infantry is the main land combat force and backbone of the Army.
- They are responsible for defending our country against any threat by land, as well as capturing, destroying and repelling enemy ground forces.
- Perform as a member of a fire team during drills and combat Aid in the mobilization of vehicles, troops and weaponry Assist in reconnaissance missions Process prisoners of war and captured documents Use, maintain and store combat weapons (e.g., rifles, machine guns, antitank mines, etc.) Maintained the records and maintenance for military weapons.

Education and Training
October 2014
DeVry University City , State Bachelors of College of Business Management : Technical Management GPA: Graduation with Distinction GPA: 3.0
Technical Management Graduation with Distinction GPA: 3.0
Principles of Management Project Management
Interests
U.S Veterans Preference: 10 Points Military Serves: 05/2007 - 08/2012, Honorable Discharge Military Serves: 04/1998 - 02/2003, Honorable Discharge Security Clearance: Secret inactive Special Hiring Authorities: VEOA, VRA, 30% or Greater Service Connected Disabled Veteran & Schedule A Hiring Authority.
Skills
Army, clerical, good communication skills, hardware, Computer Knowledge, contracts, excellent customer service, customer service, Customer Support, electrical wiring, English, filing, IBM, Information technology, leadership, mechanic, Excel, Microsoft Office, Outlook, PowerPoint, Windows 7, Word, migration, weapons, Multi-tasking, network administration, network, Operating System, problem solving skills, Project Management, quality, record keeping, shipping, Spanish, Supervisor, supervising, supervision, Technical support, Technician, answering phones, phone, troubleshooting, typing
Additional Information

- Citizenship: U.S Veterans Preference: 10 Points Military Serves: 05/2007 - 08/2012, Honorable Discharge Military Serves: 04/1998 - 02/2003, Honorable Discharge Security Clearance: Secret inactive Special Hiring Authorities: VEOA, VRA, 30% or Greater Service Connected Disabled Veteran & Schedule A Hiring Authority.

ADMINISTRATOR OF INFORMATION TECHNOLOGY

Summary

Advanced Desktop Support Lead/Manager with 14 plus years of experience in the Information Technology field providing Tier II - III technical support. I have demonstrated highly advanced troubleshooting techniques in resolving end-user issues with swift efficiency and going above and beyond SLA. 15 plus years of experience working with United Senate end-users across multiple technological platforms.

Experience

Company Name Administrator of Information Technology
City

- January 17th 2007- Present).
- Research, implement and support new technologies in support of developing public policy implement and support of 175-person infrastructure upgrades Train technical and general staff in support processes and troubleshooting techniques Establishes system specifications by conferring with users; analyzing workflow, access, information, and security requirements; designing system infrastructure.
- Establishes system by planning and executing the selection, installation, configuration, and testing of PC and server hardware, software, LAN and WAN networks, and operating and system management systems; defining system and operational policies and procedures.
- Maintains system performance by performing system monitoring and analysis, and performance tuning; troubleshooting system hardware, software, networks and operating and system management systems; designing and running system load/stress testing; escalating application problems to vendor.
- Secures system by developing system access, monitoring, control, and evaluation; establishing and testing disaster recovery policies and procedures; completing back-ups; maintaining documentation.
- Prepares users by designing and conducting training programs; providing references and support.
- Upgrades system by conferring with vendors and services; developing, testing, evaluating, and installing enhancements and new software.
- Meets financial requirements by submitting information for budgets; monitoring expenses for the entire Leadership conference.
- Protects organization's value by keeping information confidential.

Company Name United States Senate Network Support Engineer
City

- August 17th 20004 -2006).
- Integrated, selected and developed procedures to support 3rd party.
- Provided support for software, printing, and network access issues to entire Senate community.
- Provided senior level support to internal Help Desk operations.
- Worked on integrating with 3rd party software.
- Responsible for installation, configuration and support of Capitol Correspond sql database.
- Trouble shooting with HP printer issues.
- Worked on connecting and configuring PC's, and NT servers to the network.
- Assure that H/W and software are working smoothly within the environment.
- Provide desktop support in a cross-platform environment Support the ongoing development and maintenance of local area network Support effective security systems.
- Back-up systems and updates.
- Perform special projects as needed.
- Identify, research, and recommend solutions on technical issues as needed.

Company Name United States Senate Software Specialist
City

- August 15th 2000 -2004).
- Provides client site level 2 support of capitol Correspond database management software running on MS SQL database.
- Responsible for installation, configuration and support of Capitol Correspond SQL database.
- Provided client training for the use of Capitol Correspond Database.
- Trouble shooting with MS SQL, and troubleshooting printer issues.
- Provided client training for the use of Capitol Correspond Database.
- Worked on connecting and configuring PCs, and NT servers to the network.
- Provide desktop support in a cross-platform environment Support the ongoing development and maintenance of local area network Support effective security systems.
- Back-up systems and updates.
- Perform special projects as needed.
- Identify, research, and recommend solutions on technical issues as needed.

Education

AMERICAN MILITARY UNIVERSITY 2014 Master of Arts : National Security Studies Cyber Security National Security Studies Cyber Security

AIR FORCE AIR COMMAND AND STAFF COLLEGE 2013 State Graduate Certificate: Aerospace, Cyberspace and Joint Professional Education.

MARYMOUNT UNIVERSITY 2007 Master : Science Computer Information Systems Management City , State Science Computer Information Systems Management

MARYMOUNT UNIVERSITY 1999 Bachelor of Science : Computer Information Systems City , State Computer Information Systems
MCAFEE CYBER INSTITUTE Certified Cyber Intelligence Professional (CCIP). 2016

Professional Affiliations

Member of the Delta Epsilon Sigma Honor Society Member of Intelligence and National Security Alliance. Member of the Senate Information Security IT group. Member of Council for Emerging National Security Affairs. Member of Partnership for Secure America.

Publications

Congressional Scholar Certificate: Security Policy. CompTIA A+, Network+ Security+ (2016)

Languages

Arabic (fluent)

Skills

Arabic, Back-up, budgets, hardware, client, Database, database management, designing, disaster recovery, documentation, financial, Help Desk, HP, local area network, LAN, Leadership, access, 2000, network, networks, NT servers, PC's, policies, printer, processes, Research, sql, MS SQL, desktop support, training programs, Trouble shooting, troubleshooting, Upgrades, WAN, workflow

INFORMATION TECHNOLOGY INSTRUCTOR

Summary

Seventeen years experience in the information technology field. Seven years experience in curriculum design and computer based training development. Group and project management experience for over twelve years. Advanced problem solving skills and expertise. Advanced customer service training and experience Curriculum Data Analysis Other Â· Curriculum design Â· Advanced Data Analysis Â· Student counseling Â· Learning analysis Â· Market analysis Â· Customer service training Â· Advanced planning Â· Training success evaluation Â· Team building Â· Articulation and development Â· Quantitative project analysis Â· Project management Â· implementation Â· Qualitative project analysis Â· Advanced conflict resolution Â· Evaluation Â· Advanced user experience Â· Market driven planning expertise Â· Computer based training design data analysis

Highlights

Media Design Productivity Other Â· Photoshop Â· Microsoft Â· Network Management Â· Premier Â· Word Â· Novell Console 1 Â· Illustrator Â· Excel Â· Microsoft Networking Â· InDesign Â· Powerpoint Â· Cable Wiring Standards Â· Flash Â· Project Â· Machine Hardware Â· Dreamweaver Â· Outlook Â· Windows OS installation & Â· Fireworks Â· iLife Repair Â· Soundbooth Â· Pages Â· Mac OS Installation & Repair Â· QuarkXpress Â· Numbers Â· Virtualization Â· Camtasia Â· Keynote Â· Parallells Â· HTML Coding Â· iMovie Â· VMware, Desktop & Fusion Â· PHP / Database connection Â· iPhoto Â· Course Management Software

Experience

Information Technology Instructor .... Jan 2012 to Current
Company Name ï¼ City , State

- Manage student learning needs.
- Create Curriculum for IT Program.
- Manage two part time instructors.
- Teach three classes of twenty-two students each class per day.
- Manage open entry/open exit curriculum for all training in the program.
- Verify training outcome reports to maintain COE standards.
- Data metric analysis of student progress throughout the course.
- Answer questions of potential students and parents.
- Review and update training standards as needed.
- New curriculum development according to market requirements Customer service training tailored towards IT students Partner with fellow instructors to provide cross training and student interaction Work with student services to assure student success Counsel students on learning methods and methods for improvement.

Help Desk Manager Â Campus D .... Jan 2010 to Jan 2012
Company Name ï¼ City , State

- Manage incoming troubleshooting calls from four state agencies.
- Assisted help desk staff members in resolving customer requests with first call resolution.
- Create and specify computer standards for the Utah Dept.
- of Health.
- Trained fourteen help desk staff members on help desk phone client installation and usage.
- Software management for Dept.
- of Health.
- Manage new user creation procedure for state departments of Health & Natural Resources.
- Created new user training documentation for thirty help desk staff members in the State of Utah.
- Provide remote control support for customers throughout the state.
- Customer friendliness reported on several occasions to management staff, commended for ability to teach customer how to utilize their technology more effectively.

Media Designer .... Jan 2009 to Jan 2010
Company Name ï¼ City , State

- Prepare training curriculum for preparedness trainings.
- Designed eighteen computer based training courses for the department of Health's management staff training over one hundred managers providing significant cost savings.
- Coordinated information technology needs for fifty preparedness staff members.
- Designed cover art and the multimedia presentations to give trainees after sessions, prepared over one thousand take home packets for various trainings.
- Served as technical lead staff member for the Utah Department of Health's training and education center.

Technical Support Specialist .... Jan 2002 to Jan 2009
Company Name ï¼ City , State

- Provided advanced level technical support for department staff in computer repair and service.
- Inventory control for department of health hardware.
- Created Technology standards for division of Health systems improvement.
- Served on advisory committee for mobile device policy creation.

- Updated department travel system from paper to online.

Education

Masters of Education , Learning & Technology 2012 Doctorate of Education; Higher Education, Ed.d ....Concordia University
M.Ed. .... Western Governor's University Learning & Technology
Bachelor of Science , Information Technology Management Information Technology Management
B.S. .... 2010 Western Governor's University
Associate of Applied Science , Multimedia Technologies Multimedia Technologies
A.A.S .... 2003 Utah Valley University

Skills

Photoshop, Premier, art, Cable, Hardware, computer repair, curriculum development, client, Customer service training, Database, Department of Health, documentation, Dreamweaver, Fireworks, Flash, help desk, HTML Coding, Illustrator, InDesign, information technology, Inventory control, Mac OS, market, Excel, Microsoft Networking, Outlook, Powerpoint, Windows OS, Word, multimedia presentations, Natural, Network Management, Novell, PHP, progress, QuarkXpress, staff training, technical support, user training, phone, troubleshooting, Wiring

IT TECHNOLOGY SPECIALIST

Professional Summary

Analyst with extensive experience in Information Technology. Proficiencies include trouble shooting hardware and software issues. ExperiencedÂ Service techÂ with excellent client and project management skills. Action-oriented with strong ability to communicate effectively with technology, executive, and business audiences.

Core Qualifications

TCP/IP, Network monitoring and tools, storage management, knowledge of desktop support procedures and active directory, skilled in software and Microsoft operation installation and maintenance, working knowledge with Windows 2000, 2003 & 2008 Server install, Microsoft office 2000 through 20010 applications software, Windows XP, Vista, 7 and 8 pc and lap top install and management. Professional installation and upgrades, Network Security and protection measures, networking cable patch panel install, testing and layout, fiber optic installation, testing and lay. Web development and design using software front page, html and python applications.

Experience

IT Technology Specialist 09/2015 to 04/2016 Company Name City , State

- Monitored multiple databases to keep track of all company inventory. Successfully led key projects which resulted in [positive outcome] . Provided onsite training. Provided Tier1 & Tier2 level support;.
- Perform Tier 3 level support to customers on operational or maintenance aspects of system equipment.
- Perform service, repair and/or install of company products including system hardware, software, PCs and POS equipment.
- Perform general maintenance, repair computer systems and peripheral equipment.
- Replace and install cable (cat5) network cable.
- Managed and trouble shoot telecom phone system.

Field Service Tech 03/2014 to 04/2015 Company Name City , State

- Level 1 Field Service Tech Provided Tier1 & Tier2 level support; Perform Tier 3 level support to customers on operational or maintenance aspects of system equipment.
- Perform service, repair and/or install of company products including system hardware, software, PCs and POS equipment.
- Perform general maintenance, repair computer systems and peripheral equipment.
- Replace and install cable (cat5) network cable.

Information Technology Specialist 08/2010 to 09/2006 Company Name City , State

- Provided hardware support related to pc, lap tops, note books technical issues, software application and OS issues.
- Assists clients with recommending, scheduling and implementing system hardware and/or software upgrades based on needs and anticipated growth.
- Set up and maintained active directory requests, setup network ids/email accounts and remote desktop support for specific client.
- Offered assist for website design, layout and hosting.
- Offered residential customers technical support with hardware and software issues related to hard drives, power supply replacements and virus removal.

Information Technology Specialist 09/2006 to 08/2010 Company Name

- Conducted analysis to addressÂ network issuesÂ which led to install of a T1 line. Monitored multiple databases to keep track of all company technology inventory.Â Provide trouble shooting support in matters related to computer hardware and software issues.
- Identify any computer architectural requirements; establish and upgrade systems; maintain installation records; improve system performance; maintain technical knowledge.
- Set up and maintain local area network using cable layout and fiber optic connections.
- Configure and trouble shooting routers, pix, Domino Server and Microsoft Windows 2003 Server.
- Oversee staff related issues related to computer upgrades, hardware problems, virus, email accounts/ network ids, remote desktop support and training.
- Develop policies and procedures for internet access and antivirus installations.
- Communicate effectively with end users, vendors and upper management.
- Trained end users in office applications and security issues.
- Managed all pc hardware and software office applications and installations at the local branch offices, feed mills and truck shop in the Laurinburg, Bladenboro, Tar heel and Nichols S.C.
- locations.

Education

Bachelor of Science : Business Management August-05 National American University City , State Business Management
Associate/Degree : Business Computer Programming May-92 Robeson Community College Business Computer Programming

CERTIFICATIONS

- Comptia Network February-14.
- Comptia A February-14.

Skills

active directory, antivirus, C, cable, cat5, computer hardware, hardware, client, clients, email, front page, hard drives, hardware support, html, ids,

internet access, local area network, layout, Domino, office applications, Microsoft office 2000, Windows 2000, Microsoft Windows 2003 Server, Windows XP, Network Security, Network, networking, OS, all pc hardware, phone system, Develop policies, POS, power supply, python, routers, scheduling, TCP/IP, technical support, desktop support, telecom, tops, trouble shooting, upgrades, upgrade, Vista, website design, Web development and design

DATABASE PROGRAMMER/ANALYST (.NET DEVELOPER)

Summary

Software Engineer with 2 years in Web Developer specializing in front end development. Proficient in Software Development Life Cycle (SDLC) and SRUM AGILE methodologies of development process to produce software solutions by team. Involved in designing, planning, developing and implementing Microsoft .Net based solutions that meet quality and code standards using C#, ASP.Net, ASP.Net MVC JavaScript, jQuery, CSS, Bootstrap CSS, HTML, XML and AJAX. Strong experience in data retrieval and manipulation using ADO.Net data objects such as Dataset, Data Reader, Data list, Data Adaptor, Entity Frame work. Good experience in writing Class Library using C# , LINQ to SQL queries in Database Access layer to interface with SQL Database. Worked extensively with .Net Server Controls, Web User Controls, Data Grid, Web Control, Form Validation Controls and created Custom controls. Worked on creating and modifying Table Definitions, stored procedures in SQL Database. Modified and written web services using C# to interact with the other applications so data can be served. Used Red Gate SQL Compare to deploy database from one server to another server (Dev -> Test/QA).Worked on .NET security features such as Form-Based Authentication and Role-Based Authorization. Used various ASP.Net client side and server validation Controls, used JavaScript for client side validations. Involved in bug fixes and production support. Worked closely with Scrum Master for backlog catalogs, feature catalogs and prioritized the tasks Participated in daily scrums and weekly meetings with the project sponsors to meet expectations and deadlines Interact with QA to ensure the defects are properly cleared to attain the quality standards Providing demos to the QA team at the end of the sprint to push for its final stage. Worked with cross-functional teams to meet project.

Highlights

- C#, Java, VB.Net, C, C++
- ,.Net Technologies: .Net Framework 4.0/4.5, ASP.Net, ASP.NET MVC, VB.Net, ADO.Net, Entity Framework, AJAX, Web Service, LINQ, Entity Framework, LINQ queries. ASP.Net, HTML, CSS, JavaScript, JQuery, Bootstrap CSS.
- IDE: Visual Studio, Eclipse, NetBeans, Dreamweaver
- Database: SQL, MySql
- Operating System: Windows
- Version Controls : Tortoise SVN, GitHub
- Others: Microsoft Word, Excel, Access, Power point

Experience

Database Programmer/Analyst (.NET Developer) Jun 2014 to Feb 2016
Company Name ï¼ City , State

Description: Â

Worked as Graduate Research Assistant performing the duties of Database Programmer/Analyst at Application Development Network (ADN), DoIT which supports University of Missouri System faculty and students through agile and rapid creation of new applications.

Projects: Â

Atlas: Â

Description: Â

This project is all about requesting, scheduling the tutoring sessions. There are three roles tied to application they are Tutee, Tutor, and Scheduler. A tutee requests for tutoring for the classes that he/she enrolled and gives availability apart from the class timing through Availability Grid and Tutor submits availability. A scheduler will go through those availabilities and schedule time and location for tutoring. Also, there are some set of rules for dropping the tutoring sessions which are incorporated in this project. The other piece of this project is automated emails through Scheduled task which runs every day.

Responsibilities: Â

- Created a Availability Calendar Grid. In grid each cell represents time (1 hour span) and day of the week. Clicking on the cell toggles the availability. Automatically populated the course schedule which comes from different database(Worked with data warehouse team in order to get that data)
- Developed C# Console Application for Scheduled email task.
- Got rid of data tables and table adapters in the main project as they are tightly coupled. Created Class libraries out of the main project to access the database which can be used by both Console Application for Schedule task and web application.
- Integrated Open Source HTML text editor CKEditor into the website.
- Used jQuery for filtering, sorting and search the listview, JavaScript for clientside validations.
- Used role based authorization for various pages.

Occupational Therapy: Â

Description: Â

The goal of the project to refractor the old application with new templates and replace the assemblies. Adding functionalities to upload pdf files.

- Responsibilities:

- Created separate Login page for Administrator and Students. Used Active Directory (AD Group) to restrict other department Students.
- Developed a web interface for Administrators to upload the pdf files into database which can be viewed by students.
- Updated the entire application by using new Visual Studio 2013 template which make use of Bootstrap CSS by changing the master pages.
- Modified the structure of database to login.
- Used Redgate SQL Compare to copy the data from database from dev server to test sever.
- Replaced the old ADN Utilities assemblies with new DoIT Utilities assemblies.

AppInventory: Â

Description: Â

The goal of the project to allow the admins, managers, scrum masters of the organization to keep track various applications which includes their developed, ongoing and future projects. For every application there are application parameters which includes App Structure, Remedy group, User Departments etc. and each application has different version. For each version the parameters are Prod, QA, test URL, DCL, Database, platforms, framework used to develop application, UAT dates etc. Scrum Masters can estimate the length and cost to build the application (Project Estimator) based on number of developers, Sprint length, weeks of UAT etc which they can share with clients. After starting the project they can keep track of current progress by budget, sprint burndown charts.

Responsibilities: Â

- Entity Framework was used using Database first approach.
- LINQ was used in the DAL (Data Access Layer) to interact with the Database
- Consumed ADO.Net Entity Frame Work for Entity Data Model, Entities, Relationship Mapping, and Querying Data.
- Console Application to import the data from CSV files to populate them into the system.
- Automatic logout when user is idle for a specified time by using session parameters and JavaScript.
- Used client side validations, onbeforeunload and onunload events in Javascript.
- Worked on agile environment.
- Participated in daily scrum meetings to discuss the status of development, planning and estimating the points and UAT.

GoAdmin: Â

Description: Â

GoMizzou is the University of Missouri flagship mobile application, designed to provide services to all possible users of the university. The goal of this project is to allow GoMizzou Staff to edit the master tables involved with the GoMizzou webservices. These master tables are the starting point for all window services (which feed the web services).

Responsibilities: Â

- Developed Application using AJAX controls like modal popup, ASP.Net server controls like listview, formview, worked on Clientside and Server side Validations and created Master Pages.
- Filtering of the data of listview based on the role.
- Used n-Tier Architecture, Created the Business Logic Layer by using Class Libraries to interact with database.
- Modified the existing webservices and windows services.
- Created ASP.Net User Controls to reduce the complexity of user interface design
- Created dynamic queries, stored procedures, Views and triggers in SQL server for the database manipulation.

Mizzou Checkout: Â

The goal of the project is to develop a web application for Checkout process similar to shopping cart for various departments who met the certain rules.

Responsibilities: Â

- Used Smtp server to send emails with attachment to the email
- Developed C# Class Library to import the data from the CSV file to system
- Used LIM Service for late fee assessment
- Access to page based on the role (Role based authentication)

Education
Master of Science , Computer Engineering Present University of Missouri ï¼ State GPA: GPA: 3.7 Computer Engineering GPA: 3.7
Bachelor of Technology , Electrical and Electronics Engineering May 2013 Jawaharlal Nehru Technological University India GPA: GPA: 3.65
Electrical and Electronics Engineering GPA: 3.65
Skills

SUPPORT & NETWORK SERVICES INTERN

Professional Summary

Technical Support Analyst with technical and troubleshooting repair expertise. Team player who is flexible, reliable and adaptable to dynamic environments.

Skills

Â·Able to research and familiarize skill sets towards core technologies based on enthusiasm, dedication, and motivation

Â·Knowledgeable with installation and configuration of Windows-based operating systems (Windows XP, Vista, 7, and 8)

Â·Experienced with the installation and configuration of Ubuntu Linux whilst cognizant of Mac OS X interactions

Â·Proficient with virtualization and highly skilled with configurations inside of VMware

Â·Skilled with troubleshooting hardware and software issues within a network and support services environment

Â·Able to document, effectively communicate, and succeed within a group setting in order to become a superior team player

Willing to work individually whilst prioritizing tasks or projects and completing assignments based on expected deadlines

Work History

Company Name Support & Network Services Intern | City , State | September 2014 - December 2014

- Customized and implemented Microsoft SCSM from SCCM in order to automate departmental organizational needs
- Facilitated proper asset management and user onboarding processes tailored to the Student Affairs department
- Worked with Network & Support Services team to learn more about the general campus and supported users
- Attended regular meetings to coordinate and discover the expected outcomes and functions of Microsoft SCSM
- Performed within a minimalized test environment in order to create runbook programming and custom templates
- Shadowed student workers with incident management processes and workflows within Cherwell Service Management
- Familiarized with ticket creation, priority, review, and remote desktop connections with respect to supported users
- Imaged computers based on ImageNow software residing on the network and reflected changes in Active Directory
- Discovered and learned AD DS, SCCM, and SCSM and interacted with the systems based on supervision
- Assisted student workers with new computer installations and configurations as well as creating documentation
- Alleviated phone call requests or questions for student workers based on working knowledge for ticket closure.

Company Name Information Technology Lead Intern | City , State | June 2012 - June 2013

- Worked with director on minimizing Windows XP machines and migrated to Windows 7 based on Spiceworks solution
- Contacted Central IT when appropriate with regards to diagnosing distance education connections and supporting equipment
- Deployed re-imaged hard drives or newly acquired assets for classrooms or professors based on priority scheduling
- Assisted lab desk student workers with issues, cooperated with lab desk students on scheduling accommodations and support
- Check out and manage the plethora of IT department equipment based on appointments in SharePoint or open door policy
- Performed room checks to test equipment and replace faulty campus property during the semester breaks
- Set up purchased assets within classrooms for students while retiring and recycling older systems.

Company Name Information Technology Student Center Intern | City , State | September 2011 - December 2011

- Resolved student center questions and arranged peer-to-peer tutoring/assistance with specific students in CSS program.
- Prepared and delivered a Microsoft Office training session, training videos for the general public in a workforce environment.
- Created and enabled multiple custom virtual machines in a sandboxed environment to distinguish networking and connectivity.
- Continued research and interacted with Microsoft Windows, Macintosh OS X, mobile, and Linux operating systems.

Education

Bachelor of Science Information Science & Technology University of Wisconsin City , State | 12-2014 Information Science & Technology

AAS Waukesha County Technical College City , State

IT-Computer Support Specialist | 12 2011

Accomplishments

Â·UW-Waukesha Dean's List

Â·WCTC Honor List

Â·Who's Who Program â€" WCTC

Â·NTHS Member 2010

Â·Phi Theta Kappa Honor Society

Â·BCHS Honor Roll

Skills

Active Directory, AD, asset management, automate, hardware, CSS, documentation, hard drives, Linux, Mac OS, Macintosh OS, director, meetings, Microsoft Office, Windows 7, Microsoft Windows, Windows, Windows XP, network and support, Network & Support, network, networking, operating systems, organizational, processes, programming, research, scheduling, supervision, phone, test equipment, troubleshooting, tutoring, Vista

Additional Information

- Able to document, effectively communicate, and succeed within a group setting in order to become a superior team player Willing to work individually whilst prioritizing tasks or projects and completing assignments based on expected deadlines

- HONORS/ACHIEVEMENTS UW-Waukesha Dean's List WCTC Honor List Who's Who Program - WCTC NTHS Member 2010 Phi Theta Kappa Honor Society BCHS Honor Roll

DIRECTOR, INFORMATION TECHNOLOGY
Professional Summary

Results-driven IT director with over 30 years of experience in diverse industries, including Port and Higher Education. Expertise includes team leadership, technical architecture, training and development, disaster recovery planning, and information protection analysis. Dynamic, resourceful, and extremely driven individual with a deep passion for creating and delivering programs and solutions that empower a team, company, and customer to meet and exceed desired expectations.

Core Qualifications

- IT management
- Results-oriented
- Operations management
- Budget administration
- Change management

- Problem resolution
- Team leadership
- Decisive leader
- Cost reduction

Experience
Director, Information Technology
August 2008 to Current Company Name ï¼ City , State

- Manages information technology computer center for the Board of Commissioners of the Port of New Orleans (Board).
- Develops, initiates, implements and monitors procedures necessary to determine the need for improvement of the system and operational activities.
- Makes recommendations on the acquisition, lease or rental of equipment and computer services, the development and implementation of new data processing programs and the expansion of existing equipment and programs.
- Provide information and recommendations to the Port's management relevant to the establishment of priorities for prospective system applications.
- Develops and/or revises data and practices concerning plan and procedures consistent with agency goals and objectives in the information communications fields.
- Formulates requests for bid and requests for proposals for major and minor I.T. professional services and hardware contracts.
- Directly involved in vendor selection and final contract negotiations and approvals.
- Supervises information technology and telecommunication staff and provides guidance and direction of daily activities.
- Develops and supervises the work of system project consultants.
- Provides consulting services to all Port departments and divisions concerning information systems, new programs and data processing.
- Develops form management procedures and reviews and justifies current practices.
- Evaluates existing manual and automated information-related activities including physical work environment, administrative procedures and work flows.
- Represents the Board of Commissioners on national and international committees and conferences as necessary.
- Prepares hardware, software and personnel budgets for the I.T. department.
- Staying abreast of the new technologies, doing cost/benefit analysis of these technologies and the incorporation of these technologies into the budgeting process.
- Participates in formulating Board's current and future I.T. short and long term strategic planning including PC networking, Email, IBM ISeries Support, INTERNET, Imaging, Computer Aided Software Engineering, Communication Protocols, EDI, GIS etc.
- Reviews and makes recommendations to management on the use and control of mainframe data processing systems for internal operations, and for servicing the maritime community in the movement of cargo through the Port.
- Assures that software utilizing the mainframe and remote computer local area, wide area network equipment are protected and secure against viruses, outside intrusion and cyber-attack.
- Supervise the development of long range plans for the use of data processing equipment by the Board, related private sector firms and government agencies.
- Assure the confidentiality of priority data and supervise the distribution of that data to the appropriate public and private sector recipients.
- Coordinates the flow of information among in-house departments, private sector maritime interests, U.S. Customs and other agencies.
- Oversees a large repertoire of sophisticated application software.
- Interface with representatives of local, national and international maritime, and government agencies, offices and firms concerning the technical requirements and operation and benefits of the system.
- Reviews, coordinates and makes recommendations to Board management and maritime interests on data transmission requirements.
- Monitors the preparation of reports submitted to Board management, the private sector and governmental agencies on data processing and technology issues.
- Keeps abreast of changes in the maritime industry as it affects the movement of bulk, general and containerized cargo and the flow of electronic communications.
- In charge of all telephone services required by the Board.
- This includes the main administrative phone switch and sub-switches and all cell and broadband services.
- Define scope of work and specifications for Hardware and software needs for Homeland Security Grant Investment Justifications from 2008 to present.
- FAS system repair and updates, Building Access Command and Control, Security Camera Projects (Portwide and Cruise Terminals), Wireless Backbone Infrastructure Portwide, MSCO provisioning, Mobile Command Center Repair and Upgrade, Underwater inspection vehicle and equipment, Technology Installation on the Harbor Police Patrol Boat, Integration of Command Bridge Incident Control servers,

GIS server implementation.

Associate Vice-President for Information Technology and Telecommunication
April 1980 to October 2004 Company Name ï¼ City , State

- Oversight responsibility for staff of 22 people, including 19 professionals.
- Created and managed the Office of Information Technology.
- Developed and implemented the Strategic Plan for the Office of Information Technology.
- Awarded and directed $1.2 million grant to install the telecommunications fiber optic infrastructure for university.
- Integrated the Management Information System department and the Telecommunication department into one cohesive department.
- Provided data and communication services to entire university community; implemented university-wide operation of telephone, PBX, voice and data wireless communications.
- Developed administrative system for all users to become proficient in these areas.
- Ensured data integrity and responsibility, standardizing ways and means of data collection, thereby maintaining the integrity of inputs and outcomes.
- Created a filtering process to recognize viruses before they infect systems and thus established a reliable network free of viruses and spam.
- Implemented effective customer service, customized to suit individual needs, ensuring that all users were standardized for smooth communication with one another.
- Created inclusive, customer-friendly, telecommunications climate, ensuring that students were respected equally with faculty.
- Implemented comprehensive university system, increasing the number of telecommunication units from 324 to more than 2,000.
- Increased number of computer labs from two to nine, ensuring dramatic increase in resources to students without increasing staff.

Education
Ph.D : Coastal Oceanography , 1996 State University of New York ï¼ City , State , USA

Coastal Oceanography

M.S : Computer Science Marine Sciences Research Center School of Marine and Atmospheric Sciences Computer Science
B.S : Mathematics University of Evansville ï¼ City , State Mathematics
Xavier University ï¼ City , State
Professional Affiliations

*Member of AAPA Information Technology Committee

*Represented the University President at Southern Educational Foundation

*Member of the Instructional Technology Assistance Project (ITAP) team

*Participated in Educational Leadership Council

*Served on Academic Computing Committee.

Accomplishments

- MCSE (Microsoft Certified Systems Engineer)
- LDCCA Certified Installer for Fiber Optic and Category 5/5E
- Certified Construction Quality Management for Contractors by U.S. Army Core of Engineers
- Wireless Network Auditing Training System
- Forensics, Investigation & Response Training Hacker Techniques, Exploits and Incident Handling Training Accreditation

Skills
academic, administrative, agency, Basic, benefits, broadband, budgeting, budgets, Cobol, Hardware, computer applications, conferences, consulting, contract negotiations, contracts, customer service, data analysis, data collection, Data Processing, Database Management, DBase IV, direction, EDI, Email, features, Fortran, GIS, government, grants, IBM, IBM compatible, Imaging, Information Systems, Information Technology, inspection, interpretation, laser, Macintosh, mainframe, MapInfo, Mathematics, Access, MS Excel, Office, Management Information System, Monitors, natural, Naval, network, Novell Netware, Oil, Operating Systems, Pascal, PBX, PC networking, personnel, Camera, Police, Programming, proposals, Protocols, radio, real-time, reception, relational database, Research, RPG III, servers, Shell, Software Engineering, Strategic, strategic planning, SUN SPARC, switches, switch, telecommunications, Telecommunication, telephone, phone, transmission, UNIX and C, UNIX, Upgrade, Vax, VMS, voice and data, wide area network, written
Additional Information

- COMMUNITY SERVICE Board of North Region Leadership Institute (NORLI) Volunteer activities at New Orleans Enhancement Center: taught senior citizens how to use the computer Board of Advocates for Science & Math Education, Inc. HONORS/AWARDS/CERTIFICATIONS Certified Port Executive Turner Fellowship, State University of New York at Stony Brook United Negro College Fund Fellowship National Consortium of Educational Access Fellowship William and Mary Simon Fellowship

SYSTEM ADMINISTRATOR

Experience

03/2009 Company Name

- 21674 SKSIT Security and the Wireless Environment 11/05/12 18640 SKSIT Securing WLANs 10/30/12 27481 SKSIT Building and Securing VoIP Networks 03/20/12 36542 SKSIT Protecting Windows 7 Against Malware and Vulnerabilities 03/13/12 30688 SKSIT Physical Security 02/03/12 14766 SKSIT FIREWALLS AND VPNS 01/23/12 34601 KISAM Service Manager (SM) Overview 09/27/11 31699 Adding of Assets in KISAM Asset Manager 09/26/11 31856 Windows Server 2008 System Administration 04/01/11 28902 STAN - Security Configurations for Windows 2003 Servers 01/31/11 28801 "EOps Test Planning Procedures OS, Databases and COTS" 01/20/11 14763 SKSIT (ANS) ENCRYPTION TECHNOLOGIES 04/09/10 23796 SKSIT Intrusion Detection and Response in Networked Environments 03/22/10 21797 SKSIT Introducing Voice Over IP 04/15/09 21674 SKSIT Security and the Wireless Environment 04/14/09 17090 SKSIT Wireless Communication Basics 04/10/09 17623 SKSIT Auditing and Monitoring 05/01/08 21597 SKSIT (ANS) The Fundamentals of Networking 04/25/08 18287 SKSIT ITIL: Problem and Change Management 04/24/08 18054 KARTA Introduction to the Certification & Accreditation Process 04/12/07 18064 KARTA Information Security Awareness - Beginner 04/11/07 13085 SKSBS BUILDING RELATIONSHIPS TO GET RESULTS 08/03/06 14115 SKSIT INTERNET SECURITY: FIREWALL PRINCIPLES 08/02/06 14025 SKSIT CISCO ROUTERS, FIREWALLS, AND PERIMETER SECURITY 07/31/06 14780 SKSIT Wireless Security 07/31/06 15248 WINDOWS SERVER 2003 ACTIVE DIRECTORY SERVICES 04/07/06 17633 SKSIT Malicious Code 03/24/06 18035 KARTA Technical Controls 03/23/06 18041 KARTA Risk Management 03/22/06 18034 KARTA Operational Controls 03/17/06 18004 KARTA Principles of Operating Systems Security 03/17/06 18033 KARTA Management Controls 03/16/06 17996 KARTA IT Security Awareness - Intermediate 03/15/06 18076 KARTA FISMA: Establishing Security Metrics 03/14/06 18064 KARTA Information Security Awareness - Beginner 03/14/06 18060 KARTA Implementing Physical Security 03/14/06 15225 Firewalls and Internet Security 12/16/05.

System Administrator , 07/2005 to Current Company Name

- Hours per week: 40 + Ogden, UT 84201 Series: 2210 Pay Plan: GS Grade: 12 Information Technology Computer (This is a federal job) Supervisor Peter C Morgan 304-264-5413 May Contact Supervisor: Yes As the 12 Computer Systems Administrator the EOps-ECC-WSSB-BSS-CIS group, my job function is varied and requires multi-tasking as a standard.
- I have acted as the CIS section supervisor.
- I am a trainer for new employee's coming into the group on details and 4 new permanent employees into the CIS group.
- I am required a basic working understanding of 7 projects and to be able to step in for other SA's at a moment's notice of well over 500 servers.
- The work involves analyzing customer requirements, developing specifications for new or modified systems, planning and coordinating the design, development, testing, installation, and support of new and modified systems, including hardware and software, and serving as the primary liaison with customer organizations on all IT-related matters.
- The work may involve developing and presenting training on the operation and maintenance of new systems to the IRS IT staff including IT specialists in other specialty areas, to insure that new systems are properly managed.
- The employee may adapt and implement systems diagnostic and maintenance tools to ensure the availability and functionality of systems required to support organizational Objectives and evaluate and recommend selection of new systems diagnostic tools.
- This work affects the availability of IRS IT systems needed to meets the mission requirements.
- Regular contacts include employees in the same or related units, employees and managers within IRS and contractors/vendors at several levels of the agency (campuses, headquarters or field offices); and individuals or groups from outside the agency, including consultants, contractors, vendors, or representatives of professional.
- My main duties are to maintain server's operation, security, and analyze and diagnose system hardware and software components.
- I also write up problem tickets with server's hardware and software and get clearance for vendors to have access to the servers for hardware repair as well as scheduling times with local I.R.S.
- personal and vendor to accomplish the repairs.
- I make sure when new server are to be put on the Domain I do all of the appropriate paper work which includes requesting UWR's, KISAM asset management to include all of the new servers information from serial numbers, bar code, make, model and location just to name few of them.
- I also file out the Server Compliance checklist, software license forms.
- In addition, I image or re-image server with the proper Windows Operating System and software needed to run the server e.g.
- Contact Recording, Contact Analytics, TOS, RTS among other servers.
- I also monitor and respond to KISAM Tickets I also monitor HIDS, Symantec Anti-Virus programs are up to date and operational.
- Insure all Microsoft Windows patches are installed on servers.
- I make sure Altiris is installed and the endpoint is healthy and if not I make the necessary corrections.
- I run Windows Policy Checker to insure the server stays with IRS and Cyber Security Compliance.
- If there are any that is not in compliance, I make the necessary changes to bring them back into compliance.
- I create documents in Word and Power Point in referencing to problems that I have encountered during trouble shooting a situation for other's in my group in case they have similar situations or problems and put them in our group shared location on the network for all to read.
- I also have done short training on things that I have encountered or I had more knowledge than others in my group via OSC in sharing on my conference calls.
- TPF Operations Server (TOS) I am the main system administrator and my accomplishments that I achieved was to set up a single sign on BAG group, single sign on to the IMM, from un-secure IMM Web page to a secure Web page and brought it current with the Big Fix patching.
- Installing and maintaining software and hardware, controlling current versions in use and future release of application software, and

documenting the physical configuration of the system.

- Optimizing the functionality of servers systems using performance tuning tools and techniques.
- Analyze and Diagnosing and recovering failed systems using systems diagnosis tools and fault identification techniques.
- Planning and coordinating the installation of new products or equipment, resolving installation problems, identifying and mitigating security vulnerabilities and risks, and maintaining server integrity and availability.
- Initiating corrective or preventive actions, such as increasing disk or memory capacity to improve system performance.

01/1989 to 04/2007 Company Name

- Hours per week: 40 + Ogden, UT 84201 Series:2210 Pay Plan: GS Grade: Information Technology Computer System Administrator (This is a federal job) Supervisor Sandy Spiers (801-620-4555) May Contact Supervisor: Yes.
- My responsibilities were to assist public electronic filing programmers by analyzing, diagnosing and making proposals on error in software to getting there software to passing the IRS standards for electronic filing.
- I did this by using IRS IRM and thereby have them transmit standard test returns then I would have to print out there transmitted test returns and analyses and determine where there programming error's were and call them and communicate to them where the error occurred.
- They would make the correction and it would be accepted as an Electronic Filing Software Program.
- I also work closely with the electronic filing Tax Examiners in assisting the transmitters in problem solving their situation.
- Another responsibility I had was to have all of the data copied to a nine-track tape and processed on the mainframe computer from that output then we had to drain the information on to an archival system that allowed the authorized I.R.S employees to access the returns if a taxpayer had questions about their returns.
- I also helped my group to maintain our network and desktop computers.
- There were times we would lose connection to the network and we would have to use a network sniffer that would assist us on the type and location of the problem that needed to be fixed.
- I also would install updates to the workstations, as they became available to us thru download transmittal.
- Job Related Training:.
- Item Item Description Completion Date.

Information Technology Specialist , 01/2013

- Within my first 7 years I was able to go from a GS 3 Clerk position to the level of Systems Administrator GS -12 I achieved was to set up a single sign on BAG group, single sign on to the IMM, from un-secure IMM Web page to a secure Web page and brought it current with the Big Fix patching.
- Personal Interests: Riding Motorcycles, Walks, Hiking, riding bicycles, Camping, Spending quality time with family and friends Tracking the Stock Market.

Education
BS : Sociology and Social Work Psychology , 1983 Weber State University Sociology and Social Work Psychology My education background has provided me with several abilities that has allowed for an easy transition to any job that I
Cultural Competence and Effective Communication 04/06/16 27931 "SKSIT Monitoring, Backups, and Recovery in Windows Server 2008" 03/02/16 31818 SKSIT Software Updates and Compliance Management in Microsoft Windows Server 2008 : 02/17/16
SKSIT Patch Management and Securing and Monitoring Servers in Windows Server 2008 12/18/15 36545 SKSBS IT Project Management Essentials: Monitoring and Controlling IT Projects 12/11/15 36544 SKSBS IT Project Management Essentials: Executing IT Projects 12/11/15 36543 SKSBS IT Project Management Essentials: Initiating and Planning IT Projects 12/11/15 36546 SKSBS IT Project Management Essentials: Managing Risks in an IT Project 12/11/15 36541 SKSBS IT Project Management Essentials: Introduction to IT Project Management 12/10/15 27225 SKSBS Troubleshooting and Closing the Project 12/10/15 60476 SKS-LLPKG PM Lite - A Blended Approach 12/10/15 27236 SKSBS Managing a Project 12/09/15 27234 SKSBS Transitioning into a Project Management Role 11/27/15 27233 SKSBS Project Management Fundamentals 11/13/15 27235 SKSBS Initiating and Planning a Project 11/12/15 31813 SKSIT Windows Server 2008 Backup and Recovery 11/10/15 31586 SKSIT Setting up and Securing Windows 7 01/14/15 57785 PSTR - FISMA Continuous Monitoring - ASCA Training 01/07/15 43943 SKSIT SSCP Domain: Malicious Code 10/16/14 23279 Configuration Management (CM) Overview (CBT) 01/07/14 43161 Change Management Process Overview 01/07/14 31813 SKSIT Windows Server 2008 Backup and Recovery 12/10/13 53407 SKSIT Cisco IINS 2.0: VPN Technologies and Public Key Infrastructure 12/06/13 23796 SKSIT Intrusion Detection and Response in Networked Environments 12/05/13 23464 SKSIT 3G Communication Systems 11/23/12
Skills
Computers trouble shooting Microsoft Access Microsoft Excel Microsoft PowerPoint Microsoft Word Computer Security Anti Hacking HIDS Microsoft Event logging Adobe
Additional Information

- Awards or recognitions Performance Award August 2013 Performance Award August 2012 Performance Award August 2011 Performance Award August 2010 Performance Award August 2009 Performance Award August 2008 Special Act award April 2008

IT DIRECTOR
Accomplishments

- CXA- 206-1 | Citrix XenApp 6.5 Basic Administration; IT Security Essentials; Spiceworks 101: Foundations & Lab Introduction to SQL Military UA Army, Ukraine Senior Sergeant.

Experience
IT Director
August 2015 to Current Company Name ï¼ City , State

- Formulate and deploy long-term strategic plans for acquiring and enabling efficient and cost effective information processing and communication technologies.
- Manage IT department operational and strategic planning, including business requirements, project planning, and organizing and negotiating the allocation of resources Operational Management Where necessary, reengineer applications support to ensure it aligns with business processes, tactical planning, and strategic vision.
- Define and communicate project milestones, service level agreements, and resource allocation to executive team, department leads, support staff, and end users.
- Develop and review budgets for and from IT department divisions and ensure they comply with stated goals, guidelines, and objectives.
- Review performance of IT systems to determine operating costs, productivity levels, and upgrade requirements.
- Benchmark, analyze report on, and make recommendations for the improvement of the IT infrastructure and IT systems.
- Develop bid requirements for all hardware and software upgrades, reviews submitted bids for compliance with stated requirements, and makes the appropriate award.
- Authorize and oversee the deployment, monitoring, maintenance, development, and support of all hardware and software based on department needs.
- Develop business case justifications and cost/benefit analyses for IT spending and initiatives.
- Direct research on potential technology solutions and implementations in support of new initiatives, opportunities, and procurement efforts.
- Oversee provision of end user services, including help desk and technical support services.
- Develop and implement all IT policies and procedures, including those for architecture, security, disaster recovery, standards, purchasing, and service provision.
- Oversee negotiation and administration of vendor, outsourcer, and service agreements.

Business Application Specialist
August 2013 to August 2015 Company Name ï¼ City , State

- Support major components of distributed business applications: Pivotal CRM, Sage MAS100/200, MoveTrack, EMC, Crystal Reporting, Scribe, Salesforce PaaS Improve standards and techniques used to provide security in client/server environment Diagram components at each tier of client/server environment for Disaster Recovery Create and maintain product and training documentation Conduct technology and application training assessments to ensure staff preparation Provide field application support and respond to technical inquiries, Coordinate with Project Team resources for timely delivery , implementation of support tasks Investigate options and ways to improve products and services Lead tech for application implementation, development, testing, and enhancements Conduct Data Analysis, Mapping, Extraction, Conversion and Migration Performance monitoring, analysis and bottleneck detection for Microsoft SQL Databases.

Information Technology Specialist
February 2011 to August 2013 Company Name ï¼ City , State

- Completive experience of VMware vSphere environment: Install, Configure, Manage Provide expertise and support for Citrix Infrastructure, XenApp, Access Gateway and NetScaler Perform support and administrative tasks pertaining to end-user environment Manage backups and restores using EMC Avamar and Arkeia backup solution Adjust DHCP DNS and Internet Protocol settings to access the network and the Internet Deploy and support Microsoft Exchange 2007/2010, and Office365 Administer the installation and support for all enterprise hardware, software, and applications Maintain network, firewalls, Windows/Linux servers/computer system security to ensure optimal performance Train users on the proper use of hardware and software Respond to and resolve technical issues in a timely matter Administrate and maintain Mitel 5000 IP PBX and MultiTech FaxFinder faxing system Maintain â€œhow-toâ€ documentation for resolving network, phone, and mobile issues Oversee multi-function printer/copier configurations and network connectivity Utilize Help Desk management tools to create and resolve end-user support tickets.

Information Technology Specialist I
October 2010 to January 2011 Company Name ï¼ City , State

- Information Technology Specialist I Experience in imaging machines using Norton Ghost, Macrium Reflect, Acronis, FOG, Clonezilla Hands-on resolution at the desktop level, including installing, configuring and upgrading software, systems and applications Utilize Microsoft Management Console to administrate computers and user accounts Define security policies for user and computers compliance Adhere to â€œbest practices" when administrating user password controls and management Upgrade standalone servers to roles of domain controllers using Active Directory tools Manage Active Directory based user, security and group membership accounts Maintain campus-wide Intranet, LAN, and Wi-Fi hardware Organize physical cabling of computer server rooms and infrastructure Provide policies and procedures training and information to scholars and staff Develop, document, and maintain hardware inventory processes for 2 campuses.

Network Assistant

February 2010 to July 2010 Company Name ï¼ City , State

- Work-study Assess network performance Set up and observe network system recommends, upgrades, or improvements Support development of technical standards and application uses Resolve network problems and offer technical assistance to users.

General Manager
July 2004 to January 2006 Company Name ï¼ City , State

- Trained and coordinated 25 office personnel Provided supervision; supported and motivated employees Organized maintenance features, inventory control and ordered necessary materials Formulated daily sales reports Participated in development of company advertisement.

Education
Associate of Applied Science : Network Administration , 2010 Hennepin Technical College ï¼ City , State Network Administration &ndash
Applied Science
AAS GPA: GPA: 3.71/4.0 GPA: 3.71/4.0
Business Management , 2006 IT Security Essentials - CertificateBuchach University of Business and Management ï¼ City , Ukraine
Bachelor of Science : Elementary Teacher , 1999 Zaporizhzhya Pedagogical College ï¼ City , Ukraine
Skills
Active Directory, DHCP, DNS, WINS, GPO, backups, budgeting, Citrix, XenApp, VMware, Hyper V, Dynamic CRM, Dynamic GP, ERP, Crystal, Data Analysis, Databases, Disaster Recovery, documentation, Financial Management, firewalls, imaging, inventory control,LAN, WAN, Linux, Microsoft Exchange, Office365, Office, Microsoft SQL, Windows, Migration, negotiating, enterprise, network, PBX, printer, processes, procurement, improve products, project planning, project management, purchasing, Reporting, research, Sage, sales reports, servers, strategic plans, strategic planning, supervision, technical support, cloud, Azure

INFORMATION TECHNOLOGY SPECIALIST/SYSTEM ANALYSIS

Summary

I have over 10 years of professional service in Information Technology Support and Technical Operations in working with the Federal Government and private sectors. I have a broad knowledge and expertise in strategic planning, IT Business Systems, Network Operations, IT Security and System Analysis. My goal is to secure permanent employment within a outstanding organization that offer opportunities for growth and advancement, while implementing a high degree of professionalism, enthusiasm, initiative on a daily basis.

Highlights

- Active Top Security Clearance/SCI
- Certified Cisco Network Associate
- Certified CompTIA Security+
- Microsoft SharePoint 2010 Train

Experience

Company Name February 2015 to May 2016 Information Technology Specialist/System Analysis
City , State

- Serve as IT System Analyst; assist with business process improvement efforts, responsible for the physical setup of computer workstations, configuration of Microsoft Outlook 2013, operation, and integration of hardware and software components associated with databases that support the Department of The Army.
- Monitor network to ensure network availability to all system users and perform necessary maintenance to support network availability.
- Collaborate and work together with Joint Service Provider, Information Technology Agency, DISA and Video Teleconference Team, coordinate and implement superior IT services to Army G-3-5-7staff and customers.
- Develop document and implement IT asset management program to identify the location and maintain accountability of IT equipment.
- Serve as Contract Office Representative, effectively manage Verizon service contract, in business systems tools such as Contractor Performance Assessment Reporting System (CPARS) and Wide Area Work Flow (WAWF).
- Manage IT related issues in through trouble ticketing system known as Remedy.
- Coordinate with custom care liaison regarding Technical Assessment and Cost Estimate, Life Cycle Replacement.
- Prepare documentation on complex systems, processes in assigned functional area of responsibility and maintain business continuity plan.
- Manage copier and printer inventory program
- Serves as Entitlement Manager for DoD Enterprise Email system, create distribution list, email accounts, restrict and grant permission to both individual and group emails.
- Responsible for analyzing new information technology equipment and conduct testing of product and services.
- Responsible for migration of ISDN and VOIP telephone systems of over 1500 users. Ensure corrective actions to restore operational services the Verizon software applications.
- Provide technical assistance and desktop support on various operating systems and applications.
- Conduct information assurance and security training and manage network account access requests.
- Serve as an advisor to the Chief Information Officer on matters relating to security vulnerabilities and threats to G-3-5-7's computer systems.
- Develop corresponding security countermeasures necessary to protect technical, complex, sensitive and classified information processed on Army computer equipment.
- Provide technical support and assist in preparing and implementing policy guidance to G-3-5-7 organization.
- Evaluate adequacy of new or revised information security policy, standards, and procedural guidance and support for the protection of information technology systems.
- Work closely with program and project activities to develop safeguards for the computers that are connected to Army networks.
- Review operational and technical security aspects associated with specific sites and facilities to determine vulnerability and threat.

Company Name October 2013 to December 2014 Information Technology Specialist/Network Administrator
City , State

- Serve as a system analyst; primary job duty is to monitor servers and load balancers activity through sophisticated software applications such as HP Business Services Manager, HP Network Node Manager, and HP Operation Manager for UNIX.
- Schedule application stop monitoring through platform on mainframes.
- Assist both national and international Boeing and AT&T customers when alarms are received from voice over internet protocol telephone, Break/Fix, wireless LAN control (access point) circuit, catalytic switches, routers, servers and flight line managed applications.
- Preform triage procedures then trouble shoot and escalate service ticket, assign tickets into the appropriate network or global group for further investigation (usually Tier 3 IT help desk or higher support).
- Operate and utilizes various software applications to include but not limited to: SPARK instant messaging, Same Time Lotus Notes, Microsoft LYNC, and Network Data Viewer (NDV), Remedy ticketing, Riverbed, Names and Address Management System (NAMS), Circuit Design & Configuration (CDC) and Cisco Prime.
- Daily reports, manage ticketing disposal and conduct shift change brief.
- Monitor functionality, information assurance, security, and integrity of internet services; troubleshoots and resolves technical problems with the design and delivery of internet services; collects and analyzes internet service usage and performance statistics; evaluates new internet services and technologies; and provides technical advice to internet content providers.

Company Name April 2005 to July 2013 Information Technology Specialist
City , State

- Knowledge of data communications, networking equipment such as wide area network, local network routers, switches assist in trouble shooting devices and computers with end users.
- Coordinates and schedule with ATT internet provider to set up and install voice teleconferences (VTC) through Polygram system, provided IT telephone support, customer service, employ Microsoft Windows 7, and operating systems upgrade.
- Image hard-drives through use of Ghost Cast server, unlock computers through Dame Ware remote access, and utilize active directory program, reset pins and passwords.
- Ability to support common applications and access/password management used in the industry, including Microsoft, Active Directory, Resource Access Control Facility (RACF) environments.
- Knowledge of information systems security policies and assurance.
- Enterprise server, LAN, e-mail system administration experience and issue help desk trouble tickets.
- Managed highly classified telecommunication materials.
- Received and distributed sensitive items to over 100 organizations with no deficiencies.
- Maintained and tracked incoming/ outgoing security material.
- Assisted with the standard procedure to ship and package of electronic equipment.
- Issued special telecommunication encryption keys to civilian companies and military commands.
- Provide strategic planning and operation support to command group in Germany.
- Preformed analytical, technical and administrative work planning, daily inventory, diagnose and respond to customer incident reports, site evaluation to ensure clients are incompliance, resolved issues with loading keys into electronic simple key loader, prepare reports, brief clients and higher chain of command and supervised four personals.
- Implemented and preformed retention control program of military personnel.
- Providing guidance on administrative and military personnel matters.
- Installs, maintains, and troubleshoots Signal support equipment and terminal devices.
- Installs, operates, and maintains designated radio and data distribution systems.
- Maintains selected electronic devices.
- Performs Signal support functions, to include providing technical assistance and training for user owned and operated automation and communications equipment.
- Prepares maintenance and supply requests for unit level Signal support.
- Operates and performs preventive maintenance checks and services on assigned vehicles.
- Supervises, installs, maintains and troubleshoots Signal support systems and terminal devices, to include radio, wire, and battlefield automated systems.
- Provides technical assistance and unit level training for automation, communication, and user owned and operated Signal equipment.
- Disseminates information services policy Installs, operates and performs preventive maintenance checks and services on power generators.
- Performed duties as an aviation operations specialist in the primarily job responsibility to schedule and dispatch tactical aircraft missions.
- Operate one of the largest fleets of aircraft in the world and keep them running safe and efficient.
- Process local and cross-country flight clearances.
- Check accuracy of flight plans and coordinate them.
- Maintain flight logs on incoming/outgoing flights and individual flight records.
- Alert crash crews of emergencies.
- Interpret and post weather reports.

Company Name March 2004 to April 2006 Data Entry Specialist
City , State

- Served as a medical reviewer and data entry processor of DOT physical examines of various clients into medical system program Occulink, Microsoft excel for tracking of missing information.
- Performed administrative duties, customer service, maintained files, and medical records.
- Correspond and coordinated with medical professionals, performed client audit, analyst.
- physical exams to ensure accuracy of medical history, educated clients on quality assurance, proper data processing, expedition of timely feedback, exams and increase productivity.
- Process data entry and transmits data to appropriate site.
- Edits and performs quality assurance and quality control checks during the input of data from source documents.
- Assists in quality control edits by retrieving reports for the data collectors and Team Chief.
- Organizes all completed source documents and mail with appropriate attachments to filing site.
- Makes weekly transaction tapes along with weekly form counts and prepares tapes and forms to be mailed to appropriate site.
- Plan and schedule installation of new or modified hardware, operating systems, and applications software.
- Maintain systems configuration and manage installation and integration of systems fixes, updates, and enhancements.
- Oversee/perform equipment installation or relocation, testing and acceptance processes.
- Analyze and evaluate work concerned with integrated systems of computer programs and/or computer equipment.
- Develop and document systems administration standard operating procedures.

Education
GRANTHAM UNIVERSITY 2017 Master of Science : Information Management Technology City , State
SAINT LEO UNIVERSITY 2015 Bachelor of Business Administration : Management City , State

SAINT LEO UNIVERSITY 2013 Associate of Arts : Liberal Arts City , State
Additional Information

Active Top Secret Clearance, Graduate of Signal Systems Support Advance Leader Course in Information Systems and Networking training, Military Good Conduct Awards, Overseas Ribbons, Operation Iraq Freedom Award, Global War on Terrorism Award, and Certificate of Appreciation. Golden Harvest volunteer community services. Recognized as Non-Commission Officer of the Month December 2012 and a candidate for Battalion Non-Commission Officer of the year March 2012.

Skills

Active Directory, Microsoft Outlook 2013, Windows 7, Windows 10, system security, data automation, Circuit Design application, UNIX client server, interpersonal skills, hardware and software installations, network systems, content encryption, customer relations, desktop support, telecommunications, databases query, electronic filing, forms, Microsoft Windows deployment, software Imaging, contract specialist and acquisition. Supply and property inventory, WAN, LAN, Lotus Notes, mainframes, materials, trouble shooting and ticketing systems, network security,policies, formal presentations, quality assurance, Life Cycle Replacement (LCR), radio communication, geographical statistics, strategic planning, supervisor, Cisco switches and routers, system administration, and technical support.

CORPORATE PROJECT MANAGER

Career Overview

Seasoned project manager driven to achieve results through strategic planning and professional relationship building. Success in developing beneficial alliances between leaders to effectively drive growth and achieve goals. Dedicated to building strong teams within an organization through motivation and strong development. Effective in fostering collaboration and consultative relationships with senior management and across traditional boundaries; highlighting inflection points of technology decisions. Technical leader with broad experience, brings focus on "big picture" business impacts of technology projects: real costs, practical benefits, risks and contingencies. Adaptable - skilled at supporting individuals, building systems, handling problems; as well as managing teams, training, developing strategies, policies and processes.

Qualifications

- Strategic Planning / Visioning & Tactical Execution Manpower Planning & Scheduling
- SDLC Methodology/ Problem & Change Software & Application Lifecycle Management
- Management
- SLA Authoring & Resource Allocation Expense Budgeting & Forecasting
- Team-Building & Front-Line Leadership Technology Upgrades & Training
- Led highly visible initiatives to develop, define and manage the execution of several ground up IT
- infrastructure and application integrations through corporate acquisitions and divestitures while
- successfully balancing resources, timelines and budgets.
- Experience in complete Project Management Life cycle including Planning, Execution, Monitor &
- Control and closure.
- Document business performance expectations, benchmark standards and develop guidelines.
- Interfaced with key stakeholders and project team members to prioritize requirements and
- information technology needs.
- Successfully lead learning enhancement classes to improve sales knowledge and people skills for
- workplace success and advancement. Developed materials to successfully train associates.
- Provide oversight of yearly and monthly budget planning activities providing forecasting and day-to-
- day expense management keeping projects under budget and proper tracking of expenses.
- Direct all information technology and network system deployment and maintenance including all IT
- infrastructure, wireless communications, PC systems, local networks and mobile environment.
- Assessing and recommending technology systems solutions based on operational needs while ensuring
- compliance with corporate standards. Interfaced with outside vendors to source materials.

Work Experience

01/2014 to 01/2016
Corporate Project Manager Company Name

- Manage direct reports supporting multiple locations with annual revenues of $2M.
- Accountable for the strategic direction, implementation, support, and development of all business applications, Enterprise Resource Planning (ERP), Facilities Management, Financials, Forecasting and Procurement.
- Established change management and help desk solutions and policies.
- Developed new process design workflow to ensure on-time delivery of all solutions and within budget leading to increase in monthly productivity by 20%.
- Centralized disparate support documentation for all business applications and architecture.
- Developed corporate process and tools for opportunities tracking, bid decision making and proposal development.
- Developed training material for new products and technologies and delivered training classes to associates.

01/2008 to 01/2014
Director of Information Technology and Systems Company Name

- Responsible for managing and executing business development activities for IT and other company business lines.
- Provided executive leadership over internal company-wide IT infrastructure.
- Developed end user training material coordinating and conducting group and individual training sessions based on staff and organizational learning needs.
- Introduced methods for tracking project management, workload planning and corporate business performance metrics.
- Responsible for managing and executing business development activities for IT and other company business lines.
- Installation of Gate and Locking systems (Saflok, Ving, Salto and Amano Mc Gann access control systems) in various brands resorts interfacing with PMS systems.

01/2006 to 01/2008
Director of Information Technology and Systems Company Name

- Manage four hotels within REIT interfacing with both management and ownership to guide the hotel through day-to-day operations.
- Insure that the company's strategic technologies needs are the primary focus.
- Provided first and second-tier technical support and knowledge on Windows server/desktop applications and resort PMS/POS Systems.
- Provided operations management, including security, backup/recovery/disaster planning, off-hours staff coverage.
- Oversaw $1.4 M capital budget and hotel conversion.

Education and Training

Bachelor of Science : Computers and Information Technology UNIVERSITY OF PHOENIX ï¼ City , State Computers and Information Technology

Associates of Arts : Finance and Business Administration LAKE SUMTER COMMUNITY COLLEGE ï¼ City , State Finance and Business Administration

2016

ITIL Foundation Course

Microsoft Certified Professional (MCP), CompTia A+, CompTia N+

Skills

A+, acquisitions, backup, budget planning, Budgeting, budgets, budget, business development, change management, conversion, decision making, delivery, direction, disaster planning, documentation, ERP, Enterprise Resource Planning, Facilities Management, Financials, focus, Forecasting, help desk, information technology, ITIL, Leadership, Team-Building, managing, materials, access, Microsoft Certified Professional, MCP, network, networks, operations management, organizational, PC systems, people skills, policies, POS, process design, Procurement, Project Management, proposal development, sales, Scheduling, SDLC, SLA, strategic, Strategic Planning, technical support, user training, training material, Upgrades, Windows server, workflow

EXPERIENCED INFORMATION TECHNOLOGY MANAGER

Experience

Experienced Information Technology Manager

- Highly accomplished professional with over 10 years of experience in a variety of management areas.
- Astute in identifying operational business needs, turning needs into requirements, and producing supporting business and reporting systems.
- Skilled in all phases of project management, managing resources and personnel, and leadership.
- Demonstrated ability to implement effective systems and manage high output work teams.
- Key Proficiencies Personnel Management Leadership Management of on-shore/off-shore resources Financial budgets/planning Project Management Business Intelligence Communications Business Analysis Report Development/ Analysis User Relations/User Training Development Superior Microsoft Office Product Knowledge Redesign of entire BI Program including streamlining of platform, redesign of warehouse, and revamp of reporting tools, resulting in consistent data across entire organization, quality, trusted data for business decision making, and license cost savings of $30,000 per year over 5 year period.
- Redeployment of architecture of Business Objects to SAP BO with SAP BW providing backend closed system between tools to improve report design and runtime efficiency of reports.
- Implementation of revamped external website using SharePoint as the redesign toolset; project brought our technology current to SharePoint 2010 architecture providing vendor support and established new company branding.
- Redesign of SharePoint end user experience to gain user acceptance and build stronger partnership with business units.

Applications Team Leader 05/2012 to Current Company Name City , State

- Manager of Business Intelligence, DBA, SharePoint, and Web departments; including strategic planning, overall systems architecture, and personnel.
- Work with a variety of vertical and horizontal reporting structures to communicate progress and status.
- Cultivate relationships with all levels within the organization to build strong partnerships.
- Review reporting, database, SharePoint, and web practices to ensure proper techniques utilized, handle all project management, and oversee departmental staff development, compensation, and hiring practices.
- Management of personnel includes both onshore and offshore consultants as well as company employees.
- Accomplishments Implementation of revamped external website using SharePoint as the redesign toolset; managed on-time and within budget.
- Project brought our technology current and provided a more streamlined user experience.
- Redevelopment of standards for SharePoint governance; managed on-time.
- Implementing governance allowed us to save over 100GB of server space and positioned our site for new branding.
- Redesign of entire BI structure including platform, databases and reporting; currently on-going; managing and providing technical assistance.
- Project brings disparate data sources together, combines tools into one system and saves licensing costs of $30,000 per year over 5 years.

Business Intelligence Manager 12/2005 to 05/2012 Company Name City , State

- Manager of reporting department; including strategic planning, and overall systems architecture.
- Worked with all levels of the organization to communicate project status, and created and maintained relationships with executives to adhere to company goals.
- Performed data analysis, management of reporting software systems and data warehouse environment, reviewed reporting practices to ensure proper techniques utilized, handled all project management, and oversaw departmental budget and staff development, compensation, and hiring practices.
- Accomplishments Upgrade of the Business Objects architecture from unsupported version to latest copy.
- Done on-time and within budget.
- Managed project as well as did technical work.
- Upgrade of databases from MS SQL to Oracle to support parent company design standards.
- Done on-time and within budget.
- Managed project.
- Redeployment of architecture of Business Objects to SAP BO with BW.
- Managed project as well as did technical work.
- Participated in Phase 1 of 3.

Information Systems Software Administrator 11/1997 to 10/2005 Company Name City , State

- Managed and maintained all software packages for the entire organization including ERP, CRM, SQL databases, and reporting software.
- Lead efforts to analyze company needs and determine where software in use could best be configured to align with company needs.
- Worked with all levels of the company to maintain and administer both software and reporting needs.
- Managed Help Desk personnel.
- Accomplishments.
- Implementation of new ERP system throughout organization including database, software and reporting.
- Managed project within scope, budget and timeline.
- Implementation of CRM system.
- Managed on time and within budget.

Education

BA : Management 2012 Western Governor's University Management

General Studies 2007 University of Phoenix General Studies business management focus

Diploma : General Studies 1993 Denmark High School General Studies

Professional Affiliations

Girl Scouts of America - Troop Leader/Volunteer (2011 - Present) *Women in Technology Wisconsin, Inc. - Brand Ambassador (May 2015 - Present) *Allouez Traffic and Safety Committee (2009 - 2012) *Leadership Green Bay (2007)

Skills

branding, budgets, budget, Business Analysis, BI, Business Intelligence, business management, Business Objects, CRM, data analysis, data warehouse, DBA, databases, database, decision making, ERP, Financial, focus, Help Desk, hiring, Leadership, managing, Microsoft Office, SharePoint, Oracle, personnel, Personnel Management, producing, progress, Project Management, quality, reporting, SAP BW, SAP, MS SQL, SQL, staff development, strategic planning, systems architecture, technical assistance, User Training, Upgrade, website

INFORMATION TECHNOLOGY ADMINISTRATOR

Professional Profile

I am a jack of all trades IT guy at one of the premier intellectual property law schools in the world, whose job description and responsibilities continue to evolve with the ever-changing opportunities that new technology provides. Extremely self-motivated, detail oriented, and organized, I thrive most when presented with opportunities to creatively solve new and interesting challenges.

Qualifications

- Systems administration
- Strong verbal and written communication
- Vast help desk experience
- Team leadership

- Network administration
- Extensive knowledge of Apple products
- Project management
- Innovative legal experience

Experience

Company Name City , State Information Technology Administrator 09/2014 to Current

- I oversee the purchasing, management, and maintenance of all infrastructure-related hardware and software, while simultaneously overseeing end-user hardware and software support for a law school with roughly 85 FTE faculty/staff, and 275 students with a roughly 1:1 PC:Mac user ratio.
- I work closely with the Durham campus, all IT vendors, and our BSC office to develop and manage the IT budget, including all IT-related service and maintenance contracts, while also developing and maintaining IT policies as they relate to law school operations and academics.
- Duties include managing a 5-host, 40-server VMWare farm, help desk system, network monitoring system, campus-wide physical/building security system, ID card system, printing infrastructure, electronic exam system, backing up all critical data on the UNH Law network, and administering a plethora of fileservers, webservers and web applications, including various content management systems.
- I work with system administrators in Durham to design and maintain the entire network on the Concord campus.
- Extensive knowledge installing and supporting various server platforms, including Windows, linux, Mac OS Server.

Company Name City , State Associate Director of Computer Services 07/2000 to 09/2014

- Primary responsibilities included the day-to-day support of end-user hardware, software, and peripherals in a mixed Microsoft Windows, Mac OS X, linux, and Novell environment, while also assisting with the everyday demands of maintaining a rather complex campus-wide network that was driven by a predominately Cisco infrastructure.
- Reported directly to, and served as the immediate backup for the Director of Computer Services.
- Designed and implemented the first ever wireless network on campus, which I administered and upgraded through three different platform changes over the course of thirteen years.
- Planned and administered the campus upgrade initiatives from Windows 98 to Windows XP, Windows XP to Windows 7, and numerous Mac OS and iOS version upgrades.
- After Franklin Pierce Law Center integrated with UNH, I developed the plan for and administered the transition from a predominately Novell-based infrastructure to a predominately Microsoft-based infrastructure, including transitioning our e-mail platform from Novell GroupWise to Microsoft Exchange.

Company Name City , State District Computer Technician 08/1999 to 07/2000

- I supported all end-user related hardware and software demands for the entire school district.
- Duties ranged from day-to-day troubleshooting to implementing new technologies, such as the first ever Apple Airport WiFi network and roaming iBook lab.

Company Name City , State Electrician's Apprentice 06/1990 to 07/1999

- Predominately industrial electrical work, mostly in a manufacturing setting, with some residential work mixed in.

Education

Bachelor of Science : Exercise and Sports Sciences 1999 Colby-Sawyer College , City , State , USA

Skills

Platforms and protocols: Microsoft Windows, Microsoft Windows Server, Microsoft Active Directory, Microsoft Group Policy, Microsoft Office for Windows and Mac, Microsoft Exchange, Mac OS X, Mac OS X Server, Apple iOS, Android, CentOS, SUSE Enterprise Server, Novell Netware, Novell eDirectory, Novell GroupWise, Novell Open Enterprise Server, Novell Datasync/Mobility Server, Novell Teaming, Novell Zenworks, Novell Zenworks Configuration Management, Adobe Acrobat, Adobe Connect Pro, Apache, OpenSSL, IIS, MYSQL, PHP, HTML, SSL, LDAP, DHCP, BIND, DNS, TCP/IP

Appliances and applications: Drupal, Expression Engine, Aerohive, Bluesocket Wireless Controller, Barracuda Anti-Spam Appliance, Barracuda Web Filter, BarracudaWare, SonicWall NSA (including VPN), 3Com NBX, Avaya, Cisco PIX, Cisco Network Assistant, Blackberry Enterprise Server, VMWare ESX, VMWare Fusion, Pharos Uniprint, NTop, Nagios, NagiosQL, Icinga, Cacti, RealChat, MRBS, WebCalendar. vBulletin, Movable Type, WordPress, MediaWiki, Gallery2, Gallery3, SIMPLE, Joomla, Moodle, Mailman, EMS Campus, EMS Master Calendar, Virtual EMS, C-Cure, Remedy, TeamDynamix

Extensive hardware knowledge and experience, especially with Apple, Micron, Lenovo, Dell, HP Laserjets, Canon MFDs, and Xerox MFDs.

Salary History

University of New Hampshire School of Law, formerly Franklin Pierce Law Center

2 White Street

Concord, NH 03301
Associate Director of Computer Services
07/2000-09/2014
Starting Salary: $31,500
Ending Salary: $54,000
University of New Hampshire School of Law, formerly Franklin Pierce Law Center
2 White Street
Concord, NH 03301
Information Technology Administrator
09/2000-Present
Starting Salary: $62,300
Ending Salary: $62,300

INFORMATION TECHNOLOGY SPECIALIST

Experience

Information Technology Specialist, 08/2015 to 05/2020
Company Name – State

- Build, implement or support electronic health records and other systems that store patient's data.
- Assisted in network management and software development.
- Took periodic review of set standards and database.

Principal Chemical Engineer / Information Technology Specialist, 10/2005 to 06/2015

- National Board for Technology Incubation, Abuja Nigeria (Federal Ministry of Science and Technology).
- Monitored, implemented, and maintained IT systems.
- Produced technical reports, analyzed data, and built databases.
- Facilitated discussions to resolve a safety concern with a key process monitoring instrument.
- Planned and designed technology related activities aimed at nurturing the growth of innovative businesses.
- Provided technical support and capacity building in science and technology.
- Collaborated with market development on new IT technologies for industrial and consumer groups.

Facility Engineer Intern, 10/2002 to 09/2003
Company Name

- Analyzed process data from newly revamped furnace to improve efficiency of long-term performance monitoring plan by over 50%.
- Developed and maintained of engineering/operating standards through periodic review.
- Improved 40% Reliability/uptime performance and cost reduction efforts for the production units.
- Managed materials through preventive/corrective maintenance of products.

Engineer Intern, 08/2000 to 01/2001
Company Name

- Produce a piping and instrumentation diagram of the pumphouse, cooling tower and condensate lines.
- Led weekly group meetings with interns and management for future improvements.
- Monitored, troubleshoot, and observed operations and processes for quality, damages and /or defects.

Work History

Information Technology Specialist, 08/2015 to 05/2020
Company Name – State

- Build, implement or support electronic health records and other systems that store patient's data.
- Assisted in network management and software development.
- Took periodic review of set standards and database.

Principal Chemical Engineer / Information Technology Specialist, 10/2005 to 06/2015

- National Board for Technology Incubation, Abuja Nigeria (Federal Ministry of Science and Technology).
- Monitored, implemented, and maintained IT systems.
- Produced technical reports, analyzed data, and built databases.
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- Provided technical support and capacity building in science and technology.
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Engineer Intern, 08/2000 to 01/2001
Company Name

- Produce a piping and instrumentation diagram of the pumphouse, cooling tower and condensate lines.
- Led weekly group meetings with interns and management for future improvements.
- Monitored, troubleshoot, and observed operations and processes for quality, damages and /or defects.

Education

Master of Science : Chemical Engineering , 11/2005
University of Lagos - City
Master of Science Degree : Computer Science and Information Technology University of the District of Columbia - City
Bachelor of Engineering : Chemical Engineering , 09/2001
Federal University of Technology - State
- Data Communication Network, Course Title: Ample view towards 5g mobile network
- The paper focused on the future and technology of the 5G network.
University of the District of Columbia - State
Information Security, Course University of the District of Columbia - State
- Tittle: An overview of cloud software-as- a service (SaaS) computing model.
- The paper focused on SaaS implementation, security, and its challenges.

Summary

CAREER OBJECTIVES An accomplished Chemical Engineer and IT Professional, with 10+ years of International work experience in Chemical Engineer Development. Skilled in research and data analysis and experienced in solving complex problems. Seeking to attain a position where I can use my experience in Chemical Engineering and educational background in IT.

Affiliations

Information Technology Specialist University of the District of Columbia, Workforce development 2018 Licensed Registered Engineer Council for regulation of Engineering in Nigeria COREN) Abuja, Nigeria 2006 "Effective Research/Planning, Organizational Goal Implementation and Sustainable Monitoring Capacity 2014 Building Programme", Richflood International Limited, Abuja, Nigeria "Project Plans and Implementation Plan Gap Management", Supreme Management Training and 2012 Consultancy Services Limited Johannesburg, South Africa.

Highlights

- Microsoft Products.
- Highly proficient in Research and Development model.
- Excellent Interpersonal Skills
- Administrative and organizational skills
- Excellent Communication Skills
- Problem Solving Skills
- International experience
- Security analysis
- Risk analysis and mitigation
- Administrative
- Excellent Interpersonal Skills
- Excellent Communication
- Cost reduction
- Databases

- Database
- Electronic health records
- Information Security
- Market development
- Materials
- Meetings
- Microsoft Products
- Network management
- Network
- Organizational skills
- Problem Solving Skills
- Processes
- Quality
- Research
- Risk analysis
- Safety
- Security analysis
- Software development
- Technical support
- Troubleshoot
- View

Skills

- Administrative, Excellent Interpersonal Skills, Excellent Communication, cost reduction, databases, database, electronic health records, Information Security, market development, materials, meetings, Microsoft Products, network management, Network, organizational skills, Problem Solving Skills, processes, quality, Research, Risk analysis, safety, Security analysis, software development, technical support, troubleshoot, view

INFORMATION TECHNOLOGY COORDINATOR

Professional Profile

B.S. graduate with a record of success implementing IT solutions. Demonstrated commitment to quality and customer service, detail oriented, strong team player, self motivated, demonstrated exceptional analytical skills, proven ability to work effectively and cross functionally with all levels of management with responsibilities increasing in scope. 9+ years of experience as Client/Server developer using Transact SQL, PL\SQL, Classic ASP, ASP.net, HTML, DHTML, XML, JavaScript, using CSS layout and design principles. 7+ years of managing project timeliness, accuracy, approving high-level and detail designs, as well as managing successful test plans. Directed all stages of software development including requirements, design, coding, testing and implementation of several company wide Intranet initiatives like Ovations! - An associate rewards and recognition program used by over 30,000 employees; Kronos TM Workforce Central - a time and attendance program for 13,000 non-exempts employees. Several projects included the management of offsite vendor resources. Experience using the following database management tools MS SQL Server 6.5,7, 2000 and 2005, My SQL, and Oracle 9i. Proficient with MS Windows, MS Office, Minitab, Business Objects, Adobe CS3 Web Edition, Visual Studio, Frontpage, PaintShop Pro.

Experience

Information Technology Coordinator Nov 2003 to Current

Company Name Provide technical support throughout the office from building and managing the web presence, networking computers and other office equipment as well as researching grant opportunities for the implementation of a technology component for the Leadership SOAR program. Responsible for building capacity for the foundation within the area of information technology by helping them move closer to a paperless environment. The scope of my role is to streamline IT operations, implement an effective online marketing and media strategy, automate the work processes for employees, and centralize the activities of GivingBack Foundation, Inc. by using the internet and other media.

Web Developer Jun 2003 to Current

Company Name As webmaster I was responsible for the wing-to-wing implementation of online solutions for small businesses using the full System Development Life Cycle. All projects were delivered 100% on time, within budget by correctly assessing needs upfront, and gathering detailed design specifications that prevent scope creep. I was directly involved in the design/develop/testing phases, the implementing of database systems using Classic ASP/ASP.net 2.0 and MS SQL Server 2000/2005 in the Windows Hosting environment, PHP 4.0 - 5.0 and MySQL 4 in the Linux Hosting environment as well as providing support operations, and evaluating the overall system performance after project launch. A few key ASP.Net/MS SQL 2005 solutions implemented during this period were vendor developed ad tracking and e-mail newsletter marketing software. Clients relied upon the research and cost benefit analysis provided to determine the best solution that met their needs and budget.

Intranet Application Support Analyst Jan 2003 to Jul 2007

Company Name Key responsibilities were to manage the timeliness and accuracy of system parameter setups and data migration of files for private label and bank card projects. Worked with functional areas such as Marketing, Risk, Fraud, Operations, and Collections to ensure that parameters implemented met project requirements by serving as the IT lead responsible for overcoming any organizational and technical barriers that arose. During this period I was able to successfully multi-task and manage several projects concurrently making my role key in the successful implementation of 14 new portfolios that had a combined growth of $1.26B in new receivables. Implemented successful business-wide initiatives such as: Ovations! - An associates rewards and recognition system. Primary responsibility was to enhance the system's Graphical User Interface and make it more intuitive for the users. The completed project resulted in a 50% increase in system productivity while remaining stable during peak usage periods. This was accomplished by managing the wing-to-wing project implementation with the selected outside vendor and internal IT teams involved. Kronos TM Workforce Central - Key responsibility was to stabilize the application within the Windows 2k/Oracle 9i infrastructure by leveraging a test server for validating patches, and major version updates by the vendor. Once moved to the live production environment, load balancing between 3 application and 1 database server was implemented to better support peak usage times. This allowed the system to always be available for users to accurately record their time and ensured the Human Resource department they were within 99% compliance in handling employee payroll. Managed Offshore Resources during several key Intranet initiatives by assisting in the review and approval of high-level and detail design of business requirements for the enhancements/maintenance of other miscellaneous web applications within the scope of the Consumer Finance IT build team. After the testing phase was complete I assured the hand off from the build to the production run team was a seamless transition that did not interrupt any existing production processes. Initiated the role of a technical support contact providing maintenance and enhancements for three integrated business tracking systems built with classic ASP and MS SQL used to manage the work flow for a Portfolio Services department of 120 associates. Phases of the application were being built by members of the Information Management Leadership Program (IMLP), each with specific requirements to implement within their six month rotation. These rotations left a support gap which I filled to address any system issues as they rose. This resulted in a smoother transition between the IMLP members by allowing them time to focus on and fulfilling their requirements of the program instead of immediately coming into a new rotation addressing issues left by a previous colleague. Implemented a database migration plan from MS SQL Server 6.5 to 2000, which included maintenance schedules and archiving. By the structure of the two versions MS SQL server being completely different, it had to be a two phased approach. Phase one required a migration from 6.5 to 7.0. Phase two was to migrate from 7.0 to 2000. Since support was going to be dropped for MS SQL Server 6.5 the entire project had to be completed within 30 days. This migration allow me to implement a regularly scheduled maintenance plan that reduced end-user downtime from 10 - 20 hours per month to zero The Subject Matter Expert for the Mid-Range Application group in Stamford responsible for conducting a transfer of knowledge from the Atlanta data management personnel back to the Mid-Range team for ongoing support. Due to the elimination of curtain business functions this process had to be successfully completed within 60 days to prevent the possible impact of production systems there after.

Education

Bachelor's , Computer Information Systems DeVry University ï¼ City , State , US 9/2000 - 6/2004 DeVry University, Alpharetta, Georgia Bachelor's Degree, Computer Information Systems Academic Honors: Dean's List, Hope Scholarship GPA 3.46 while working and attending school full-time

Affiliations

GivingBack Foundation, Inc

Certifications

Six Sigma Green Belt Certified

Skills

Marketing, Operations, Database, Asp, Ms Sql Server, Sql, Sql Server, Technical Support, Testing, Asp.net, Budget, Clients, Database Systems, Life Cycle, Linux, Ms Asp, Ms Sql Server 2000, Mysql, Online Solutions, Php, Project Launch, Solutions, Sql Server 2000, System Development, Closer, Media Strategy, Networking, Online Marketing, Bank Card, Collections, Credit, Data Migration, Receivables, Intranet, Maintenance, Application Support, Archiving, Data Management, Subject Matter Expert, Work Flow, Business Requirements, Engineer, Finance, Graphical User Interface, Increase, Kronos, Load Balancing, Offshore, Oracle, Payroll, Production Environment, User Interface, Belt Certified, Black Belt, Six Sigma, Six-sigma, .net, Associate, Client/server, Coding, Css, Customer Service, Database Management, Detail Oriented, Dhtml, Flash, Frontpage, Html, Javascript, Microsoft Sql Server, Microsoft Sql Server 2000, Minitab, Ms Office, Photoshop, Project Management, Receptionist, Retail Sales, Self Motivated, Software Development, Structured Software, Team Player, Test Plans, Time & Attendance, Time And Attendance, Visual Studio, Xml

DIRECTOR OF INFORMATION TECHNOLOGY

Executive Profile

Director of Information Technology Project Manager * Business Analyst * Technical Support Analyst Visionary and highly accomplished Information Technology executive with success spanning 20+ years in high-performance, multi-faceted environments. Innovative and quality-driven professional to oversee enterprise resource planning, data and voice networking, software development, performance analysis and other critical business processes. Expertise establishing strategies and spearheading long-term initiatives to devise deploy and support IT infrastructures in alignment with business objectives. Adept administrator of enterprise projects and organizational budgets.

Skill Highlights

- Innovative Leadership
- Change Management
- Infrastructure Design
- Strategic Planning
- Technology Development
- Collaboration and Liaison
- P & L Oversight
- Organizational Development
- Mentoring and Coaching

Professional Experience

Director of Information Technology 08/2005 to Current
Company Name City , State

- Manage software development and infrastructure projects.
- Direct daily operations and oversee vendor relationships.
- Define project requirements and aligning efforts with clients and corporate needs and assess outcomes.
- Develop and see change management processes, release control, maintenance and support activities and employee training programs.
- Determine needs analysis for infrastructure and software requirements.
- Establish corporate policies pertaining to staff and employee usage of technology.
- Provides 24 x 7 technical support, Service Level Agreements (SLA's) and root cause analysis reporting.
- Directed staff of 7 IT professionals comprising of an IT Manager, Network Administrator, Programmer, IT Trainer and 3 Helpdesk Analysts supporting approximately 675 employees in 18 branches within the state of Florida.
- Interact with various departments in Corporate to derive pertinent information for Accounting, HR and Finance and formulate decisions based on data derived from the firm-wide Enterprise Resource Program.
- Accomplishments: Companywide system conversion to Windows 7, Office 2010 completed within 4 months.
- Standardization of software applications and hardware infrastructure, allowing for better system support, faster turnaround time for system problem resolutions Organization of departmental business which includes system inventory, software licensing and registrations.
- Evaluation of IT related vendors and service agreements resulting in a $300K per year reduction in IT expenditures Implementation of a $1.5 million ERP system, allowing for standardization of business processes with the financials, human resources, project management and purchasing department.
- Design and installation of an IP hybrid telecom system, standardizing the company's phone system and allowing for free inter-office communication, with a yearly savings of $160K in telecom expenses.

Manager of Information 02/2003 to 07/2005
Company Name City , State

- Provided leadership in the firm's information technology department in the direction, planning and implementation of technology leading to the support and alignment of the Firm's business operation to achieve an effective, cost-beneficial and secure IT operations for over 350 users.
- Provided strategic and tactical planning, development, evaluation, and coordination of the IT Department.
- Oversee the integrity of all electronic records including information related to information security and data recovery processes.
- Facilitated communication between staff, management, vendors and other technology resources within the organization.
- Directed supervision of 6 IT staff including a Network Administrator, 2 IT trainers and 3 Helpdesk Analyst.
- Ensured that all users are properly trained for secure and effective use of the systems.
- Accomplishments:.
- Developed system policies addressing areas of risk and formulating a protocol for an effective change management.
- Spearheaded conversion of phone system to IP telephony resulting to a 30% decrease in spending for telecommunication infrastructure.
- Coordinated conversion of legacy servers and virtualization of servers, increasing operations efficiency and reducing downtime.
- Migrated several of the Firm's legacy application and reducing the applications supported leading to a standardized utilization of software.

Senior Systems Analyst/Project Manager 07/1998 to 01/2003
Company Name City , State

- Responsible for planning and implementation of IT projects while managing and coordinating IT resources.
- Managed relationships with vendors and suppliers to ensure routine maintenance and that any possible problems are detected before they occur.
- Evaluated hardware and software acquisition to ensure compatibility and alignment with the Firm's objectives.

- Ensured all systems are properly updated and evaluated for routine maintenance.
- Assessed network and e-mail security to ensure network integrity.
- Responsible for the standardization and migration of Windows 98 Operating System to a Windows XP environment, Wordperfect to MS Office suite and consolidation of networked workstations and printers.

Education

Bachelor of Science : Industrial Psychology 1985 University of Santo Tomas - Manila Philippines Industrial Psychology

Associates Degree : Computer Science 1995 Baruch College City Computer Science

Cisco Certified Engineer 1997 Dersyha University City , State Selected Professional Development and Seminars Team Leadership * Managing conflict * Effect Supervision of employees

Managing People & Change * Effective Project Management * IP Telephony in the business environment * ERP system implementation techniques * Effective network and infrastructure design Coping with changes in technology

Skills

Accounting, Analyst, business processes, Change Management, Cisco Certified, Coaching, hardware, conversion, clients, direction, e-mail, employee training, Engineer, ERP, Finance, financials, human resources, HR, information security, information technology, inventory, IP, Leadership, Team Leadership, Managing People, Managing, Mentoring, MS Office suite, Office, Windows 7, Windows 98, Windows XP, migration, needs analysis, Enterprise, Network Administrator, network, Operating System, Organizational Development, phone system, policies, printers, processes, Programmer, Project Management, purchasing, reporting, Seminars, servers, Service Level Agreements, SLA, software development, strategic, Strategic Planning, Supervision, technical support, telecom, telecommunication, Telephony, Trainer, Wordperfect

INFORMATION TECHNOLOGY PROJECT MANAGER

Summary

SUMMARY Skilled IT professional with 7 years of proven success in developing and leading cross-functional technical teams to execute and deliver major technology initiatives using the Agile methodology and Scaled Agile Framework (SAFe). Well-versed in managing projects with co-located and off-site teams. Expertise in gathering and translating requirements, leading scrum teams, and release management, including owning the release management lifecycle for multiple applications across different environments.

Skills

- Agile methodology
- Project management
- SAFe Program Increment (PI) Planning
- Scrum / Kanban / Scrumban
- Aptitude for resolving challenging problems
- Client relations
- Team building
- Release management
- Scrum master / Business analyst
- Atlassian suite (JIRA, Confluence, Trello)
- Public Trust Clearance Level 4
- Agile
- Approach

- Budget
- Business analyst
- Concept
- Client
- Client relations
- Features
- Functional
- Team building
- Managing
- Meetings
- Procurement
- Project Management
- Project plans
- Real-time
- Risk-assessment
- SCADA
- Supervisory Control and Data Acquisition
- Fluent in Spanish
- Upgrade

Experience

Company Name | City , State INFORMATION TECHNOLOGY PROJECT MANAGER 03/2019 - Current

- Support Design-Build Supervisory Control and Data Acquisition (SCADA) Upgrade Project using project management expertise.
- Identify and implement technology tools to facilitate resource planning for multiple projects, identify interdivisional dependencies, encourage real-time team collaboration, and develop streamlined workflows to expedite project submittal reviews.
- Introduced the concept of SAFe to lead planning event to prioritize fiscal year acquisition and procurement needs based on project criticality and available internal resources.
- Developed annual planning process to support capital improvement planning activities such as project identification and prioritization.

Company Name | City , State AGILE PROJECT MANAGER 10/2014 - 03/2019

- Led transition of risk-assessment tools from downloadable software to web-based platform, including EPA's Vulnerability Self Assessment Tool, Climate Resilience Evaluation and Awareness Tool (CREAT), and the Workshop Planner for Climate Change and Extreme Events Adaptation tool.
- Developed project plans and cost estimates with well-defined milestones in collaboration with project team and subcontractors for each contract period of performance.
- Tracked project level-of-effort and budget expenditures to enable the team to deliver work products while managing changes to scope, schedule, and budget.
- Provided cost projections using labor rates to manage specific project tasks from project inception to completion.
- Tracked resource availability and allocate staff according to client priorities for the project goals and timeline.
- Managed communication of project status, including risks, within the project team and external to the project team.
- Gathered and communicated performance metrics and develop performance reports.
- Identified and managed project risks, defined opportunities for improvement, and worked with the project team and senior leaders to establish corrective actions.
- Worked with team members to participate in the quarterly SAFe PI planning events to develop realistic work plans and release timelines for client-prioritized workstreams.

Company Name | City , State RELEASE MANAGER 10/2014 - 03/2019

- Negotiated, planned, and managed all release activities identifying risks and corresponding solutions to maintain the release schedule.
- Established deployment needs and ensured compatible architecture and configuration of final deliverable.
- Facilitated production readiness reviews and release retrospective meetings with the project team.
- Served as the primary point of contact with IT partners in deployment planning activities using a Scrumban (Agile and Kanban) approach.
- Identified ways to optimize platform capabilities and maximize efficiencies.
- Identified issues and performed root-cause analysis.
- Ensured all changes met readiness criteria prior to deployment.
- Worked with developers to resolve deployment issues and system outages.
- Tracked release metrics to identify process improvements.

- Conducted functional configuration audits and physical configuration audits to meet CMMI standards.

Company Name | City , State BUSINESS ANALYST / SCRUM MASTER 10/2014 - 03/2019

- Facilitated requirements meetings and grooming sessions with the development team and the client to identify desired features and functionality.
- Facilitated daily scrums, sprint reviews, sprint retrospectives, and sprint planning with the project team.
- Captured and translated requirements to the development team via Jira, Confluence, and during daily scrums.
- Tested the application across desired platforms in the development, staging, and production environments to ensure proper implementation of requirements.

Education and Training

- Scaled Agile Framework (SAFe) 4 Agilist certification

2019
Project Management Professional (PMP) 2018
American University | State Master of Arts in International Affairs 2011
American University | State Master of Arts in Natural Resources 2011
Clemson University | City , State Bachelor of Arts in Biological Sciences 2008
Languages
Fluent in Spanish

INFORMATION TECHNOLOGY SPECIALIST (WEB), GS-11
Career Overview

Objective Â

IT Specialist, GS-2210-9 (CUSTSPT)

NOC Merit-2016-0031

Experienced Systems Analyst with diverse industry experience in government, maritime, forestry, research and development. Professional expertise includes systems applications, disaster recovery planning, customer services, including remote, phone and local one on one.

Qualifications

- Excellent communicator
- Adopts technology to business needs
- Stays current with technology
- Excellent interpersonal skills

- MS SharePoint, MS Access
- MS Office, Adobe Suite
- OS(s) Windows, Linux, Mac
- Skype, WebEx, Adobe Connect, MS Lync

Technical Skills

Skills	Experience	Total Years	Last Used
Level I, II and III customer Support	Regional System Manager	5	September 2014
System installs and upgrades of agency software	System Admin	5	September 2015

Accomplishments

Awarded by the Forest Service, Pacific Northwest Research Station, for developing publishing innovations, multiple website support, and championing SharePoint. Also, awarded for superior performance during 2013.

Awarded by the Forest Service, Pacific Northwest Research Station, for delivering superb computer assistance to the Communication Application Program, and demonstrated outstanding support to the maintenance of the stations' websites, and demonstrating extra effort in updating research related databases, and for researching new media sources such as e-pubs for the station's publications.

Key developer and supporter for a new Regional Examination Center(REC) Merchant Mariner database, which was widely adopted by several REC's across the United States, for the U.S. Coast Guard.

Work Experience
Company Name City , State Information Technology Specialist (Web), GS-11 08/2013 to 02/2016

- Over two years of planning, coordinating, and identifying business and research functions, resources and services working with the Forest Services' Climate Change Resource Center (CCRC).
- Coordinated testing and improvement of Chief of Information Office (CIO) Virtual Machine Primer training guide, for use by the Forest Service IT specialist, to transform web services to a Content Management System, using Drupal with Linux platform.
- Established a prototype site for training web team members, in preparations for migration to a new content management system.
- Instrumental in researching, planning and collaborating with teams in the Forest Service to increase the knowledge base of Drupal, SharePoint and eBooks for PNWRS, R&D and members CIO/WO levels.
- Apply federal, department, and agency web regulations and policies.
- Trained program departments to use MS SharePoint to collect files, data, publications, and agency policies into one central hub.
- Ensure that all material presented is in compliance with copyright requirements and section 508 of the Rehabilitation Act.

Company Name City , State Computer Assistant, GS-5 03/2010 to 08/2013

- Managed internet and intranet sites.
- Created and modified publication database entries within the Forest Services' Research Information Tracking System (RITS).
- Administered SharePoint sites.
- Provide group and one-on-one training to staff and new site owners.
- Converted print publications to eBook format for eReaders, including: embedding video and audio media clips.

Company Name City , State Computer Department Intern 09/2008 to 06/2009

- Designed and proto-typed a web-based, IT assets inventory tracking system, using Linux, Apache, MySQL, PHP, HTML, and CSS.
- Assisted all levels of school districts technical staff, with projects and day to day operations.
- Planned and deploying technology for teachers and students in the Camas School District, including software migration, computer and server upgrades.
- Establish a fleet of Linux OS laptops, that saved the school district over $250,000, by repurposing old laptops marked to be recycled.

- Assist with Citrix software, MS Office, Adobe Suite, Linux based Ubuntu and applications.
- Installed, maintained and repaired network hardware/software on multiple-campuses.
- Setup over 80 media presentations carts with sound systems for classes, working after normal work hours and weekends to minimize downtime for classrooms.

Company Name City , State Database Intern 06/2008 to 08/2009

- Create a patient tracking system using MS Access relationship database to help market a naturopathic clinic.

Company Name City , State Office/Building Manager 01/2005 to 10/2005

- 32-hour work week
- Managed a church office, created correspondence and newsletters
- Scheduled and setup satellite seminars and media presentations.
- Coordinated building use for Homelink River charter school, to provide a safe and functional classrooms and facilities.
- Scheduled and supervised events for church and school.

Company Name City , State Geek Squad Tech 10/2004 to 12/2004

- Geek Squad Tech
- Assist customers with troubleshooting their computer problems, and technical questions.
- Upgrade hardware and software, removed viruses-spyware, sold computers and accessories, setup new computers to BestBuy specifications for quick sales.

Company Name City , State Marine Science Technician, E-6 11/1984 to 05/2004

- Provided level I, II, and III IT support as a Regional System Manager for other 400 workstations, across multiple Coast Guard campus, at remote field stations, and for facilities on ships.
- Provided training a assistance to system operators at units in problem solving, daily operations, including system backups, user profile setups, and user support.
- Displayed courtesy and strong interpersonal skills with all customer interactions.
- Built and maintained successful relationships with service providers, dealers and consumers.
- Assisted customers with technical issues via email, live chat and telephone.
- Created and supported multiple MS Access databases to track business needs.

Education and Training
Master of Science : Management and Organizational Leadership 08/2015 Warner Pacific University , City , State , USA

Management and Organizational Leadership

Certification : ITIL Foundation 2016 New Horizons , City , State , USA
Bachelor of Science : Technology 06/2009 Eastern Washington University , City , State , USA

Technology

Site Builder and Theming : Drupal, Content Management 08/2012 OpenSourcery , City , State , USA
Additional Skills

Web, Content Management Systems, team collaborator/facilitator, innovator inspection, audits, presentations, researcher, self-starter,T1, problem solver

INFORMATION TECHNOLOGY SPECIALIST

Summary

An organized DBA professional with over 6years hands-on experience supporting Oracle databases, Sql Server databases and AWS infrastructure. Equipped with excellent communication and interpersonal skills; a highly organized individual and team player who possesses strong analytical and problem solving skills, and is who is committed in delivering quality services to customers/clients.

Experience

Information Technology Specialist 03/2018 to Current Company Name City , State

- Â Primary responsibilities include production support, installation and configuration, migration, backup and recovery, performance tuning, cloning, security, upgrades, and patches.
- Planned, installed and upgraded multiple Oracle databases from 11.2.0.4 to 12.2.0.
- Added targets to OEM 13c and used OEM 13c to monitored databases.
- Created rules, security profiles using OEM 13c.
- Performed Hot/Cold Backup, Recovery and Cloning of databases using RMAN
- Planned and implemented Backup strategies, used RMAN and Crontab to schedule backup.
- Installed and upgraded databases from MySQL 5.6 to 5.7 and implemented mysqld_multi for better performance.
- Migrated databases from on-premise to AWS using Database migration services.
- Launched and maintained RDS and EC2 instances in AWS.
- Created Snapshots, Elastic IPs, EBS Volumes, Security Groups per clients/costumers request.
- Performed cross region replication with S3.
- Created security groups to manage inbound and outbound rules.

Database Administrator 12/2014 to Current Company Name City , State

- Troubleshot and resolved web application issues escalated from customer support and other departments with a 100% success rate.
- Worked with clients to analyze computing and network needs and implemented appropriate solutions within each department's budget.
- Analyzed performance monitoring/tuning/troubleshooting - Oracle database performance tuning services with EXPLAIN PLAN, TKPROF, STATSPACK, AWR and SQL TRACE.
- Installed, configured and maintained Physical, Logical, Active standby databases supported by Data guard on Oracle 11g, and 10g RAC servers for the purpose of disaster recovery procedures.
- Generated ASH, ADDM and AWR Reports using OEM from Oracle 10g, 11g and 12c database and analyzed the reports for Oracle wait events, time consuming SQL queries, tablespace growth, and database growth.
- Implemented database re-organizations as required to improved performance and ensure maximum up-time of the database; implemented SQL Access and SQL Tuning advisers recommendations.
- Launched and maintained RDS and EC2 instances in AWS.
- Created Snapshots, Elastic IPs, EBS Volumes, Security Groups per clients/costumers request.
- Planned and implemented high availability solutions such as Real Application Cluster (RAC) in Oracle 11gR2 Grid and 10g on ASM and ACFS file systems.
- Migrated multiple stand-alone databases to RAC databases using Rconfig, RMAN and OEM.
- Migrated single instance databases from NON-ASM to ASM file system to improve performance.
- Installed Oracle 10g, 11g and 12c software and created multiple databases including Plug-able and container databases in oracle 12c.
- Implemented TDE, Data Redaction and database Auditing to improved data integrity and security.
- Applied PSU on standalone TEST environment using OPatch and same PSU (Grid and RDBMS Patching) on production cluster using OPatch Auto.
- Replicated data in real time using Oracle Golden Gate and Oracle streams.
- Analyzed, interpreted and troubleshot Golden Gate related issues.
- Designed and implemented different backup strategies like Cold, Hot backup using RMAN with Flash Recovery Area and Logical Backups with EXPDP/IMPDP.
- Scheduled RMAN backups, purge jobs, Maintenance Jobs using DBMS_JOBS, DBMS_SCHEDULER, Crontab and OEM.
- Implemented and managed logical backup/recovery with Datapump and Export/Import utilities.
- Cloned databases using RMAN and Manually using scripts.
- Implemented Point In Time Recovery on one or more tablespaces to recover lost of a table(s) while eliminating down time for the database.
- Installed SQL Server EE 2012 on windows and created databases, triggers, tables, procedures, functions and database diagrams.
- Upgraded databases from 10g to 11g and to 12c using DBUA, Datapump, Manually, Transportable Tablespace and Oracle Dataguard.

Oracle Database Administrator 07/2012 to 10/2014 Company Name City , State

- Prepared technical architecture proposals for enhancements and migrated an existing standalone database to RAC database.
- Provided senior technical support to Developers and troubleshot performance issues and maintained high availability and security of databases.
- Analyzed and tuned the Database to identify potential database bottle necks such as response delay, locking contention, wait event using tools like STATSPACK, EXPLAIN PLAN, and TKPROF.
- Collaborated and worked together with development and operations staff and resolved problems quickly and efficiently.
- Maintained Physical, Logical, Active standby databases supported by Data guard on Oracle 11g, and 10g RAC servers for the purpose of disaster recovery procedures.
- Installed, configured, deployed and monitored different databases and application servers using Oracle OEM 12c Grid Control.

- Worked efficiently in Database administration activities such as User management, Space management, Monitoring, Creating Database, Managing Oracle Instance and Database security and Materialized views.
- Maintained and administered high availability solutions such as Real Application Cluster (RAC) in Oracle 11gR2 Grid and 10g on ASM file system.
- Planned and applied PSU/CPU patches and upgraded multiple databases from 10g to 11g.
- Replicated data in real time using oracle Golden Gate.
- Increased data security; implemented TDE and database auditing and created threshold on database metrics and set alert for a more stronger security.
- Maintained Active Data guard, creating both Logical and Physical Standby databases for data disaster recovery solutions.
- Worked on 24/7 environments, supported, monitored, managed and troubleshot database related issues over 300 oracle 10g, 11g and 12c databases with sizes from 300G to 2TB.
- Implemented backup strategies used RMAN for incremental/full backup and Datapump to backup logical components.

Education and Training
Bachelor of Science : Civil Engineering University Of Buea City , State , Cameroon Civil Engineering
Technical Environment
Databases: Oracle 10g, 11g, 12c, MySQL 5.6, 5.7, Sql Server 2008, 2012
Platforms: Oracle Enterprise Linux 5.11, 6.7, 7, HP-UX 10.x, 11.x. Sun Solaris 2.5, 2.6, Windows Server 2008
Tools : TKPROF, EXPLAIN PLAN, STATSPACK, AWR, and ADDM Toad, Putty, X-wing32, WinSCP.Â
Database Utilities : Oracle Enterprise Manager, Real Application Cluster, ASM, Transportable Tablespaces, SQL*Loader, RMAN, DataPump, Export, Import
Languages :Â Â·SQL*PLUS, PL/SQL, UNIX Shell Scripting, Ksh, bash

ADJUNCT INSTRUCTOR

Skill Highlights

Quality Engineering Process Improvement Acceptance Testing Strategic Planning Organizational Development Requirement Assessment Coaching & Mentoring Business Intelligence SDLC People Management Team Building Data Analysis Oracle SQL/MS Access Progress RDB Power Point Data Warehousing HP Quality Center MS Test Rational software QA and PM templates MS Word/Excel MS Project Visio Clarity Software

Professional Experience

Adjunct Instructor

January 1999 to November 2014 Company Name ï¼ City , State

- Planning and Strategy 01/2014 - 11/2014 Oversaw and facilitated development, QA and production of monthly metric dashboard packages across AIT that illustrates the organization's collective value and overall contribution for senior level reporting and review.
- Successfully led installation of the 1st service request tool for the Planning and Strategy team automating work order processing. Project managed Communication, Quality, Risk and Implementation Management following SDLC, QA and Project Management Life Cycles. (AIT) Leadership Development Rotation Program 2012 to 2013 Leadership Development Program rotation across Annuities organizational and functional departments, focused on hands-on and real scenario exposure to various executive leadership approaches and styles. Delivered Quality and cost effective projects utilizing leadership agility, enhanced ability to read organizations and honed skills in strategy execution.
- Project managed design, QA, training and implementation of Resource Capacity Management tool for Annuities Marketing Service group 20 resources. Created, socialized and implemented project charters, project and communication plans and QA artifacts to Business Analyst, Developers and stakeholders.
- Designed and developed the process to collect and track $29M in IT-Sourcing Business Case Multi Year Savings. Piloted and socialized data collection process and procedures to obtain five Organizational Units executives sign off without issues. The tool and process enabled timely, accurate and effective decision senior leadership decisions for strategic planning.
- Designed and project managed the development, QA strategies and implementation of Portfolio Management Database application leading four offshore and two onshore resources in planning, execution & monitoring, and project implementation following established SDLC, QA and Project Management Lifecycles best practices. This tool captures and reports progress and status of all Annuities Services active projects.
- Led acquisition of two Commercial off the Shelf software for AIT, 50% below whole sale by successful negotiation and package order reconfiguration. Vendor Management lead for the enterprise procurement of HP's Requirement Management Tool (RMT) and APPTIO (Financial SAAS application) by developing and implementing Request for Proposals (RFPs), Master Service Agreements (MSA) and Statement of Work (SOW) in collaboration with Prudential Legal and Business and Senior Stakeholders.
- Developed and successfully implemented project charter and project plans for software customization and implementation of APPTIO by using approved PM tools including peer reviews and socialization to project stakeholders. Project charter was used to drive technical requirements for collaborative work effort between APPTIO and Prudential Annuities.
- Developed traceability matrices and risk based test strategies for reliable analysis with optimized test coverage and prioritized execution. Led QA project deliveries and adherence to all Annuities Quality Assurance standards and procedure. Led test efforts on project initiatives, working closely with project stakeholders to ensure high Quality deliverables to Annuities Technology Business Partners.
- Collaborated and negotiated development of QA testing infrastructure for Information Management and Business Intelligence (IMBI) QA cluster through research, development and incorporation of Business Intelligence Testing Methodology and established QA guidelines for Data Warehouse, Data Marts, and ETL (Extract, Transform and Load) projects in line with industry practices. Socialized new IMBI QA methodology to business clients and AIT's analysis and development teams. This process became the foundation of testing procedure for AIT QA department.
- Developed and governed QA project milestones, QA test strategies, scope test plans, resource allocations and project planning for AIT's Information Management and Business Intelligence by design process participation, peer and Quality Control reviews. Oversaw development of QA strategies, test plans and test cases to migrate Prudential's Annuity system to newly established Data Warehouse, Mart with Cognos as reporting front-end.
- Managed QA validation execution, tracking and governance of Annuities Information Factory data warehouse, the foundation of AIT's Business Intelligence infrastructure in QA Organization by leading two onshore and six offshore, from India and Ireland, in design, creation and execution of test strategies and test plans in alignment with SDLC and Project Life Cycle.
- Bridged QA SME single point-of-failure gap by developing succession plans and approach though knowledge transfers, documentations and trainings.
- Monitored and reported relevant QA metrics for test performance to senior management for though use of charts and graphs for trend and analysis. Managed prioritization of production defect resolution, validation and on-time production deployments. Defined, developed and standardized production defect resolution infrastructure and processes for the newly formed QA Production Support team.
- Coordinated QA test region management including data refresh and test region trouble shooting though project planning and scheduling, working knowledge of test environments, capabilities and user needs. This process improvement resulted to a single point of contact and multiple call reduction.
- Engineered and streamlined QA region refresh procedures resulting into a repeatable process implemented in AIT QA department. This process reduced test region set-up to 5 days from its usual 9 days set up. Employed automation, batch processing, collaboration and negotiations with IT partners to drive success.
- Directed the validation 15 small projects ($50K or less) within 12 months leveraging onshore and offshore staffs following full QA Testing Lifecycle.
- QA project led American Skandia and All State data acquisitions and conversions by creating and implementing QA test strategies and plans to 12 onshore and 10 offshore consultants, communicating project status through QA metrics. Established and matured Annuities

Information Technology's automation infrastructure and processes. Developed regression test bed to reduce manual testing effort of repeatable process.

- Collaborated in the establishment of the QA Automation infrastructure through proof of concepts, benefits and impact analysis with Pramerica offshore team. Established the 1st automation infrastructure using Rational Software and base line regression test bed for Prudential's Annuities Technology line of business.
- Reduced database table seeding QA validation by 75% in QA, UAT and Production environment by developing and implementing excel macro comparison tools to validate data accuracy.
- Built a Cyclic Redundancy Check automated script that save 4 person hours on each execution by launching 100 application screens that executed initiation modules.

Software Developer
January 1996 to January 1998 Company Name ï¼ City , State
Software Developer/QA Project Lead, PRODIGY
January 1988 to January 1996 Company Name ï¼ City , State
Education
MS : Computer Science , 1992 University of New Haven ï¼ City , State , US MS in Computer Science University of New Haven - New Haven, CT 1992
BS : Computer Science , 1985 Fairleigh Dickinson University ï¼ City , State , US BS in Computer Science Fairleigh Dickinson University - Teaneck, NJ 1985 LINKS http://www.linkedin.com/in/josephmueller201
Certifications
AIT
Skills

Qa, Offshore, Annuities, Testing, Team Lead, Database, Qa Validation, Sdlc, Metrics, Project Planning, Qa Test, Qa Testing, Benefits, Excel, Production Environment, Rational, Uat, Leadership Development, Project Management, Best Practices, Business Case, Capacity Management, Collection, Data Collection, Marketing, Portfolio Management, Procurement, Progress, Project Plans, Proposals, Saas, Software As A Service, Sow, Statement Of Work, Strategic Planning, Technical Requirements, Training, Vendor Management, Business Intelligence, Cases, Clients, Coda, Cognos, Data Warehouse, Etl, Extract, Transform, And Load, Front End, Front End Design, Front-end, Governance, Ibm Cognos, Life Cycle, Qa Methodology, Quality Assurance, Quality Assurance Standards, Quality Control, Sme, Subject Matter Expert, Test Lead, Test Plans, Batch Processing, Its, Process Improvement, Scheduling, Instructor, Order Processing, Acceptance Testing, Access, Coaching, Data Analysis, Data Warehousing, Ibm Rational Software, Marketing Analysis, Mentoring, Microsoft Project, Ms Access, Ms Project, Ms Word, Oracle, Org Development, Organizational Development, Rational Software, Rdb, Software Qa, Sql, Team Building, User Acceptance, Visio, Word

CONSULTANT

Experience

Consultant , 05/2017 to Current
Company Name – City , State

- Managed project schedule and local and remote staff to collect Water Main data and update GIS system.
- Develop business process and productivity reports to manage field book scanning project and Water Main data collection project.
- Provide Application support for CIS, Infor CMMS, and Neptune AMR applications.
- Maintained SharePoint site for I/T department.
- Assist Desktop support team with desktop and application user issues.
- Developed secure FTP scripts during implementation of CIS and AMR applications after Ransomware attack.

Utility Solutions Consultant , 02/2006 to 04/2017
Company Name – City , State

- Install and configured Cityworks CMMS application, including XML modifications.
- Led configuration requirements gathering effort for Cityworks application implementation.
- Prepared and provided training for CIS, Meter Reading software, and CMMS applications.
- Provided Application support for CIS, CMMS, and AMR applications.
- Developed data import file layouts and Crystal Reports for Lucity CMMS application.
- Performed system configuration for Lucity CMMS application.
- Installed and configured Infor Enterprise Asset Management 11.1 application and SQL Server database.
- Led System Administration team to design and configure user security for Infor Public Sector application.
- Led configuration requirements gathering effort for Infor Public Sector application upgrade.
- Provide Application support for CIS, CMMS, and AMR applications.
- Assisted the City of Cleveland with the installation of their AMI Fixed Network.
- Developed the Residential AMI Meter Deployment schedule for City of Cleveland AMI Project.
- Led team to manage data interfaces between City of Atlanta and Contractor systems during the AMR replacement program.
- Develop business process and reports to manage Automated Meter Reading meter replacement program for City of Atlanta, Bureau of Drinking Water.

CEO/Consultant , 02/2000 to 02/2006
Company Name – City , State

- Managed Griffin Technology Group budget, taxes, expenses and contracts Hired and managed employees, including scheduling client appointments for on-site PC support service.
- Developed Crystal Reports for client management team to manage business within the Customer Information System.
- Installed and configured Crystal Info Server 7.
- Developed PL/SQL views to handle difficult data issues in reporting.
- Gathered requirements for management reports, application changes, and tracking software.
- Developed new applications using Access and Visual basic for Application for clients to track new projects.
- Provided Application Support for Maximo, Maintenance Management Software and CSTAR, Customer Information System.
- Assisted System Administrators in infrastructure upgrades and daily administration of HP-UX Servers.

Information Technology Consultant , 10/1999 to 12/1999
Company Name – City , State

- Developed new PL/SQL Stored Procedures and Functions to build financial summary data.
- Developed SQL queries against Oracle 8 database.

Information Technology Consultant , 08/1999 to 10/1999
Company Name – City , State

- Created a new system functionality using Pro C code.
- Modified existing program to fix errors with other processes.
- Worked with DBA to build Oracle triggers and procedures and test programs.

Information Technology Consultant , 05/1998 to 07/1999
Company Name – City , State

- Maintained and Enhanced C and Uniface program code and Unix Shell scripts.
- Developed new application development environment for future MMI software development.
- Developed new process to replace outdated or broken processes.

Information Technology Specialist , 04/1996 to 04/1998
Company Name – City , State

- Provided development services to client at client's site.

- Developed management reports using GQL\User and Sybase SQL Server database in OS/2 environment.
- Developed reports database using Lotus Approach 96 in Windows 95 environment.
- Modified and maintained Uniface 6.1 Code in the Windows NT environment, during migration from Uniface 5.2 in OS/2 environment.

Senior Programmer , 03/1994 to 04/1996
Company Name â€" City , State

- Develop and maintain application using Uniface 5.2, Oracle 7.3, and image software PowerImage.
- Maintained an Oracle database, including creating new tables and triggers and Application Support.
- Led sessions with users to collect requirements, develop new features and improve current features of application.

Education
Bachelor of Science : Computer Science , December 1993
GEORGIA INTITUTE OF TECHNOLOGY - City , State
Computer Science
Summary
Information Technology professional with 20+ years of experience working in various roles. Possesses written and verbal communication skills and excellent interpersonal and leadership skills.
Highlights
 Proficient in Software Development Life Cycle, Project Management, Oracle and SQL Server databases. Proficient in Crystal Reports, Windows and UNIX environments, and Automated Meter Reading and Utility Billing systems, Shell Scripting and SharePoint. Programming Languages: C/C++, PL/SQL, Visual Basic, Uniface, PHP, HTML, XML.
Skills
application development, Lotus Approach, Asset Management, Billing systems, book, budget, Develop business, Business Process Analysis, C, C++, client management, contracts, Crystal, Crystal Reports, Client, clients, data collection, DBA, databases, database, XML, features, financial, FTP, GIS, HP-UX, HTML, PHP, image, ITIL v, Access, SharePoint, Windows, Windows 95, Windows NT, migration, Enterprise, Network, Oracle 7.3, Oracle, Oracle database, PL/SQL, Oracle and SQL, Oracle 8, OS/2, PC support, Pro C, processes, Programming, Project Management, Reading, reporting, requirements gathering, scanning, scheduling, Servers, scripts, Shell Scripting, Software Development, SQL, SQL Server, Sybase SQL Server, System Administration, system configuration, tables, taxes, Desktop support, Uniface 6.1, Uniface, Uniface 5.2, UNIX, Unix Shell scripts, upgrades, upgrade, Visual Basic

BUSINESS SYSTEMS ANALYST I

Qualifications

TECHNICAL SKILLS: Business Applications: SAP Web Intelligence, Informatica Data Explorer, MS Visio, MS Project, Rational Rose, Business Objects Languages: SQL, UML,C, C++ , Core Java , Perl Web Development: HTML, XML, PHP Operating Systems: Windows XP/Vista/7, Linux Databases: Netezza, MS SQL Server 2005/2008, Oracle 9i/10g

Accomplishments

- Organized workshops for SQL Server 2005 during the technical fest at Mumbai University Active member of Student Council of Asian Students at University of Maryland. Interface with the client and multi-disciplinary teams within Merkle (Business Intelligence, Information Technology, Database and Data Warehouse Developers) to support the solution delivery process
- Work closely with clients to understand their marketing goals, design their marketing databases, facilitate optimum segmentation and provide platforms and reports to measure their marketing ROI.
- Involved in designing and rolling out global marketing databases (North America, Europe and Middle East, Latin America) and thus well versed with Customer Data Integration and international data hygiene and standardization concepts. Enable the client to generate reports for Measuring ROI, effective channels , successful campaigns and optimum segments , trend analysis etc using tools like Business Objects Sound understanding of a projects life cycle, from demand generation to understanding the customer requirement and converting it into technical specifications and finally implementing the project. Jusitn: - Served as subject matter expert on marketing data and database design for European and Asia Pacific regions Involved the support of client requests such as adhoc reporting and campaign execution. Also responsible for identifying gaps in deployed functionality and building necessary new functionality alongwith correcting issues with current solution -data integration,data hygiene, cleansing CDI -created marketing programs based on client's requirements -supported existing solution on daily basis for any data or functionality issues -supervised change requests from development to implementation and performed QA on deliverables before handoff to client Automated Warranty Renewal Campaign Solution Project involved warranty based CRM marketing solution enabling warranty specific campaign execution and reporting Responsibilities: -Support of the deployed CRM database solution for Latin America region of Fortune 500 company focusing on Public and Large enterprises -Executed marketing programs on a weekly basis

Work Experience

Company Name Business Systems Analyst I 09/2014 to Current

- Acted as lead BSA on client team to drive consistency and support projects spanning multiple regional databases and support teams
- Primary contact for client, client partners and other stakeholders, managing daily responsibilities associated with delivering multi-channel database marketing programs.
- Responsibilities include working with client and other stake holders to understand marketing program objectives and business rules that help define the metrics for program measurement
- Partner with the client, client partners and other stakeholders to define campaign audience requirements, program specifications and business requirements Project: SMB CRM Marketing Database Solution
- Maintaining global marketing data for advanced targeting and segmentation to drive optimal business results - Gathered and analyzed business requirements provided by client to draft detailed project specifications and lead developers through development and QA process - Managed primary ownership for creating artifacts like Business Requirement Document and Functional Requirement Documents - Performed gap analysis and Root Cause analysis for data issues and functionality and ensured client satisfaction Project: Consumer Global Marketing Database Solution
- CRM solution for Latin America region of Fortune 500 High Tech company supporting data integration, marketing program execution, reporting and analytics - Led change requests within the cross-functional teams using the defined change management process ensuring timely deployment - Analyzed complex client data using Merkle's in-house methodologies and provided recommendations to improve marketing programs performance - Created automated processes minimizing the run-time and increased efficiency of database update and campaign deliveries Manage overall coordination, status reporting and stability of complex and cross-functional project oriented work efforts while continuing to evolve the solution delivery lifecycle to encompass multiple methodologies
- Interacted with development and QA teams to ensure timely delivery of project deliverables while managing project timeline and communicating adjustments and issues to program management.
- Responsibilities included creating documentation to detail functional requirements, technical solution design, code review, implementation and QA deliverables before handoff to client Project: Dell Financial Services Project is a service provided through Dell that provides credit line accounts to Dell customers that qualify. integrated database solution that allows us to use their customer data in Consumer marketing campaigns - Led project change requests throughout a full solution lifecycle performing requirements gathering, process documentation, data analysis and quality control - Lead solution discovery sessions with client stakeholders as a means to illicit solution requirements -Set up data load and automated processing of data extracts on a weekly basis -Responsible for process documentation consisting of Business requirements and functional requirements - Source to Target mapping and data dictionary -Designed and implemented email marketing campaigns for Canada region as per client's specifications -Created email marketing campaign targeting customers based on credit line account information - Reported on campaign attribution, performance, key metrics Interface with the client, marketing vendors, and cross-functional teams within Merkle on solution delivery and new project development Perform requirements gathering for change requests and maintain all documentation Synthesize complex and sometimes contradictory information into concise, readable, unambiguous written requirements at multiple levels of detail Support campaign management process to develop business goals, campaign requirements and campaign metrics. Build and maintain client reports relating to data quality and campaign measurement Work with Solution and Account Lead to define project scope, level of effort and timeline Work closely with the delivery team (including system software engineers, QA, regression test teams, and the product manager) ensure that your clients' solution is created with exceptional quality. - Accountable for determining and requesting campaign data elements from creative agencies to build accurate segmentations for targeted educational & public

relations program deployments Provide input to Project Management regarding schedule, level of effort , project scope Manage client communication and expectation setting Lead change requests from initiation to delivery Interface with the client and multi-disciplinary teams within Merkle to support the solution delivery process Take direction from Project Management regarding schedule, scope, and cost tradeoffs Assist with the delivery of the system into production by designing and supporting the formal client acceptance process, according to Merkle's defined standards Accurately document requirements and acceptance criteria for a Merkle Marketing solutions Perform analysis of new data for inclusion in a marketing database, and ad-hoc analysis of data in the database to support the requirements process

Company Name IT Analyst Intern 05/2011 to 12/2011 Assisted IT Admin for managing user access rights, user groups and documentation upload on MS SharePoint Analyzed business applications to determine if changes or upgrades are required by business users or processes Gathered business requirements and converted them into detailed technical and functional specifications Served as a technical liaison between end-users & application vendors to obtain solutions for application issues using HEAT ticketing system Tested vendor solutions and newly modified systems to ensure they meet client specifications Generate customized reports using Business Intelligence tools to meet user requirements

Company Name IT Support 05/2010 to 07/2010 Used Sys-Aid ticketing software for handling service requests from library staff Responsible for troubleshooting and maintenance of hardware and software devices Maintained Local Area Network of UM Libraries and performed Ghosting, G-Disking processes

Education and Training

MS : Information Management University of Maryland MS in Information Management (Dec 2011) University of Maryland GPA 3.67 /4.0 Relevant Courses: Database Design, Web Enabled Databases (PHP), Information Architecture, Management of Information and Services, Project Performance Measurement, System and Software Requirements

B.E : Computer Engineering Mumbai University B.E in Computer Engineering (May 2009) Mumbai University First Division Specialties:

Professional Affiliations

Active member of Student Council of Asian Students at University of Maryland

Skills

Database, Marketing, Systems Analyst, Project Management, Business Requirements, Solutions, Metrics, Qa, Documentation, Accountable For, Accounts To, Adjustments, And Account, Basis, Campaign Management, Client Communication, Clients, Consumer Marketing, Credit, Data Analysis, Data Quality, Financial Services, Mapping, Marketing Analysis, Marketing Campaign, Marketing Research, Process Documentation, Product Manager, Program Management, Public Relations, Quality Control, Requirements Gathering, Topo, Databases, Bsa, Business Systems Analysis, Change Management, Crm, Crm Marketing, Customer Relationship Management, Data Integration, Database Marketing, Deployment, Gap Analysis, Integration, Integrator, Qa Process, Root Cause Analysis, Satisfaction, Segmentation, Access, Business Intelligence, Functional Specifications, Liaison, Microsoft Sharepoint, Ms Sharepoint, Sharepoint, User Access, Writing Functional, C++, Data Warehouse, Front End, Front End Design, Front-end, Html, Informatica, Java, Lamp, Lamp Stack, Life Cycle, Linux, Microsoft Project, Ms Project, Ms Sql Server, Ms Sql Server 2005, Ms Visio, Mysql, Oracle, Perl, Rational, Rational Rose, Roi, Sap, Sorting, Sql, Sql Server, Sql Server 2005, Subject Matter Expert, Technical Specifications, Translated, Uml, Visio, Warranty, Windows Xp, Xml, Ghosting, It Support, Maintenance, Architecture, Database Design, Information Architecture, Php, Software Requirements

MANAGER, INFORMATION TECHNOLOGY PROJECT MANAGEMENT OFFICE
Professional Summary

Highly motivated and driven Manager of the Project Management Office (PMO) . Currently seeking potential opportunities to continue to help other organizations realize and reap benefits of formal PMO methodology. Passionate about PMO engagement in health care, as I have watched over 17 years of what was once lacking in this industry, take hold and prove its value and worth. I have had the pleasure and benefit of watching three organizations grow and blossom their teams with training and growth and development of a methodology that fits the culture of each organization.

Education and Certification
B.A : Foreign Languages and Literatures 1997 VPI & SU (Virginia Tech) City , State

Foreign Languages and Literatures Degree in Spanish

Concentration in Management Science -Decision Support Systems

Note: Now known as Business Information Technology) Â

Certification : Project Management Certification 2004 Guilford Technical Comm College City , State

Project Management Advanced Certificate

PMP Certification : Project Management Professional 2012 Project Management Institute City , State

Certification complete and renewed in 2015

Skill Highlights
- Highly professional and polished PMO Manager
- Portfolio manager for all Corporate IT System Implementations,
- Portfolio manager for IT Infrastructure Project Management (new and renovation construction related efforts)
- Excellent communication skills from all upper echelons of leadership to team building
- Currently managing large team of Senior and Intermediate Project Managers, and PMO trained Business Analysts
- Passion for PMO shines through my work, and I strive to help others achieve that pride in their profession
- Excellent skills with conflict resolution in tense stakeholder meetings
- High standards for personal excellence and integrity in a job well-done
- Equally high standards for a high performing Project Management team
- Skilled in Clinical Portfolio Management
- Assisted in division of PMO to determine best fit for PM team Corporate / Clinical background
- Advocate for Project Management training and skill building; soft skills and PM skills are equally crucial to a high performing team.

Professional Experience
Manager, Information Technology Project Management Office 06/2008 to Current Company Name City , State

Primary role: Manage portfolio of all PMO projects related to Corporate Services , and manage portfolio of all Infrastructure related projects.

- Corporate Services Project portfolio includes such systems as Lawson, PeopleSoft, API, Centralized Warehouse (Infor/ Lawson tools) and other non-clinical related applications
- Infrastructure Project Portfolio includes all services related to wired or wireless networking, intra-facility connectivity, onboarding and acquisition of other health care organizations
- Managing two teams of Project managers each with specialty field skills to work application or technical/ infrastructure projects.
- Monthly governance report out on each portfolio to executive committee to ensure priority and alignment to strategic goals are still accurate with influx of projects in the pipeline,
- Help PMO Trainer with Professional Development Skill building quarterly to determine soft skills that are needed for either PMO team.
- Encourage training and leadership skills within all team members to continue growth and improvement professionally for each team member's own unique goals
- Encourage and require PMP for all Senior level role project managers
- Monthly resource manager meeting to report out to Information Technology Management where there are resource gaps or conflicts with other projects within the clinical portfolio.
- Work closely with EPIC Project Management Office to share out resources wherever possible particularly related to technical dress rehearsal and preparation of facilities prior to go live.

Project Manager /Application Systems Analyst III 06/2004 to 06/2008 Company Name City , State

Primary Role:

- Project manager for multiple new information technology systems per year, ranging from $500k to $4M budgets
- Lead team with CIO support to encourage all "Application Analyst" roles to attend and participate in Project Management methodology training - beginnings of PMO for health care at High Point Regional
- Responsible for all upgrades and ongoing software updates to multiple API Software tools. (HR/Payroll, Security, Scheduling and

timekeeping systems)

- Lead a team of 60 members crossing over all clinical and corporate areas to implement enterprise staff scheduling solution
- Project manager for Radiology Information System and complete dictation replacement project
- Project Manager for HR Recruiting system (Halogen) and worked with HRIS team and vendor team to negotiate all aspects of implementation.
- Upgraded enterprise-wide timekeeping system, including all time clocks (API) and going from client/server to web-based application. Included coordination of all aspects of implementation with vendor and training of all end users.

Systems Analyst II/ Product Manager - Vantive (PeopleSoft tool) 05/2001 to 06/2004 Company Name City , State

- Support Peoplesoft's Vantive application in nationwide call center environments.
- Brought up 3 new call centers on Vantive system and maintained support of existing three call centers.
- Performed 2 full system upgrades and managed all budget and aspects of project surrounding upgrade.
- Support and maintained software, making changes when requested in VB/VBA code to resolve differences in upgrade.
- Maintained .NET web version of Vantive application for external clients to submit their own cases.
- Worked closely with call center managers and supervisors, as well as director of nationwide call center, to ensure functionality and needs of call center were met.

Systems Analyst II/ Project Manager 04/2000 to 05/2001 Company Name City , State

- Project management for Patient Accounting and clinical upgrades, support of existing modules, and maintenance on MUMPS database in UNIX: IDX Hospital Software package.
- Oversee all related projects for Finance and Patient Accounting departments, supporting applications and issues with upgrades for financial departments.
- Help to implement new software on UNIFY database structure, MedStat software for Contract Management in the Finance Dept.
- Assisting with system-wide upgrade of the corporate IDX software, and all required testing and documentation methodology required.

Project Manager Intermediate /Software Analyst II 12/1998 to 04/2000 Company Name City , State

- Primary Financial Analyst on McKesson HBOC Star Financials, backup for McKesson HBOC Clinical system.
- Helped team to perform upgrade to new GUI based platform of STAR Financials
- Began studies in Project Management in the Healthcare environment, attended seminars on beginning methodology and PMO development.
- Implemented what is now known to be infancy stages of today's EMR - document based scanning for medical records and financial records. Managed all project aspects around installation of IMNET Electronic Medical Record software on an MS SQL 7.0 based database.

Systems Analyst/ Programmer 05/1998 to 12/1998 Company Name City , State

- Programmed in SQL for HBOC Clinical and Financial systems, developed various hospital reports for Financial departments.
- Project Manager on IMNET Electronic Medical Records software.
- Learned MSSQL to support system and help implement for Medical Records and charting needs, electronic sign-off by physician.

Skills

- Manage departmental budget for all aspects; salaries, training, etc.
- Manage and assist with creation of portfolio governance for Information Technology Systems Budget
- Manage and assist with creation of Infrastructure budget required for all projects requiring infrastructure/ construction upgrades
- Work hand in hand with Chief Technology Officer, VP Application Support to provide C-suite leadership with all relevant information needed to approve annual portfolio for Information Technology

IT MANAGER

Summary

Ten years of management experience with a focus on team building and project management. Ten years of experience as a network engineer and systems administrator. The majority of my experience has been working with Microsoft, Dell, HP, IBM, Symantec, McAfee, Trend Micro and Cisco hardware and software business solutions. I have extensive experience with Microsoft Exchange Server. I am comfortable with Cisco command line IOS, VoIP, QoS tagging, layer 2, 3 and 4 switching and packet shaping. I have used Fluke OptiView, Wireshark, NetFlow Analyzer, Solarwinds Network Performance Monitor and SMS to assist me in the process of identifying network bottlenecks and performance issues. I have experience in business, education, medical and manufacturing environments. Recently, I have been working a great deal with Hyper-V, VMware and data loss prevention software.

Highlights

- Software Symantec Backup Exec, System Recovery, Endpoint Protection, Trend Micro, McAfee, ESET, Acronis, ShadowProtect, GFI, Crow Canyon, DameWare, Wireshark, NetFlow Analyzer, Splunk, SMS, Fluke OptiView, Solarwinds NPM, Microsoft Response Point, GP, CRM and SharePoint,
- Databases SQL, MySQL
- Hardware Servers, workstations, laptops, printers, smart phones, routers, switches, firewalls, wireless access points, LTO autoloaders, CCTV, PBX and IP phone systems, biometric scanners and readers
- Applications Apache, IIS, Cisco ASDM, Cisco VPN Client, MAS 90, Sage Medical Manager, BrainTree PACS/C-Arm, VMware, Citrix, SmartFilter, Imail, Websense, iPrism Web Security, Hyper-V, SonicWall Global VPN Client, Adobe, Foxit Phantom PDF, JobBOSS, Made2Manage ERP, Word, Excel, Access
- Industries Business, Manufacturing, Education and Medical
- Operating Systems Windows 2000 Server, Server 2003, Server 2008, Server 2012, Exchange Server(2000, 2003, 2007, 2010, 2013 & associated migration tools), Cisco IOS, Linux, Mac OS
- Methodologies project management, system analysis and design, business process flow

- Database maintenance
- System checks and troubleshooting
- Advanced troubleshooting
- Virus and spyware removal
- Computer diagnostics and repair
- Server management
- Hardware support and troubleshooting
- Highly motivated
- Resourceful
- Advanced knowledge of diagnostic techniques
- Advanced knowledge of security, firewalls and DLP

Accomplishments

Saved company over $ 50,000.00 per year by refurbishing used computers and technological equipment and switching Internet providers from T1 lines to cable.

Experience

IT Manager , 07/2012 - Current Company Name - City , State

- Server installations and migrations, SonicWall firewalls, VPN installation and support, wireless access points, multilayer switches, routers, help desk support for 3 sites, multi-mode fiber, Microsoft Exchange Server, Server 2012, Hyper-V installation and support, Windows XP mode, Windows 7, Windows 8, SharePoint, Microsoft Dynamics GP/CRM, Project Server, SQL, Macola, CCTV, time and attendance hardware and software, biometric reader installation and support, Syspine IP, Microsoft Response Point, VoIP, Creo Pro/E, Windchill, SolidWorks, QuickBooks Enterprise, McAfee SaaS, network security, disaster recovery, infrastructure design and support, network hardware and software troubleshooting, administration of user accounts, responsible for developing annual IT budget, responsible for IT project management.
- Administration of group policy, Active Directory, help desk support, Hyper-V, DLP.

Information Technology Engineer , 10/2008 - 07/2012 Company Name - City , State

- Server installations and migrations, migration of databases, Exchange Server, SQL, MySQL.
- Cisco PIX and ASA 5505 installation and support, network security, wireless hardware, installation and support of Symantec Backup Exec and Endpoint Protection, Mac OS, help desk support for multiple sites, phone system and VoIP support.
- Administration of group policy, Active Directory, DHCP, DNS, hardware and software troubleshooting, upgrades and migrations of legacy software packages.

Senior Network Engineer , 10/2007 - 06/2008 Company Name - City , State

- Server installations and migrations, databases, Exchange Server, SQL, MySQL.

- Server installations and migrations, databases, Exchange Server, SQL, MySQL.
- HP servers, Secure Computing Webwashers, Snapgear firewall/VPN appliances, Cisco switches, Trend Micro products, Symantec products, network security, wireless installation and support, virtual machines, help desk support for multiple sites, phone system and VoIP support.
- Administration of group policy, Active Directory, DHCP, DNS, end user support.

Information Technology Engineer , 03/2005 - 10/2007 Company Name - City , State

- Server installations and migrations, migration of databases, MAS 90, SQL, MySQL.
- Cisco 1721, 2800 and 3600 series routers, Cisco Catalyst 2900 and 3100 series switches, HP ProCurve switches, Symantec products, network security, wireless installation, iSCSI NAS/SAN (Intel hardware), media servers, terminal server applications, BrainTree PACS and C-Arm, biometric readers, time and attendance installation and support, help desk and end user support for 7 sites.
- Administration of group policy, Active Directory, DHCP, DNS, VPN tunnels, ftp servers, Sage Medical Manager, VoIP, QoS, layer 3 and 4 switching, Cisco Aironet access points, Toshiba hybrid PBX and VoIP phone system and QoS support, HIPAA compliance, media servers, iSCSI, fibre channel, SAN and NAS design, installation and support.

Assistant Professor , 08/2000 - 07/2005 Company Name - City , State

- Program Chair for Region 2 (South Bend, Elkhart and Warsaw Server installations, teaching A+, Network+, Microsoft MCSA and Cisco CCNA classes, programming routers, switches and installing and configuring Windows 2000 server and Server 2003.
- Supervised all Computer Information Systems faculty, staff and adjunct instructors for all three sites in Region 2, hardware/software troubleshooting and support.
- Administration of group policy, Active Directory, FERPA compliance.

Education
Davenport University - City , State , USA Information Technology Certification Classes Network Engineering A+, Network+, MCSA, CCNA, Operating Systems, Business Applications, Network Engineering
1988 Western Michigan University - City , State , USA M.A Counselor Education and Counseling Psychology Administration of Student Personnel Services and Counseling in Post-Secondary Education
1985 Indiana University - City , State , USA B.A Sociology Sociology and Psychology
Ivy Tech Community College - City , State , USA Information Technology Certification Classes Cisco CCNA Cisco Switching and Routing Certifications
CompTIA A+, Network+, Microsoft MCP (70-210 and 70-215), previously certified as Cisco CCNA
Skills
A+, Active Directory, Adobe, Apache, Backup Exec, budget, business process, C, CCNA, Cisco IOS, Cisco, Citrix, Hardware, CRM, Client, Databases, DHCP, disaster recovery, DNS, ERP, firewalls, firewall, ftp, help desk support, help desk, HP, HP servers, IIS, Information Systems, Intel, IP, IT project management, laptops, Linux, Mac OS, Macola, MAS 90, McAfee, Medical Manager, Access, MCP, Microsoft Dynamics, Excel, Exchange Server, Microsoft Exchange Server, SharePoint, Windows 7, Windows 8, 2000, Windows XP, Word, migration, MySQL, Enterprise, NAS, Network Engineering, network hardware, network security, Network, Operating Systems, PACS, PBX, PDF, phone system, phone systems, printers, programming, project management, QuickBooks, routers, Sage, SAN, scanners, Servers, SMS, software troubleshooting, SolidWorks, SQL, Supervising, switches, Cisco switches, Symantec, system analysis and design, teaching, user support, phones, terminal server, Toshiba, Trend, upgrades, VPN, VoIP, Windows 2000 Server

SENIOR DIRECTOR, INFORMATION TECHNOLOGY
Executive Profile
A distinguish Director of Information technology with expertise in diverse range of industries within multiple industries settings globally. Demonstrated success in Network design and management, Enterprise Resource Planning implementation and management, Cloud Technologies and Internet Technologies. Well Organized, results oriented individual with proven ability to implement standards, processes and procedures the improve business functionality. Solid management skills, capable of building, leading and motivating individuals to maximize productivity while forming cohesive team environments. Exceptional communicator focused on building strong client relationships.
Skill Highlights

- Small business development
- Project management
- Leadership/communication skills
- Business operations organization
- Client account management
- Negotiations expert
- Budgeting expertise
- Employee relations
- Self-motivated
- Collaborative
- DecisiveÂ

- Enterprise platforms
- Forecasting specialist
- Knowledge of Product Lifecycle Management (PLM)
- Hardware and software upgrade planning
- Product requirements documentation
- Self-directed
- Scrum methodology
- Performance criteria tracking

Core Accomplishments
Saved more than $ 10 million amortized over 3 years by using cloud technologies instead of buying new infrastructure hardware to upgrade infrastructureÂ for Weston Educational Group.
â€‹
DirectedÂ the implementationÂ of a newÂ Student Information System and Customer Relations Management system for 2 colleges. Both projects were completed on-time and under budget.
Increased core system availability to 99.999 % by developing standards and architectural governance and implementing best practices.
Led a successful implementation and integration of an acquired college into theÂ Weston Educational Group.Â Project was completed a month ahead of schedule and under budget.
Reduced the incidence of IT issues by 50 % globally by using visualization tools such as Tableau and DOMOÂ to identify trends in support tickets which resulted in more training to address root causes.
Operations Management:

- Managed all technologies at 10 campuses spread from Florida to California for Weston Educational Group . These technologies were used by students, faculty, campus administration and corporate office staff and executives.Â
- I oversaw allÂ day to day operations of the Information Technology department of Weston Educational Group.

Staff Development:

- At Weston, restructured the team to a smaller more flexible team andÂ used outsourced resources for more specialized functions. This resulted in aÂ 60% reduction in payroll expenseÂ Â
- At American Career College and West Coast University,Â I mentored and coached employees resulting in no staff turnover and also been recognized as one of the best Business Analyst team in Campus Management Corporation implemented sites globally.
- At BatchMaster Software, I launched a new consultant groupÂ to implement a manufacturing based ERP system using the rapid implementation moduleÂ I devised. This increased successful implementation by 80% and reduced implementation time to 4 weeks.
- At BatchMaster Software, I also implemented a support team in India that provided post implementation support based on new policies and procedures I created. Customer satisfaction increased by 75%.

I was voted theÂ employee of the year in 2010 out of over a thousand employees for outstanding contributions and going above and beyond. Presented at industry conferences every year starting from 2012 on integrated solutions and automations tools to help improve efficiency and data integrity.
Professional Experience
02/2015 to 11/2016
Senior Director, Information Technology Company Name ï¼ City , State
Weston Educational Group Inc, is a private post-secondary institution focused on the Allied Health and Personal Wellness sector. It has 3 major brands with campuses spread from Florida through to California. As the Senior Director, I oversaw the day to day operations of all aspects of technology. This included a student and faculty portal that needed to be support 24/7, a Student Information System (SIS) that was used to manage all aspects of the student matriculation from a lead, through financial aid to academics, student services and career services.
â€‹
Spearheaded phone system migration to the cloud , resulting in a 99.999 % uptime in the phone system. It also reduced the maintenance cost that comes with an outdated system toÂ $0Â and allowed us to manage the system remotely.
Accountable forÂ Information Technology Â (IT) including overall customer satisfaction.
Managed team ofÂ 6 IT Â professionals. I restructured the department and reduced the team to 6 generalized IT personal and outsourced functions that required specialized functions. This reduced payroll expense by 60%.
Spearheaded cross-functional initiative to achieve a smooth integration of Missouri College after it was acquired into the Weston Education Group .

Strengthened company's business by leading implementation of industry leading SIS for the management of the campuses and CRM for admissions.

Negotiated a new contracts with vendors to reduce prices by as much as 28%.

Developed and launched regular training sessions to help associates with most common reported issues. Used DOMO to visualize trends in support cases and then developed training materials on the most common reported issues.

Instituted a new web based support ticketing system which allowed students, faculty and staff members to generate tickets requesting for help. Prior to this system only staff members could generate support tickets on an internal system. The new system had rules incorporated which auto routed tickets based on the characteristics selected.

Recommended and implemented all of the enterprise applications onto the cloud. This saved the organization $10 million amortized over 3 years if we were to have upgraded the infrastructure in-house to accommodate the new enterprise applications.

Launched the migration of the staff and faculty to Office 365 (Microsoft's cloud version of office) after migrating the students. This enabled every user to have access to the latest version of the complete Office suite and One-drive for individual file storage. From a system point of view, the enterprise has access to the latest versions of systems from Microsoft plus an infinite access to Microsoft resources to support the infrastructure.

07/2009 to 02/2015

Senior Manager, Student Information System Company Name ï¼ City , State

American Career College and West Coast University is a private post-secondary institution that trains students in the Allied Health sector with annual revenue of over $300 million. Oversaw the Student Information System for both brands which had a student portal, faculty portal and several integrations into other systems such as a CRM system and internal applications developed on SharePoint platform.

â€‹

â€‹Hired and managed a team of Business Analysts and support engineers to support the Student Information System (SIS).

â€‹

Developed business processes and Service Level Agreements used by the business analysts and support engineers.

â€‹

Oversaw an off-shore development team in India to develop innovative solutions on SharePoint platform integrated into the SIS as a means of adding automation to enhance productivity and data validation.

â€‹

Managed the relationships with vendors associated with the student information system.

â€‹

Started with the organization as an IT Manager and led the team to stabilize the environment.

â€‹

Collaborated with the HR department to develop on-board training on systems. This increased the ROI on new associated from day 1 and reduced the number of support tickets from new associates.

â€‹

I was a key member in the process of planning and moving from a small server room to AT&T collocated datacenter.

â€‹

I advised in the development and relocation of two of the West Coast campuses.

01/2005 to 08/2009

President Company Name ï¼ City , State

Aldreteem Inc was created to support small to mid-sized organizations that wanted to implement Enterprise Resource Planning systems but did not have the resources to manage the system in-house.

Accountable for the entire business including overall customer satisfaction and profitability.

Created new revenue streams through by partnering with other ERP vendors that did not have our expertise to deploy solutions on Sage, SAP, Great Plains and Epicor.

Generated new business by signing a national agreement with a leading national hospitality company to manage their ERP system and provide auxiliary IT services.

Strengthened company's business by leading implementation of all projects.

03/2001 to 12/2004

Director, Client Services Company Name ï¼ City , State

BatchMaster Software Inc develops an Enterprise Resource Planning system for the process manufacturing industries integrated into Sage Platinum, SAP Business One and Microsoft Great Plains. Prior to joining eWorkPlace, their solution was deployed through a network of resellers who did the implementation and primary support. I created new revenue streams for both parties by creating the Client Services group where the resellers focused on client relationships and sales. They could resell our services.

â€¹

IncreasedÂ revenue by 60% throughÂ the creation of the client services department. The department performed implementations and support.

Created the Rapid implementation process where we reduced the implementation from months to 4 weeks.
Strengthened company's business by initiating and leading the development of the relationship with SAP.
Spearheaded the implementation of an off-shore support team to support customers post implementation. Customers found the team helpful with upgrades and update and well as phone support software maintenance renewal increased by 80%.
Created and spearheaded the customer satisfaction survey , resulting in a 45 % increase inÂ customer satisfaction which resulted in customers renewing their yearly software maintenance which increased revenue.
Education
2010
Business Administration Walden University ï¼ City , State , USA
3.85 Â GPA
Minor inÂ Leadership
Bachelor of Science : Information and Business Systems Technology University of Essex ï¼ City , State , UK
Member ofÂ the world famous Essex UniversityÂ Afro-Carib Â Club
Played soccer for the University
Skills

Enterprise Resource Planning Systems

- Education Software: Campus Nexus Student, Student and Faculty portal
- Accounting Systems: Sage Platinum, Microsoft Great Plains, AccountMate, SAP Business OneÂ
- Learning Management Systems: Dialoge EDU; eCollege; Moodle Rooms
- Manufacturing Systems: BatchMaster
- Customer Relationship Management Systems: Microsoft Great Plains CRM, Campus Nexus CRM,

Enterprise BackOffice Systems

- Microsoft Server
- Microsoft SQL server
- Microsoft Exchange
- Microsoft SharePoint
- Linux
- Storage Area Network
- Active Directory
- Microsoft Terminal Services
- Microsoft Remote desktop Services
- CitrixÂ

Network Devices and Monitoring Tools

- Juniper switches, routersÂ and firewalls
- Netgear switches, routers and firewalls
- CISCO switches, routers and firewalls
- Solarwinds network monitoring tools
- Sophos Unified Threat Management
- IDERA SQL Management
- WebSense

Virtual System

- VMWare
- HyperV
- Cloud based phone systems
- Cloud based storage and backup

Cloud Technologies

- Amazon Web Services

- Microsoft Azure and O365

Miscellaneous Applications and Desktop Applications

- Microsoft Office suite
- Sophos Anti-Virus
- Sophos Mobile Device Management
- DeepFreeze Desktop management

INFORMATION TECHNOLOGY SUPERVISOR

Summary

Seeking a position as an Information Technology Specialist. Over 5 years of information technology experience in the U.S. Army, including over 1 year of supervisory experience. Trained personnel in the set-up of IT equipment, ensuring all equipment is properly connected and functioning. Regularly troubleshoot and install various IT equipment and systems. Accountable for the maintenance and inventory of over $1 million worth of IT and other communications equipment with zero losses or damages. Possess a Security and Microsoft Certification and a Secret Security Clearance.

Highlights

- Excellent communication techniques
- Manufacturing systems integration
- Multidisciplinary exposure
- Design instruction creation
- Project management

- Complex problem solver
- Advanced critical thinking
- SharePoint
- Microsoft Excel, Project and Visio

Accomplishments

Army Achievement Medal for impacting the communications network and overall success of Key Resolve 13 in Yong San, Korea. Air Force Achievement Medal for supporting Operation Iraqi Freedom and performing as an outstanding senior controller. Certificate of Achievement for outstanding support as a member of the Tiger Team during the Windows 7 Migration. Good Conduct Medal for exemplary behavior, efficiency and fidelity in active federal military service.

Experience

Information Technology Supervisor 01/2011 to 05/2014 Company Name City , State

- Supervise up to 10 personnel at one time, delegating tasks, conducting performance evaluations and providing corrective counseling as necessary.
- Train personnel in the set-up and proper use of IT related equipment while adhering to all policies and procedures.
- Responsible for the inventory of over $1 million worth of network communications equipment.
- Tasked by President of the United States to act as supervisor and maintain signal communications for Fort Bragg army base.

Information Technology Technician 01/2009 to 01/2011 Company Name City , State

- Maintained communications equipment in order to effectively relay confidential and secret information.
- Utilized electronic test equipment to troubleshoot malfunctioning communications equipment and complete repairs as necessary.
- Regularly set up and added computer systems to a communication network, installing operation systems, accessing stored programs and utilizing IP addresses.
- Received training in LAN/WAN protocols.

Radiology Technologist 05/2008 to 09/2008 Company Name City , State

- Routinely performed radiological examinations in a medical clinic.
- Competent and experienced in the set-up and adjustment of medical devices or equipment.
- Regularly provided customer assistance, ensuring all patients received timely and accurate care.
- Accountable for the accurate documentation via electronic database and file system ensuring all confidentiality was maintained.

Command Post Controller 10/2001 to 10/2005 Company Name City , State

- Provided command, control, communications, and information support throughout operations during peacetime, emergency, and disaster situations.
- Received and relayed instructions and records, submitting manual and automated data products.
- Disseminated time-sensitive critical information to senior leaders and support agencies.

Education

Certification, Windows 7, Microsoft, Fort Bragg, NC, 2012
*Certification, Security , Comptia, Yong San, Korea, 2012
*Distinguished Graduate Certificate, Information Technology (Network Communications) Course 2009 U.S. Army City , State
Certificate, IT Network and Cisco Routing, IT Field Services Branch 2009 City , State
Associate of Science : Radiography 2008 Northwest Florida State College City , State Radiography
Certificate 2001 IT Tech Prep, Trumbull Career and Technical Center State
Diploma 2001 Warren G. Harding City , State

Skills

Army, Cisco, counseling, customer assistance, database, documentation, Information Technology, inventory, IP, LAN, Windows 7, Network, personnel, policies, protocols, repairs, Routing, San, supervisor, test equipment, troubleshoot, WAN

VICE PRESIDENT INFORMATION TECHNOLOGY - SOFTWARE ENGINEERING
Professional Summary

A results-driven and business minded technology leader with 20+ years of experience in technology and software development. Â A professional who is passionate about developing people and teams to reach their greatest potential. A thought leader that partners with business to drive strategy from conception to execution. A team player that places a priority on networking, relationship building and diversity to achieve the greatest possible outcome. A progressive technology leader with an innovative and growth mindset.

Skills

- People Centered Leadership
- Strategic & Tactical Planning
- Software Engineering
- Designing & Architecting Systems

- Coaching and Talent Development
- Building a Culture of Innovation and Engagement
- Transformation and Change Advocate

Work History

Vice President Information Technology - Software Engineering , 03/2018 to Current
Company Name â€" City , State

- LeadingÂ all aspects of IT Application Development and Corporate Systems teams encompassing 100+ IT associates plus consultants, $20 m budget, key capital trans-formative projects for the full life-cycle of delivering world classÂ business solutions.
- Supporting company-wide Fit for Growth initiative which focuses on improving customer and associate experience by transforming business processes and leveraging modern technology solutions replacing antiquated systems.
- Leading technology transformation focused on re-platforming legacy core systems to a cloud and microservices/containers-based architecture running on the AWS platform. Â This allows Safelite IT to deliver business value faster (improved speed to market by ~20%).
- Â Leading implementation of robotic process automation (RPA) by automating manual/repetitive business processes. Anticipated savings of $2-$3 MÂ per year.

Assistant Vice President - Solutions Delivery , 07/2015 to 03/2018
Company Name â€" City , State

- Defined and executed product vision for Safelite's overall core systems architecture that drives business growth from 5 national contact centers, 600+ retail locations, 6000 mobile technicians, 90 warehouses, 2 distribution centers, multiple customer driven responsive web applications and customer app engagement tools.
- Drove adoption of agile methodologies across technology teams and business units.Â
- Built high-performance and autonomous agile product teams that are highly engaged with Safelite's business teams to deliver product value for our customers.
- Extended Safelite's core systems to enable the overall OMNI channel vision for Safelite to be able to seamlessly service customers on central, unified platform that provides consistent service regardless of customer channel of choice.
- Managed successful delivery of customer engagement initiatives: "watch us on our way" app; Â service emails, 2-way text, text to chat, web chat, multi-modal self-service experience, chat bots pilot, IVR via AWS connect, Â personalized promo codes, email campaigns leveraging sales force marketing cloud etc.
- Launched "Road to Innovation" program to engage/motivate team members and promote innovation in leading the change and adopting emerging technologies to renovate systems and improve customer experience.
- Led architecture and delivery of first ever cloud based end-to-end claim solution to support all types of claims in 5 national contact centers.Â
- Sunsetted legacy AS-400 by moving customer case management tool to sales force service cloud and sales data to BI platform.
- Oversaw the implementation of new enterprise integration platform Mulesoft.

Director Of Technology , 04/2013 to 07/2015
Company Name â€" City , State

- Managed successful delivery of web responsive self-serviced digital portals for policyholders, agents, insurance claim/adjusters and cash customers.
- Led legacy safelite.com site upgrade to modern web responsive self-service site. Online conversion and self-service usage went up from 15% to ~60% in 3-4 years.
- Managed the design & implementation of new services layer with restful APIsÂ to enable echo systems for other insurance carriers to integrate.Â
- Led the implementation of end-to-end IVR solution for key insurance partner and API integrations from insurance partner's website for glass scheduling.
- Oversaw the implementation ofÂ new inventory management and forecasting systems to Oracle EBS and GAINS.

Information Technology Manager , 02/2008 to 04/2013
Company Name â€" City , State

- Transformed Safelite's systems and IT teams for Safelite Solutions, Safelite AutoGlass and Service AutoGlass business units from legacy platforms and run-support teams to modern systems and smaller product teams capable of extending needed business functionality and supporting Safelite's growth.

- Managed the effort to re-platform legacy point of sale, pricing, scheduling, work order management, and inventory system. Lead technical efforts to move to a distributed service architecture using .NET to build applications and WCF services.Â
- Managed the implementation of new glass claims management system and migrated 200+ insurance carriers glass claim processing from legacy mainframe system. Lead designs & architecture to move to a distributed architecture using .NET C#, and SQL server.Â

Team Lead , 06/2003 to 02/2008
Company Name â€" City , State
Information Technology Consultant , 04/1998 to 06/2003
Company Name â€" City , State

Education
Mini MBA Boston University
BS : Electronics And Communications Engineering Anjuman Engineering College - City

- www.linkedin.com/in/boppanarao

Affiliations

- 2018 Stevie Award Gold Winner - "Watch us on our way" App
- 2017 Safelite Solutions Innovation Award - New claims management tool
- 2016 Belron Exceptional Customer Service Award - Part Identification
- 2015 Safelite Group Customer Driven Leadership AwardÂ
- 2013 Belron Exceptional Service Award - Allstate Integration
- 2013 Belron Exceptional Service Award - Customer Self-Service Innovation
- 2013 Safelite Group Wall of Fame Award
- 2008 Safelite Group Wall of Fame Award

Skills

- People Centered Leadership
- Strategic & Tactical Planning
- Software Engineering
- Designing & Architecting Systems

- Coaching and Talent Development
- Building a Culture of Innovation and Engagement
- Transformation and Change Advocate

Work History
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- Launched "Road to Innovation" program to engage/motivate team members and promote innovation in leading the change and adopting emerging technologies to renovate systems and improve customer experience.
- Led architecture and delivery of first ever cloud based end-to-end claim solution to support all types of claims in 5 national contact

centers.

- Sunsetted legacy AS-400 by moving customer case management tool to sales force service cloud and sales data to BI platform.
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- Managed the implementation of new glass claims management system and migrated 200+ insurance carriers glass claim processing from legacy mainframe system. Lead designs & architecture to move to a distributed architecture using .NET C#, and SQL server.

Team Lead , 06/2003 to 02/2008
Company Name â€“ City , State
Information Technology Consultant , 04/1998 to 06/2003
Company Name â€“ City , State

ASSISTANT INFORMATION TECHNOLOGY (IT) DIRECTOR

Summary

A high performing and energetic portfolio, program, and project management professional with proven track record and consistent commendations for delivering large-size mission critical programs and projects of excellent quality in very political and lean environments. Innovative leader and very adept in agile strategic planning and analysis to optimize operations and push forward new business initiatives through a winning collaborative approach.

Highlights

- Management information systems
- Project development and lifecycle
- Process improvement
- Risk management

- Natural leader
- Quality assurance and control
- Unsurpassed work ethic
- Cost reduction and containment
- Systems implementation

Experience

January 2011 to Current
Company Name City , State Assistant Information Technology (IT) Director

- Led the organization towards eligibility in the eHealth Exchange Information Network which will allow the county providers to exchange patient information with other federal agencies non- federal organizations through a secure, trusted, and interoperable network.
- Completed detailed survey of the county's privacy, security, confidentiality, and information exchange policies as part of the onboarding process and execution of the Data Use and Reciprocal Agreement.
- Facilitated the processing of the Entrust Subscriber Agreement (public certificates and keys) documents.
- Outcome: Upon submission of the application, the eHealth Exchange Committee awarded the county immediately as "eligible" to participate in the eHealth Exchange Network due to the comprehensiveness documentation.
- Accelerated the organizations participation in nationwide quality efforts and maturity surveys energizing our staff, enhancing the organization's status, and improving customer services in the process.
- Outcome: Application and review processes were expedited.
- Organization was awarded Stage 6 Maturity (from Stage 2) for Electronic Medical Record (EMR) Adoption in less than 3 months.

January 2007 to December 2010
Company Name City , State IT Supervisor

- Executed the enterprise information technology strategy and worked closely and partnered with the Health Services CIO and stakeholders (clinical, business, detention) to establish project and program governance, understand and document the business needs, advocate effective application deployment strategies, and develop high level project road maps.
- Outcome: Clear project prioritization throughout the enterprise which addressed limited resource issues.
- Sample projects: Appointment Reminder System, Document Imaging System, Timekeeping System, Wristband ID Deployment, Dictation System, Materials Management.
- Supervised, led, coached, and mentored approximately 12 - 25 Application Support and Project Management staff in all phases of the IT operations and project lifecycle using Lean and agile project management methodologies.
- Outcome: Stronger project visibility and customer relationships; maturity in terms of organizational project management and service management methodologies; expedited help desk ticket resolution minimizing project risks.
- Sample Project-related skills shared with staff: Project Charter, Project Timeline, Resource Allocation, Issues Documentation, Communications Technique, Lessons Learned, Release Checklist, and others.

July 2005 to December 2006
Company Name City , State Senior Management Information Systems Analyst

- Developed a comprehensive map and fit-gap review and analysis of the clinical workflow and electronic medical records requirements at the different ambulatory and detention facilities in Santa Clara County.
- Outcome: Enhanced staff awareness of existing processes and steps needed to attain towards the future state for better clinical flow, improved inmate care and effective implementation of the electronic medical record (EMR).
- Led a cross-functional and multi-dimensional Lean Six Sigma process improvement team composed of clinical and business staff and completed a gap analysis to streamline and expedite the Operating Room (OR) scheduling and billing processes.
- Outcome: Bills were resubmitted and processed within the same week which improved the revenue dramatically.

December 2000 to June 2005
Company Name City , State Program Administrator

- Defined, managed, and owned the three year IT project and program roadmap, project and features prioritization, and release strategy of the web enablement of a 20/7 statewide enterprise case management, reporting, and payment system (for over 6,000 health and human services providers from the public and private sectors) including the successful on-boarding of tenants and 300% expansion of user database with very minimal workflow interruption.
- Outcome: Public and private service providers were able to use the case management system and they were able to provide same day services to our clients in need without duplication of services.
- Initiated and led the inclusion of HIPAA guidelines, Privacy Rule, and IT Security policies to the department workflow and applications by

actively collaborating with Washington State's lawyers and IT security staff so that the appropriate language and/or workflow can be included and leveraged in confidentiality agreements, service level agreements (SLAs), vendor contracts, and online alerts/ notices, and training.

- Outcome: 100% Department Compliance with regulations; Staff were comfortable with the tool.

Education
De La Salle University
Guidance & Counseling MS Guidance & Counseling
Assumption College
Psychology BS Psychology
Agile Management, UC Berkeley Extension; Advanced Project Management Program, Stanford University (SCPM); Project Management, San Jose State University Certified Lean Six Sigma Black Belt in Lean Six Sigma Quality and Operational Excellence, Harrington Institute Certified ScrumMaster (CSM); Certified Scrum Product Owner (CSPO), Scrum Alliance Foundation Certificate in IT Service Management v2, ITIL, EXIN Project Management Professional (PMP), PMI; Certified Professional in Health Information Management Systems, (CPHIMS), HIMSS
Skills
streamline, Agile, billing, case management, contracts, clients, customer services, database, Dictation, Documentation, electronic medical records, features, functional, health and human services, help desk, Imaging, information technology, ITIL, Materials Management, Exchange, enterprise, Network, organizational, policies, processes, process improvement, Project Management, Quality, reporting, San, scheduling, Scrum, Six Sigma, service level agreements, strategy, surveys, workflow

INFORMATION TECHNOLOGY MANAGER

Qualifications

- Strong communication skills Web application design
- Working independently HTML
- Leadership Adobe Acrobat Professional
- IT Governance Adobe Photoshop
- Requirements gathering Adobe Dreamweaver
- Software Development Life Cycle Windows Server 2008
- principles (SDLC) Windows Server 2012
- Project Management Active Directory
- System administration SQL
- Help desk administration Microsoft Office
- Database Design SAP Business Objects/Web Intelligence
- Microsoft SharePoint ASP.net, business operations, C++, database development, disaster recovery, forms
- development, grants development, HTML, computer support, marketing materials, Microsoft
- Access, Microsoft SQL Server, Oracle database, PL/SQL, personnel management, purchasing,
- report writing, requirements gathering, SQL, strategic planning, user manuals, training materials,
- troubleshooting, upgrade, web development, workflow

Experience

Information Technology Manager

April 2005 to Current Company Name - City , State

- Managed computer support staff of college serving over 150+ employees Responsible for planning and implementation of major modifications/upgrade to the entire computing environment of the college Involved in IT Governance efforts of the campus to develop infrastructure and security policy Overseen help desk support which included troubleshooting hardware, software and Windows servers Managed multiple projects (varying in scope, time frame and difficulty) to develop applications or other IT solutions for various needs of the Faculty, staff and students.
- Administer data needs of the college including data security, database development/maintenance and report generation Responsible for the purchasing appropriate computing equipment that would fit the various needs of the college Faculty and staff.

System Analyst

June 2003 to April 2005 Company Name - City , State

- Managed efforts of staff to accomplish various tasks related to new system migration project.
- Generate SQL for data population and complex report writing using PL/SQL and Crystal Reports 9 to accommodate new system migration project.
- Maintain and improve existing databases used to manage every-day workflow.
- Created several tools using Visual Basic and SQL to assist over 80+ Housing Specialists improve accuracy of data files needed for mandatory reporting to the federal government.

Graduate Assistant-Technical Writer

January 2002 to May 2003 Company Name - City , State

- Developed user manuals and training materials for computer systems used by police.
- personnel.
- Tested web and client server applications to ensure that user requirements were met.
- Utilized web development tools to create on-line user's manuals.

Co-Founder, Business Manager

December 2001 to Current Company Name - City , State

- Managed all aspects of business operations of non-profit performance arts organization.
- Developed marketing materials for release to community entities.
- Wrote grants to secure funding for youth and out-of-school time programs.

Applications Developer

October 2000 to July 2001 Company Name - City , State

- Documented user requirements for the rewriting of existing billing systems that tracked.
- resource usage of an internal service group to the entire global organization.
- Lead development team in requirements gathering tasks.
- Provided support for billing systems involving troubleshooting complex queries.

Programmer Analyst

June 1995 to September 2000 Company Name - City , State

- Performed tasks in all stages of the system development life cycle of a disability claims system including user specifications, functional

- Performed tasks in all stages of the system development life cycle of a disability claims system including user specifications, functional designs, and technical designs.
- Created Oracle database objects (views, queries, PL/SQL, and SQL) to satisfy the reporting needs of end-users.
- Developed testing strategy and lead testing team responsible for all testing stages of large disability claims system.

Education
Master of Science : Management Information Systems , May 2003 University of Illinois - City , State Management Information Systems
Bachelor of Science : Information and Decision Sciences , May 1995 University of Illinois - City , State Information and Decision Sciences
Skills
ASP.net, Active Directory, Adobe Acrobat, Adobe Dreamweaver, Adobe Photoshop, application design, arts, billing systems, Business Objects, business operations, C++, client server, Strong communication skills, hardware, Crystal Reports 9, databases, database development, database development, Database Design, disaster recovery, forms, frame, functional, government, grants, help desk support, Help desk, HTML, computer support, Leadership, marketing materials, Microsoft Access, Microsoft Office, Microsoft SharePoint, Windows, migration, Oracle database, PL/SQL, personnel, personnel management, police, profit, Project Management, purchasing, report writing, reporting, Requirements gathering, SAP, SDLC, servers, Software Development, Microsoft SQL Server, SQL, strategy, strategic planning, System administration, user manuals, training materials, troubleshooting, upgrade, Visual Basic, Web Intelligence, web development, Windows Server, workflow
Affiliations
Quality-driven Information Technology Manager with over 10 years experience aligning business systems with business policies and guidelines while managing IT support and application development operations. Looking to bring strong management, analytical and problem-solving skills to an industry-leading technology company.

INFORMATION TECHNOLOGY

Summary

Dedicated Information Assurance Professional Â well-versed in analyzing and mitigating risk and finding cost-effective solutions. Excels at boosting performance and productivity by establishing realistic goals and enforcing deadlines.Â Versatile IT professional with 37 years of Enterprise design and engineering methodology.

Skills

- Enterprise platforms
- Knowledge of Product Lifecycle Management (PLM)
- Project tracking
- Hardware and software upgrade planning
- Product requirements documentation
- Self-directed
- MS Visio
- Decisive
- Collaborative
- Domain Active Directory Layout
- Data storage engineering

- Information Assurance
- Risk Management Framework (RMF)
- Active Directory design and deployment
- Workstation build and deployment
- Systems Accreditation Packages
- Red Hat Enterprise Linux installation and hardening
- Network Design & Troubleshooting
- Â High Performance Computing

Experience

Company Name City , State Information Technology 02/2011 to Current

I was hired to manage accreditation efforts for a major department modernization project involving 3 accreditation packages each leading to successful Authorization To Operate decisions. Responsibilities then increased to include all departmental accreditation efforts leading to another 3 successful ATOs. Now, working on 4 new accreditation including re-authorization for an existing project. Succeeded in writing and implementing vulnerability management for existing accredited systems. Success of the accreditation hinged on coordination with ONI Enterprise in critical design decisions and to help the program integrate smoothly into the Enterprise thru many meetings, analyzing the Enterprise business model to understand the best fit for the program. The different projects required careful management of specific STIG compliance and hardening for the different configurations and services required for the specific domain to be integrated.Â Â Analyzed complex computer systems to assess vulnerability and risk.Â Â Supervised 5 external computer consultants and vendors.Â Â Managed application patches, data backup, security changes and network configuration.

Company Name City , State Systems Engineer 02/2006 to 02/2011

I was Hired to initiate processing strategies in fulfilling department analyst requirements. Requirements were fulfilled thru i dentifying product problems and strengths and collected data on customer experienceÂ and review of Enterprise compliance to transition to new technology for supporting new processing needs thru proper processing power.Â The next challengeÂ came as storage requirements for better performance and more controlled uses. After careful study of local infrastructure design, a local storage with off the shelf solutions was adopted to grow local storage to over 200TB. In using this solution, the department saved just over a million dollars in purchasing and maintenance costs compared to the alternative. Next came requirements to improve processing of future big data formats fulfilled in a Red Hat Linux high compute cluster I designed, purchased and accredited for operation in the Enterprise.Â Improvement on big data analytical processing reduced time from 30 hours to 30 minutes as well as allow for more robust data thru higher selections of sensors, frequencies and range than allowed thru the traditional process.

Company Name City , State Senior Systems Analyst 02/1999 to 02/2006

I was hired to improve corporate and client communications and processing requirements which resulted in the design, build and deployment of 3 Enterprise network solutions. One solution resulted in expanding capabilities to supporting Washington Navy Yard, Norfolk Virginia and Hawaii support facilities. Fulfilled requirements for detecting crucial network software/hardware weaknesses and developing preventive strategies and solutions for avoiding interruptions and increasing system security thru documenting system layouts, wiring diagrams and addressing schema to understand layouts and make informed solutions to upper management.

Education and Training

Associate of Science : Electronic Engineering 1980 Florence Darlington Technical School , City , State

Electronic Engineering.Â Â

Dean'sÂ list for high GPA.Â

Class President for second year

Skills

- Active Directory
- Hardware Engineering
- Information Technology
- Red Hat Enterprise Linux Servers
- MS Windows Servers
- MS Windows Desktop
- Network Design & Troubleshooting
- Architectural Diagrams
- Accreditation Boundarys
- Risk Management
- Enterprise Strategies
- Vendor Relations
- Desktop Publishing Software: Photoshop, Illustrator, HTML
- Team Work

- Collaboration

INFORMATION TECHNOLOGY CONSULTANT
Career Overview

Accomplished information technology professional with over 18 years of diverse technology, process analysis, project management, and information management experience. Proven ability to successfully implement technology solutions, stay within time and budget constraints, and improve efficiency through proper risk management, task coordination, and resource utilization. Core Competencies Project Management Systems / Network Reporting Proposal Development Web Design & Development SOP & Policy Writing Systems & Process Consulting Document Management Technically-advanced information technology specialist successful in software administration and data communications. Experienced Computer Systems Analyst with diverse industry experience in banking, healthcare, insurance and government. Professional expertise includes systems applications, disaster recovery planning and information protection analysis.

Qualifications

Microsoft Windows (7, 8, 2012), Apple Mac (OS 7 - X, OS X Server, iOS), Unix/Linux (Ubuntu, Red Hat, CentOS, FreeBSD, SmoothWall Express)

Server/Web Software: MS Exchange, MS SharePoint, MS IIS, MS Hyper-V, Apache, WordPress, CloudFlare, Documentum, CoreDossier, Oracle Workflow, DavMail HTML5, CSS, PHP, JavaScript, Java, XML, C++, Microsoft Visual Basic

Applications: Adobe CS6 (Acrobat, Photoshop, Illustrator, InDesign, Dreamweaver, Premiere, Flash, After Effects, Fireworks), MS Office, MS Project, Office 365 MySQL, MS SQL, MS Access, Oracle 11i, Sage ACT!

- Hardware: Dell, HP, IBM, Cisco, SonicWall, NetGear, FortiGate Programming and design skills
- Optimizing and performance tuning
- Document management
- Web content management

Web content management

Information security

Content management systems

Accomplishments

Print Graphic Support Â

- Collaborated with marketing and business development groups for collateral needs by creating page layout designs for flyers, data sheets, CD covers and other printed materials.

Requirements Analysis Â

- Completed business requirements analysis including the evaluation of systems specifications for client Web site two weeks ahead of deadline.

IT Training Â

- Successfully trained 25 employees to use new operating system.

Project Management Â

- Managed complex BI/DW deployment programs, facilitating acquisition of business requirements.
- Prepared design specifications, developed reporting and analytics, tested and managed user adoption.

Work Experience
Information Technology Consultant
January 2003 to Current Company Name ï¼ City , State

- Senior-level consultant and manager of IT systems and projects with over 10 years experience.
- Practiced successful design, administration, and development of business critical information systems for small to medium business clients onsite or via remote access technologies.
- Web designer, developer and hosting administrator for over 30 client domains, sites, and email.
- Consistently recommend, implement, and customize internal or cloud-based technology systems to fit client business processes.

- Facilitate and develop email, file, database, mobile, and web-based systems to meet client business needs.
- Achieved increase in client's customer exposure by launching marketing and corporate branding campaigns including logo and website design and development, SEO, Google AdWords, and social media Created and maintained procedures for hardware and software maintenance, migration, upgrades, and end-of-life Implementation and management of all high-level business technology projects Senior-level technical contact for client computer, network, server, and cloud-based systems Operations and technical specialist for consulting firm's business-critical systems Worked closely with clients to analyze IT system requirements, clients information technology needs and their resources in order to plan IT projects and fulfill clients expectations Developed IT system specifications after evaluating customer's nature of work and business volume Solved clients IT issues - Determined changes, recommended quality software, projected modifications of software, hardware and networking.
- Monitored the execution of strategies, kept up to date with the new technology and researched latest Information technology market trends.
- Assisted clients with IT solutions; prepared written reports on solutions offered.
- Recommended the purchasing of new IT systems, presented new IT features/software and reported project progress to the management.

Prepared and presented technical proposals for clients.Designed, documented and executed maintenance procedures, including system upgrades, patch management and system backups.

Systems & Document Administrator
January 1998 to January 2003 Company Name ï¼ City , State

- Key senior-level member of the information systems team with a variety of duties including project management, document management and publishing, web design, print design, user training and systems administration.
- Promoted within two months of hire, again within the first two years and lastly promoted to a newly developed position.
- Achieved first global electronic submissions to regulatory agencies by implementing and validating an electronic document management and publishing system as the primary systems administrator, developer, and project technical leader.
- Resulted in NDA submission to the FDA ahead of target deadline saving millions in revenue.
- Implemented and maintained application servers supporting secure Internet communications and business critical systems.
- Created standard operating procedures, policies, development plans, disaster recovery, and other technical documentation in compliance with FDA requirements Project technical lead for company ERP system, several ongoing department projects and managed temporary and part-time employees and consultants Webmaster and graphic designer for Internet and intranet sites, print advertising, multimedia, and presentation projects Maintained Mac desktop computers and software supporting DNA Sequencer and robotic systems.

Education and Training
Bachelor of Science : Information Technology , July 2016 University of Phoenix

Information Technology[Number] GPA

Skills

ACT!, Adobe, Acrobat, After Effects, Photoshop, Premiere, Apache, branding, business processes, C++, Cisco, Hardware, consultant, consulting, CSS, client, clients, Database, Dell, disaster recovery, document management, Documentum, Dreamweaver, email, ERP, features, Fireworks, Flash, FreeBSD, graphic designer, HP, HTML5, IBM, Illustrator, InDesign, information systems, Information technology, MS IIS, Internet communications, Java, JavaScript, Languages, Linux, logo, Mac, Apple Mac, marketing, market, access, MS Access, MS Exchange, MS Office, Office, MS Project, Microsoft Windows, migration, multimedia, MySQL, network, networking, Operating Systems, OS, OS 7, Oracle, developer, PHP, policies, print advertising, print design, progress, project management, purchasing, quality, Express, Red Hat, robotic systems, Sage, servers, MS SQL, systems administration, user training, technical documentation, Unix, upgrades, Microsoft Visual Basic, website design and development, Web designer, web design, Webmaster, Workflow, written, XML

INFORMATION TECHNOLOGY CONSULTANT

Highlights

Software: MS Word, Outlook, PowerPoint, Excel, Access, CRM, Adobe Acrobat XI Professional, Snag-ItTM, Hot Docs (legal document generation software), MS Windows XP/Vista/7/8, MS Windows Server 2000/2003.

Hardware: Build, repair and upgrade desktop computers. Repair and upgrade laptop computers. Install and setup servers, printers and routers.

Experience

Information Technology Consultant , 12/2009 to 02/2016 Company Name ï¼ City , State

- Basic computer network setup and troubleshooting.
- Install software and printers.
- Computer repair and upgrade for individuals.
- Microsoft Excel spreadsheet creation.
- Accomplishments: Setup network for small non-profit organization.
- Created organizational spreadsheets for daily operations and marketing for small businesses.
- Upgraded SQL and Time Matters for Edward S.Clay, P.A.

Office Administrator/Billing Assistant , 08/2015 to 01/2016 Company Name ï¼ City , State

- Assisted with administrative duties in the operations departments.
- Created airtime spreadsheets and assists with revenue reporting.
- Assisted with data entry into an internal billing system (UCAP).
- Assisted with downloading various airtime carrier's invoices and data files.
- Assisted with monthly airtime billing using UCAP.
- Assisted with the activation/deactivation of SIMs/devices.
- Ran usage and airtime reports as requested by the customer.
- Reconciled each carrier's charges to UCAP output.
- Placed orders, received and shipped packages.

Funding & Settlement Coordinator/Office Manager , 08/2011 to 08/2015 Company Name ï¼ City , State

- Responsible for getting clients' assets re-titled into their respective trusts.
- Enter client data onto database and legal document generation software.
- Build long-term relationships with trust maintenance clients.
- Order office supplies and legal document supplies.
- Answer phones.
- Assist clients with questions, problems and concerns.
- Greet clients when visiting office for a meeting.
- Schedule appointments.
- Manage attorney's calendar.
- Print legal documents and prepare delivery binders.
- Review legal documents for formatting errors and missing information.
- Witness clients' signatures on legal documents.
- Notarize certain signatures.
- Generate funding instructions for trust clients both Family Legacy and "Documents Only" clients.
- Troubleshoot and maintain computer network and workstations.
- Accomplishments: Develop great working relationships with trust maintenance clients.
- Growth in client base of 73% during employment period.
- Manage the probate process for multiple estates at the same time while also overseeing the funding of assets to new and existing clients for revenue generation.
- Manage the office, performed Client Services Coordinator tasks and handled Funding & Settlement Coordinator tasks alone on a daily basis.

Student Operations Specialist , 01/2002 to 12/2009 Company Name ï¼ City , State

- Prepared student reports for multiple state regulatory agencies and national accreditation agency, ACCET (Accrediting Council for Continuing Education and Training.) Answered phones.
- Data entry of new enrollments and materials assigned to each.
- Reported inventory and distribution of student classroom materials data to CFO on a monthly basis.
- Developed complex spreadsheets to analyze qualitative and quantitative data using Excel and Visual Basic.
- Published & updated student policy catalog.
- Responsible for protecting students' privacy when records were requested by third parties.
- Managed course scheduling for all 25 schools as well as all student records and transcripts.
- Reviewed feedback from potential students after first visit to school for quality control purposes.
- Maintained records of complaints.
- Collaborated on written responses.
- Accomplishments: Saved company over $4 million by strengthening controls on textbook inventory.

- Developed system of student records collection and storage electronically on company database through collaboration with programmers.
- Created process and form for third-parties to request student records in accordance with FERPA (Federal Education Right to Privacy Act).
- Managed the class schedules in all 25 schools using MS Excel advanced formulas and Visual Basic programming.

Information Technology Coordinator , 05/1996 to 05/2001 Company Name ï¼ City , State

- Responsible for installation and troubleshooting Windows 2000 workstations, hardware, printers, peripherals, and software.
- Managed telecommunications system administration, programming, and troubleshooting.
- Trained brokers and new employees on system and applications.
- Processed stock certificates and checks for deposit into respective client account.
- Answered main phone and directed calls to requested personnel.
- Supervised Operations staff of two cashiers and one receptionist.
- Maintained records for annual audits and SEC regulation compliance.
- Resolved trade errors committed by brokers.
- Balanced error accounts for all branches.
- Earned series of fast-track promotions from New Accounts Clerk, Lead Cashier, Operations Manager, to IT Coordinator.
- Entrusted with maintaining accuracy and credit/debit balance of millions of dollars in client accounts.
- Became primary technical troubleshooter and "go to" person for entire Lutherville branch (93 work stations) as well as 6 remote satellite offices.

Education
Certificate of Completion, Microsoft Certified Systems Engineer Training, ComputerTraining.Com : January 2002
B.S : Business Finance , January 1991 Towson University ï¼ City , State Business Finance
Maryland Notary Public (Commission Expires August 26, 2018) Microsoft Certified Systems Engineer : February 2002
Skills
administrative duties, Adobe Acrobat, Schedule appointments, asset management, agency, attorney, balance, Basic, billing, billing system, Cashier, catalog, Com, Computer repair and upgrade, Hardware, Council, credit, CRM, Client, clients, Data entry, database, debit, delivery, fast, financial, information technology, inventory, laptop computers, Law, legal, legal documents, marketing, materials, Access, Microsoft Certified Systems Engineer, Microsoft Excel, MS Excel, Excel, office, Outlook, PowerPoint, MS Windows, Windows 2000, 2000, MS Windows XP, MS Word, network setup, network, Notary Public, Order office supplies, organizational, peripherals, personnel, printers, profit, programming, quality control, receptionist, reporting, routers, scheduling, servers, SIMs, Software engineering, Install software, spreadsheets, spreadsheet, SQL, system administration, telecommunications, phones, phone, Answer phones, Troubleshoot, troubleshooting, upgrade, Vista, Visual Basic, Visual Basic programming, written

VICE PRESIDENT, INFORMATION TECHNOLOGY
Executive Profile

Performance-driven IT executive experienced in building technology organizations that make IT a strategic partner of the company. Creates IT competitive advantages in capability and scale by leveraging best-in-class infrastructures. Highly experienced in building, improving, and turning around IT organizations.

Skill Highlights

- IT Strategy
- IT Management
- Project management
- Business Intelligence
- Cloud computing
- SOX, HIPAA, GLBA

- Team building
- Enterprise platforms
- Business continuity
- Disaster recovery
- Budgeting/Cost control
- IT Infrastructure

Professional Experience
Vice President, Information Technology
November 2012 to Current Company Name ï¼ City , State

- Represent Information Technology as a member of the senior leadership team with oversight of all tactical and strategic aspects of corporate IT systems.
- Manage and lead six-person team that oversees all IT Infrastructure and Business Intelligence operations at one of the largest United Ways in the nation ($38M Revenue).
- Responsible for $1M annual IT budget including staffing, operations, purchasing, and vendor management with an emphasis on cost savings and value-based solutions.
- Engineered strategic evolution of Salesforce CRM with the implementation of email marketing, event registration, credit card purchasing, and volunteer management systems.
- Designed and executed IT portion of corporate headquarters move to a new 64,000 sq. ft. building with zero downtime.
- Oversaw the creation of a dedicated, IT business intelligence group and structured development environment in strategic support of CRM, data warehouse, and financial reporting systems.
- Technology engineering and support of 2-1-1 call center that processes 100,000 to 150,000 calls per year (50% of Colorado's statewide 2-1-1 calls).
- Recovered tens of thousands of dollars per year by consolidating and renegotiating IT contracts, implementing infrastructure lifecycle management, standardizing PC and server O/S images, utilizing refurbished equipment, and implementing virtualization technologies.
- Implemented company's first comprehensive monitoring and metrics of application, network and server availability/performance.
- Responsible for mission critical support of all computer, network, and telecom infrastructure including 175 Windows 7/8 workstations and 35 Windows 2008/2012 servers.
- Team maintains over 99.9% uptime for all mission critical hardware and software platforms.

Director, IT Infrastructure
March 2008 to November 2012 Company Name ï¼ City , State

- Directly responsible for mission critical support of all computer, network, and telecom infrastructure including 800 Windows XP/Windows 7 workstations and 160 Windows 2003/2008 servers at 28 treatment centers, five operations offices, and two co-location facilities.
- As the strategic and technical IT lead, built, manage, and backup eight person team including Network Engineer, System Administrator, Help Desk Manager and IT Support Specialists.
- Responsible for all new hire and terminate activities, staff scheduling, mentoring, and reviews.
- Consistent record of delivering major IT projects on time and under budget including: integrations of newly acquired treatment centers, new treatment center builds, treatment center moves, co-location deployment, and co-location relocation.
- Maintain over 99.9% uptime for network infrastructure using an MPLS WAN with VPN over Internet redundancy.
- Maintain over 99.9% uptime for server infrastructure using high availability software (Citrix and Double-Take) and hardware (RAID, UPS, and hot spares) to support company treatment planning systems, record and verify systems, email, and all infrastructure servers.
- Designed, deployed, and tested company's first Business Continuity/Disaster Recovery infrastructure for core billing, financial and infrastructure systems.
- Implemented company's first comprehensive IT monitoring of network, server, power and temperature health using APC, HP, SolarWinds monitoring tools.
- Responsible for $2M OpEx and $2M CapEx IT budgets including staffing, hardware and software purchasing, telecom, BC/DR, and travel.
- Responsible for IT compliance with HIPAA and PCI regulations and have designed infrastructure to be complaint with SOX regulations for the future.
- Recovered up to $100,000/yr by consolidating billing and vendors, renegotiating IT contracts, implementing infrastructure lifecycle management, standardizing PC and server O/S images, and modeling VMWare-based virtualization.
- Coordinate and manage all communications between business operations and corporate IT.
- Developed first standardized IT project templates for treatment center integrations and new treatment center builds.
- Team responsible for closing 800+ IT support tickets per month.

Manager, IT Operations - Windows

October 2006 to March 2008 Company Name ï¼ City , State

- Managed eleven person team of Help Desk Technicians, System Administrators, System Engineers, and System Architects.
- Responsible for all new hire and terminate activities, staff scheduling, mentoring, and reviews.
- Directly responsible for mission critical support of all Windows-based computer infrastructure including 625+ Windows XP/2000 workstations and 80+ Windows 2003/2000 servers.
- Maintained over 99.9% uptime for entire Windows server infrastructure including satellite control systems, imagery production systems, email, and communications servers, and all file and document management servers.
- Consistent record of major IT-dependent projects delivered on time and under budget including: mission critical satellite control systems, imagery production systems, and office moves.
- Responsible for Windows IT budget planning including staffing, hardware and software purchasing, infrastructure, and travel.
- Ensured a stable environment by standardizing processes and procedures and maintaining detailed documentation for all systems.
- Coordinated all communications between business operations and corporate IT for Windows IT projects.
- Member of IT Management Team responsible for the strategic direction of corporate IT initiatives.
- Team responsible for closing 500+ IT support tickets per month.

IT Manager - Networking, Systems, & Support
September 1999 to October 2006 Company Name ï¼ City , State

- Managed eight person team of Help Desk Engineers, Network Administrators, Network Engineers, and Telecommunications Administrators.
- Directly responsible for mission critical support of WAN, LAN, 300+ Windows 2000/XP workstations, and 85 Windows 2000/2003 servers.
- Maintained over 99.9% uptime for entire network and communications systems including real-time trading systems, wire systems, and numerous financial systems.
- Responsible for $1.5M annual IT budget including staffing, purchasing, infrastructure, DR/BC, telecommunications, and co-location.
- Primary decision-maker in all corporate hardware and software standards.
- Direct backup, upgrade, and maintenance policies/procedures.
- Coordinate associated IT vendor management.
- Consistent record of major, IT-dependent projects delivered on time and under budget including: office moves, subsidiary acquisition and divestiture, network redesign, and software deployment.
- Decreased annual IT budget by at least $50K each year from 2003-2006.
- Versed in IT compliance with Sarbanes-Oxley and Gramm-Leach-Bliley Act.
- Hands-on experience in all aspects of Disaster Recovery/Business Continuity Planning including design, documentation, and testing.

System Administrator
March 1996 to September 1999 Company Name ï¼ City , State

- Solely responsible for mission critical support of 400+ Windows 95/98 workstations and 30 Windows NT 4.0 servers for multi-million dollar mortgage broker with offices in 3 states.
- Engineer of frame relay-based WAN, TCP/IP-based Ethernet LANs, Motorola and Adtran CSU/DSUs, and Xyplex and Ascend routers Experience also included RAS, Seagate Backup Exec, and disaster recovery.
- Administrator of corporate Internet email server (Microsoft Exchange), corporate Internet and Intranet sites (Microsoft IIS), and thin client host server (Citrix).
- Taught corporate training classes on Microsoft Office, Microsoft Windows, and Internet usage to new employees.
- Developed software training manuals and end-user support materials.
- Designed, from ground up, scaleable Windows NT domain, corporate websites, and Intranet site.
- Developed and implemented turnkey rollout plan for onsite hardware and software installations in new franchise offices.

Inside Sales Representative
June 1994 to March 1996 Company Name ï¼ City , State

Education
M.B.A : Dec. 2007 University of Massachusetts ï¼ City , State

B.S : Real Estate , May 1994 Arizona State University ï¼ City , State
Certifications and Training

- Denver Peak Academy - Lean Process Improvement (Black Belt)
- Harvard ManageMentor Leadership and Management (12 Courses)
- Microsoft Certified Systems Engineer (MCSE)
- Microsoft Certified Systems Administrator (MCSA)
- Cisco Certified Network Associate (CCNA)
- Citrix Certified Administrator (CCA)

Technical Skills

- Software: Active Directory, Microsoft Exchange, HP Insight Manager, EMC Avamar, Symantec Ghost, LanGuard Network Security Scanner, Voltage Email Encryption, Websense, Quest Archive Manager, MS Project, Symantec Backup Exec, Microsoft IIS, SharePoint, CA ArcServe, Barracuda Spam Firewall, Blackberry Enterprise Server, Sophos Anti-virus, Trend Micro Anti-Virus, Bradford Networks Network Sentry, VMWare, Hyper-V, Barracuda Backup, Barracuda Web Filter, Cisco Call Manager, Cisco UCCX, Exact Target, Cvent.
- Hardware and Networking: Cisco firewalls, Cisco routers, Cisco switches, Checkpoint firewalls, HP Procurve switches, Meraki Wi-Fi, Cisco Wi-Fi, HP Proliant, Dell PowerEdge.

FREELANCE IT CONSULTANT

Career Overview

Highly skilled, results-driven Information Technology Specialist/Consultant with experience in business operations, infrastructure management, software/hardware support, high/low end PC and Microsoft Server administration, and software development. Core Strengths Excellent critical and analytical skills Business process management Superior organizational, interpersonal, and Advanced level hardware and software time management testing Effective listening and communication Content management systems skills Mobile application development Troubleshooting and problem solving Accurate customer needs assessment proficiency Exceptional telephone etiquette Intelligent project management Vast technical knowledge and experience

Qualifications

- Excellent critical and analytical skills

Skills

Active Directory, Active Directory, Application Development, budget, Business Management and Development, business operations, business plan, C++, hardware, Network and systems, consultation, Consulting, client, clients, client support, databases, database, Designing, Document management, graphics, HTML, imaging, Information security, Information Technology, Java, LAN, Director, managing, access, C#, Microsoft Office, Microsoft Office products, Windows 7, Windows, Windows 8.1, Windows 2000, 2000, Microsoft Windows XP, Windows XP, Migration, multi-media, Network Administration, Network hardware, Network security, Network, Networks, Novell Network, operating system, organizational, PC Repair and Support, Copier, PHP, Printer, problem resolution, processes, project plans, reporting, servers, scripts, Software design, MS SQL, SQL, strategic, technical support, systems support, Upgrading, Vista, Visual Basic, website design, XML

Work Experience

Freelance IT Consultant

- Worked closely with technology vendors and distributors to gain access to equipment, software and accessories to keep technology costs within budget.
- Designed and implemented PC and laptop re-imaging process to lower operating system installation and configuration from 14 hours down to 1 1/2 hours per computer.
- Provided expert technical support and problem resolution to all customers.

Information Technology Specialist , 04/2012 ï¼ Current Company Name ï¼ City , State

- Acting as liaison between all departments to meet and exceed industry standards for technology requirements, business operations and Network security.
- Developing and managing project plans and reporting status updates to the IT Director, COO and Executive Director.
- Increasing efficiency of infrastructural technologies and organizational processes.
- Executing a self-created business plan designed to lower overall business operations cost by 81%.
- Training over 400+ employees to use Windows 7 Professional, Windows 8.1 as well as; other Microsoft Office products.
- Creating a strategic business plan to join technology and business operations together.
- Upgrading Network hardware, software and accessories.
- Advising and assisting in IT infrastructure implementation and management processes.
- Sharing Network and systems management responsibilities.
- Overseeing remote client support and services.
- Finalizing a migration from a Novell Network to Microsoft Active Directory on Windows Server 2012.
- Designing and planning to install Microsoft System Center Configuration Manager SCCM).
- Writing batch scripts to allow 200+ clients to access Microsoft Terminal Services in an Active Directory environment.

Information Technology Consultant Network Solution/Owner , 04/2007 ï¼ 12/2012 City , State

- Provided consultation for appropriate business software and efficient hardware solutions.
- Acted as liaison between my clients, vendors and product distributors.
- Configured LAN's and WLAN's.
- Designed, tested, installed and monitored client Networks, computers, home theater and multi-media equipment.
- Analyzed system and registry data for infected computers and servers.
- Sold and installed highly efficient Network equipment for quicker database response times.

Help Desk Specialist , 08/2011 ï¼ 04/2012 Company Name ï¼ City , State

- Provided technical support for all network applications.
- Monitored and advised for standards relating to client-side interfaces, website design and graphics development.
- Served as an operating system expert and provided advanced technical support for all employees within the school district.
- Improved reliability of education software, systems and databases.
- Worked with clients to analyze computing inefficiencies, then recommended and implemented appropriate technologies that fit within the school district's budget.
- Maintained composure and patience when faced with difficult customer situations.
- Assisted in migrating from a Novell Network to a Microsoft Active Directory environment on Windows Server 2008.
- Shared the task of re-imaging 3000 computers with a self-created, custom built Windows 7 Professional to complete an operating system migration from Windows XP.

Education and Training

1 2012 Minnesota School of Business ï¼ City , State , United States Associate of Applied Science Computer Science Computer Science Information Technology AAS with Application Development Android, C++, C#, Java, PHP, SQL and Visual Basic development Business Management and Development Microsoft Network Administration Microsoft Office 2010 Information Technology Internship

ASSISTANT FOOTBALL COACH

Summary
Enthusiastic, reliable recent graduate with academic background in business and marketing. Ability to establish priorities and meet challenges head-on. Strong leadership and management skills. Seeking a career in the business field.

Highlights
 Exceptional interpersonal communication skills, Customer service skills, Management skills, Teamwork skills, Effective leader, Organized, Highly dependable, Fast learner, Able to work under pressure, Positive attitude and energy, Strong work ethic

Accomplishments

- Utica College Football, Member Fall 2010 - Fall 2013
- Participated in Division III Football for four years
- Member of the first winning team in school history
- Leader of the accountability program
- Leadership Council, Member
- Was selected based on performance as a leader on the field, in the classroom, and in the community
- Met weekly with coaching staff to discuss team issues on/off the football field
- Volunteer Work/Community Service
- America's Greatest Heart Run & Walk Volunteer
- Salvation Army Volunteer
- Neighborhood clean-up
- North Utica Youth Football Volunteer

Experience
03/2014 to Current
Assistant Football Coach Company Name ï¼ City , State

- Assist in the design and execution of the offensive scheme for 60+ athletes including 20 wide receivers
- Prepare field with all of the necessities for practices and games

09/2010 to Current
Property Maintenance Assistant Company Name ï¼ City , State

- Distribute media equipment to classrooms
- Instruct professors through the application of Microsoft and Internet services
- Answer phone calls and maintain an organized office for students and professors to enter freely
- Performed various maintenance duties necessary to maintain and enhance the value of residential and commercial properties
- Duties included: mowing, landscaping, sealing driveways etc.

Education
Bachelor of Science : Management Utica College ï¼ City , State , US Utica College Utica, NY Bachelor of Science May 2014 Major: Management Concentration: Marketing GPA: 3.37/4.00

Military Experience
Company Name Salvation Army Volunteer Neighborhood clean-up North Utica Youth Football Volunteer

Professional Affiliations
Utica College Football

Skills
Audio Visual, Games, Coaching, Customer Service, Fast Learner, Receptionist, Retail Sales, Landscaping, Maintenance, Marketing

IT SUPPORT TECHNICIAN

Education

Bachelor of Science May 2014 William Woods University City , State GPA: GPA: 3.4

Management Information Systems GPA: 3.4

Summary

Experience in network/hardware/operating system troubleshooting, web page design, PC assembly, technical support,and customer service. Analytical Helpdesk technician adept at resolving complex issues. Critical thinker who addresses customer support issues quickly and who consistently exceeds performance standards.

Experience

IT Support Technician 12/2014 to Current Company Name City , State

- Provide technical assistance and support for incoming queries and issues related to computer systems, software, and hardware.
- Respond to queries either in person or over the phone.
- Vast troubleshooting capabilities with IOS.
- Train computer users
- Maintain daily performance of computer systems.
- Process an average of 15-20 inbound and outbound technical support calls daily

Network Assistant Intern 01/2014 to 05/2014 Company Name City , State

- Assisted University network administrator with daily tasks including

wireless, VDI, patchwork

- Network infrastructure, hardware management, and server room operations.

Technology Assistant Intern 08/2013 to 05/2014 Company Name City , State

- Maintained 489 page University website
- Managed and completed daily work orders for University Help Desk
- Attended weekly administrative technology meetings relating to technology problems/solutions.
- Managed/deployed hardware and software to student body as well as faculty.

Projects

(Project Leader on all Projects) Â

Website Development~Business Communications~Advanced Web~Entrepreneurship~Database Â

Management~Project.Management~MIS Capstone~Systems Analysis Â

- Designed multiple websites using WordPress and Expressions Web
- Compiled and developed new accounting and financial tracking system to be used by small or medium firms
- Worked with multiple clients to design and develop websites Converted desktop websites to mobile using various tools
- Created documentation manual for business clients
- Developed and administered Usability Tests for quality customer assurance.

Summary of Skills

- Sharepoint
- Cisco Telephony tools
- Bomgar
- Visio
- Que Monitoring
- SAP
- Active Directory
- Mobileiron
- HPSM
- IOS

Activites

- Captain- 4-years of collegiate basketball
- Active member of S.W.A.T. (Student Website Advancement Team)
- Active member of the IT Student Academic Advisory Council

Over 100 hours of community service - Secret Santa - Reading books at over 5 grade schools - Volunteered in over 5 Â

summer camps - Participated in Salvation Army food drive -Yearly donator Good Will/ homeless shelters Â

Honors and Accomplishments

- Trio Scholarship (1 of 2 awarded of over 500 students)
- LEAD Scholarship (Leading, Educating, Achieving, Developing)
- Potential Award (Belief in continued growth, dedication, and potential for future success)
- JUCO All-American
- Male Athlete of the Year
- Academic All-Conference
- IC3 Internet and Computing Core Certification

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VP OF INFORMATION TECHNOLOGY

Executive Profile

A results oriented technology leader with over 18 years of IT experience, 8 years of supervisory experience. Passionate about collaborating with key stakeholders to develop information technology vision and strategy by effectively building organization, processes, infrastructure and services in support of short and long-term business needs. Understands the business value of available tools and applications as to provide optimal strategic benefit at the appropriate cost.

Skill Highlights

- IT Governance
- Team Leadership
- Systems Integration
- Contract Negotiations
- Disaster Recovery Plans
- IT Operations

Core Accomplishments

- Implemented a new phone system that will immediately save the company over $100,000 a year with benefits that have increased productivity while lowering the need of IT support. This includes vendor contract negotiation, which resulted in the cost of the new phone system to be covered with no out of pocket expenses.
- Managed multiple IT Projects that resulted in increased productivity, performance and revenue.
- Enhanced communications between our nationwide offices using Video Conferencing, saving over $50,000 a year in travel costs.
- Worked with Marketing to integrate our CRM and other systems with our Marketing systems, which resulted in real-time feedback to marketing and end users of client actions.
- Converted VMWare to Hyper-V which resulted in lower costs & quicker recovery as part of the DRP.
- Designed, Implemented and maintained a Disaster Recovery Plan that reduced recovery time from 4 days to 2 hours, potentially saving the company from catastrophic downtime.
- Initiated a Task management system that resulted in better communication and increased productivity from the team. This kept all stakeholders in the loop on project status.
- Using qualitative and quantitative techniques, discovered numerous ways to improve current systems, saving Bradley-Morris over $250,000 a year.
- Mentored and coached employees resulting in a 25% increase in productivity.
- History of increasing infrastructure performance and increasing uptime to nearly 100%, saving the company over $5M a year in revenue.
- Quickly gained expertise in the company's CRM that resulted in saving the company over $600,000 in consulting fees.
- Increased sales and reduced costs by cutting manual quoting process time by 80% through design and implementation of a new automated quoting system.
- Spearheaded the design and build of a commissions system that resulted in recovering over $2.5M in unaccounted commissions due.

Professional Experience

VP of Information Technology 07/2014 to 03/2017 Company Name City , State Hired to transform the IT department, which was successful within the first few months. Developed an IT strategy designed to increase sales and business process efficiency, and lower costs and company risk. Built and managed a highly effective team of employees, vendors, and service providers. Reporting to the CEO, responsible for all information technology budgeting, vendor negotiations, and business intelligence. Responsible for the IT Budget, task management and delegation, and IT staff mentoring and reviews.

VP of Information and Security Technology 02/2009 to 05/2014 Company Name City , State Lead all IT operations, including purchasing, budget and structure. Conduct performance reviews and record results. Prepare and deliver reports and presentations on IT issues for CEO and VP of Sales on Demand. Train employees on system use, workflow procedures, and technology policies. Manage employees in connection with IT functions. Manage outside vendors and consultants as needed. Served as the HIPAA compliance officer. Worked with marketing and the VP of Product Development to align new products concepts with corporate technology and corporate strategic goals.

Director of Information Technology 02/2006 to 02/2009 Company Name City , State

Managed all information security to follow HIPAA Compliance guidelines. Advise the CEO and other executives on advanced technology solutions. Began serving on the Executive Management Team. Met with client executives to determine client needs, project requirements, and feasibility; translate the needs into technical requirements. Established high functioning lean IT department to quickly respond to internal and external IT support requests. Bolstered system performance through design and development of new Electronic Data Processing system by leveraging expertise with Visual Studio 2010, SQL Server, and ASP.NET. Oversaw all areas of Infrastructure.

Information Technology Manager 02/2003 to 02/2006 Company Name City , State

Continued to improve and expand the Commissions Tracking Application. Gained expertise in the companies CRM and digitally integrated the Commissions Tracking System with the CRM. Increased system uptime from 80% to over 99% by implementing new Hyper-V virtual servers/DFS with no downtime. Developed and deployed corporate software and apps to employee's mobile devices for streamline corporate use and uniformity.

Application Developer 08/2002 to 02/2003 Company Name City , State

Spearheaded major, year-long initiative to plan, design, build, and implement an ETL commission database system utilizing SQL databases and ASP.Net, including data analysis reporting that recovered more than $2.5M in "lost" commissions. Provided some end-user desktop support.

Education

Information Systems 2014 Park University GPA: 3.5
Bachelor of Science : Management 2007 Park University
Magna Cum Ladue
GPA 3.82
Skills
ASP.Net 4.5, ASP.Net, VB.NET, Active Directory, Backup, Budget, Contract negotiation, CRM, Data Analysis, Data Processing, Databases, Disaster Recovery, ETL, EDI, ITIL, Training, Executive Management, Senior Management, GoldMine, Information Security, HealthCare IT, IT support, Leadership, Marketing, Network analysis, Performance reviews, VoIP, Presentations, Process Enhancement, Product Development, Servers, SQL, SQL Server, Strategy, Desktop support, Visual Studio, Workflow
Military Experience
Electronics Technician 07/1997 to 07/2001 Company Name City , State Deployed and maintained CAT5 and fiber optic cable. Directed and trained subordinate Technicians. Â Configured 5 stations with CAT5 and fiber optic cable. Â Conducted quarterly and annual formal performance reviews for all subordinates. Â Installed Windows NT system on more than 400 computers. Earned good conduct and sharpshooter awards.

INFORMATION TECHNOLOGY SPECIALIST(DISCOUNTPCFIX)

Summary

I am obsessed with technology. It's power to change everything. Technology fuels my passion and commitment to helping organizations do what they set out to. When I engage, I bring fresh ideas that help your team galvanize performance. Refine your strategy. Spark new energy.
The futureâ€"and how we get thereâ€"depends on those who build, connect, create and transform our world.

Accomplished with over 10 years of information technology support experience.

Highly articulate Capable experienced installing and updating hardware and software systems for users. Known for effectively optimizing systems to meet changing demands, enhancing collaboration and improving security.

Experienced Operations Analyst with first-rate skills in organizing, problem solving and project management. Ready to apply experience and abilities to take on new professional challenges.

Passionate and driven professional with remarkable analytical and problem solving skills.

Expert quality assurance tester offering five years of experience in detailed technical and system specifications.

Provides a collaborative style and has well-developed communication skills. Seeking a role in test reporting and defect resolution.

Well-rounded team player with dynamic written and verbal communication skills.

Hardworking and resourceful team player.

History of going above and beyond to achieve notable results.

Offering excellent blend of technical aptitude and creative ability. Inspires design teams with engaging management techniques and innovative thinking. Resourceful Technical Support Engineer polished in restoring system functionality by quickly assessing and resolving diverse hardware and software problems.

Skills

- Issue escalation
- Reporting and analysis
- Quality control
- Schematic understanding
- Critical thinking
- Data management
- Network Administration
- Experience in leadership
- Improvement plan knowledge
- Supervision
- Hardware repair
- Computer configurations
- System upgrades
- New program installations
- Organizational leadership
- Troubleshooting and Maintenance
- Equipment repair
- Power and hand tool use
- Troubleshooting and repairs
- Preventative maintenance
- Telecommunications systems
- Component repairs
- Multitasking
- Part inspections
- Friendly, positive attitude
- LAN and WAN configurations
- Server and System Administration
- End-User Training
- Program installations
- Software testing
- Server improvements
- Data backups
- Project management
- Security technologies
- Network configuration
- Time management
- Active Directory knowledge
- Cybersecurity analysis
- System Administration
- Microsoft Office
- MS Office
- Apple iOS Technician
- Help desk assistance
- Application software testing
- Mechanical abilities
- Information Systems Security Professional
- Advanced knowledge of Windows OS
- Advanced knowledge of Google Chrome OS
- Soldering
- Database management
- Technical knowledge of server system softwares
- Servers, storage systems, network equipment, PCs or notebooks of any brands.

Experience

Information Technology Specialist(Discountpcfix) | 11/2011 - Current Company Name - City , State

- Assisted client with new computer and network equipment purchases.
- Updated or installed software for customers to ensure computer efficiency.
- Checked in computers and performed diagnostics for repair.
- Backed up data each evening, helping alleviate lost information following malware incident.
- Updated software versions with patches and new installations to close security loopholes and protect users.

- Identified hardware issues caused by component failures using approved diagnostic tools.
- Installed over motherboards, processors and graphics cards.
- Configured computers to network drivers and connected to printers and other peripheral equipment.
- Upgraded laptops/desktops, improving speed and performance.
- Fixed All Apple(iphone,imac,ipad,laptop) Products Screen damage.
- Fixed any brand,Windows OS,Mac OS,Chrome OS products liquid damage.
- Observed system functioning and entered commands to test different areas of operations.
- Explained technology-related details in easy-to-understand terms to individuals from all walks of life and in various job positions.
- Responded to assistance requests from users and directed individuals through basic troubleshooting tasks.
- Reviewed current hardware and software configurations and recommended modifications to increase system speed.
- Serviced and repaired equipment according to manufacturer guidelines.
- Installed new systems and components according to service orders and manufacturer instructions.
- Assessed and identified issues and quickly resolved to restore functionality.
- Built and repaired computers according to schedule.
- Installed, configured, and setup PCs in all stores for optimal operation and reporting.
- Evaluated interfaces between hardware and software, testing performance requirements.
- Studied complex technical issues and determined proper resolution methods.
- Assisted with post-implementation troubleshooting of new applications and application upgrades.
- Determined and alleviated hardware, software and network issues.
- Installed and supported hardware and software, including desktops, servers and printers.
- Identified operational and performance issues and worked with managers to resolve concerns.
- Completed various reports and analyzed each report to decide where improvements could be made.
- Recommended process and systems improvements such as changes to operations.
- Updated hardware and software upon availability and supervised network to eliminate bottlenecks immediately.
- Handled network configurations after hours and on weekends to alleviate downtime and maintain smooth operations.
- Assisted customers with various types of technical issues via email, live chat and telephone.
- Delivered local and remote Tier 1 IT support for hardware and software to company personnel.
- Disassembled computer systems to troubleshoot and resolve hardware issues.
- Increased overall company performance through improved IT uptime and cost reductions.

Quality Control Inspector Contractor | 04/2019 - Current Company Name - City , State

- Conferred with scientific, engineering and technical personnel to resolve design, research and testing problems.
- Worked with engineers to facilitate research and development testing, correct mechanical failures and generate technical specifications prior to release.
- Developed and implemented best practices for defect prevention and continuous improvement.
- Used specialized tools to take precise measurements of various aspects of samples.
- Consulted with engineers to resolve quality, production and efficiency problems.
- Wrote detailed reports outlining performance, quality and defect rates.
- Completed non-destructive tests and visual inspections on a continuous basis.
- Inspected quality of finished products, making minor repairs to meet project expectations.
- Documented nonconformities immediately and recommended techniques for prompt resolution.
- Completed non-destructive tests and visual inspections continuously.
- Reviewed drawings and blueprints to determine appropriate level of inspection required.
- Adhered to all safety protocols to minimize equipment damage and avoid injuries.
- Assessed materials, parts and products for conformance with quality control requirements and production specifications.

Network Analyst | 06/2016 - 05/2018 Company Name - City , State

- Identified operational and performance issues and worked with managers to resolve concerns.
- Supporting of the following hardware types: servers, storage systems, network equipment, PCs ipad and notebooks of any brands.
- Analyzed operational performance to identify pain points and provided actionable solutions to management.
- Educated personnel on company policies to foster improved customer retention and increased revenue.
- Technical knowledge of standard server system software (Linux, Windows, VMWare)
- Drove revenue and customer retention by visiting corporate and franchise centers serving clients to educate staff on company policies and customer styling applications.
- Wrote reports outlining results to facilitate management decision making.
- Executed and monitored standards for user interfaces, page design and graphics development.
- Provided senior technical support to both in-house staff and user departments for all network applications.
- Monitored project budget through the careful assessment of resource usage and task management to ensure that costs were kept low.
- Supported customers with password resets and account customization.
- Recorded complaints, product deficiencies, returned orders and other customer documentation in system.
- Supported customers having data connectivity issues, assisting with troubleshooting steps and rebooting of hardware.
- Maintained composure and patience in face of difficult customer situations, applying de-escalation techniques and positive customer support.
- Performed site evaluations, customer surveys and team audits.
- Promoted continuous improvement for IT governance processes.

- Spearheaded server infrastructure development, quality control, staging and production operations.

Quality Control Manager | 07/2013 - 08/2015 Company Name - City , State

- Stayed well-informed of all company and federal regulations, which bolstered compliance of all corporate processes.
- Used creative and professional policy to find solutions to issues while diminishing conflicts.
- Handled all scheduling procedures for the department and directed team members in setting and achieving goals.
- Observed customer specifications by monitoring the quality control of finished products.

Education and Training
The Federal Polytechnic, Ado-Ekiti - City , State | Associate of Science Science Technology , 2003
Phoenix East Aviation - City , State | F.A.A Aircraft Dispatcher License Aviation , 2014
University Of Colorado At Boulder - City | Certificate Cybersecurity Policy For Aviation And Internet , 07/2020
GOOGLE I.T SUPPORT - City | Certificate 03/2021

Completed professional Course in:

IT Security: Defense against the digital dark arts

Operating System and You: Becoming a power user

The Bits and Bytes of Computer Networking

System Administration and IT Infrastructure Service

Technical Support Fundamentals

STAFF PHARMACIST

Summary

Patient and professional excellence oriented Pharmacist with Doctor of Pharmacy and Master in Science degrees. Nine years of retail experience providing outstanding pharmacy services in a high-volume setting. Strong background in science and clinical pharmacology and excellent interpersonal skills with a track record of establishing positive relationships with customers, co-workers, medical professionals, and insurance providers. Enthusiastic about acquiring new clinical knowledge and experience in a hospital setting.

Committed to providing highest quality pharmaceutical services and personal patient care as an essential link in disease management. Dedicated to deliver peak performance as well as fast and accurate medication dispensing. Capable and able to demonstrate versatility in adapting to every-increasing complexity in the healthcare industry.

Highlights

- Strong Diverse Science Background
- Strong Academic Skills
- Strong Decision-Making Ability
- Prescription Dispensing and Compounding
- Drug Interaction Assessment
- Clinical Interventions
- Product Safety and Quality Assurance
- Exceptional Patient Care
- Proficient with software (Word, Excel, PowerPoint, Access)
- Ability to Identify and Solve Potential Problem

- High Personal and Professional Ethics
- Creative Cognitive Skills
- Pharmaceutical Research and Data Analysis
- Efficient and Accurate
- Exceptional Attention to Details
- Excellent Telephone Etiquette
- Ability to Listen and Communicate in a Articulate Manner
- High Level of Organizational and Personal Skills
- Customer and Coworker Relationship Management on a Personal Level

Achievements

- Recognized for ability to manage a high volume of patient accounts.
- Consult with hundreds of physicians and patients to fill prescriptions, review side effects, discuss drug interactions and resolve medication delivery problems.
- Improved drug-inventory management system to reduce waste and eliminate back orders.
- Cultivated strong network in a community, resulting in a new patient enrollments.
- Improved morale of coworkers by rewarding good work performance, leading by example and using humor to diffuse stressful situations.
- Translated pharmacy communications for Russian speaking customers and recruited new customers.

Professional Experience

12/2002 to 04/2009
Staff Pharmacist Company Name ï¼ City , State

Manage ancillary staff in fulfilling more than 1,500 prescriptions weekly. Consult with physicians and patients with regard to medication dosage, drug interactions, medical equipment, disease management and potential side effects of prescription and OTC medications.

Dispense and compound prescriptions, and maintain accurate patient records, dosing information and directions for use. Interact with HMOs and other insurance providers concerning billing/reimbursement issues. Keep abreast of new developments within the pharmaceutical industry.

- Proficiently processed and dispensed written, oral and electronic prescriptions.
- Conducted drug utilization reviews, drug interventions and therapy management.
- Provided critical information and advice to customers regarding possible drug interactions, side effects, dosage and proper medication storage.
- Strictly maintained customer and patient confidentiality.
- Maintained proper storage and security conditions for all drugs.
- Mastered HEB Pharmacy Standard Operating Procedures (SOPS).
- Maintained updated records such as pharmacy files, patient profiles, charge system files, inventories and poison or controlled drug registries.
- Calculated, weighed, measured and mixed ingredients with expert precision.
- Advised customers on the selection of over the counter products, healthcare supplies, dietary and herbal supplements.
- Consistently upheld proper pharmacy and general safety procedures and standards.
- Oversaw the pharmacy technicians' drug preparation and distribution activities to provide safe, efficient care for patients.
- Followed state and federal record keeping guidelines for legend drugs and controlled substances.
- Appropriately resolved customer issues, complaints and questions.
- Managed pharmacy inventory through proper medication ordering, returns and inter-store transfers.

01/1998 to 11/2002
Pharmacy Intern Company Name ï¼ City , State

12/1995 to 09/1998
Pharmacy technician Company Name ï¼ City , State

01/1990 to 11/1993
Electronics Technician Company Name ï¼ City , State

- Worked closely with team of engineers and technician
- Maintained and troubleshoot electronic and computer based equipment.
- Recorded precision measurements from electronic devices during the test
- Completed database, created graphics and checked final reports for accuracy
- Supported engineering team as a customer service representative

01/1990 to 04/1991
Teaching Assistant/ Laboratory Supervisor Company Name ï¼ City , State

- Supervised and helped students during laboratory experiments
- Soldered and assembled laboratory equipment
- Maintained proper laboratory and general safety procedures and standards, including department cleanliness.

Education
2002
Doctor of Pharmacy : Pharmaceutics Massachusetts College of Pharmacy and Health Science ï¼ City , State , USA

Clinical rotations at :

- Beth Israel Deaconess Medical Center (Infectious Disease),
- Boston Children's Hospital (Center for Poison Control and Prevention),
- Beverly Hospital (Inpatient and Ambulatory care),
- Boston Dialysis Center .

1992
Master of Science : Hardware Engineering University of Information Technology, Mechanics and Optics ï¼ City Russia
Certifications

In good standing with the Massachusetts Board of Pharmacy

Skills

- Integrity and Honesty
- Compassion and Courtesy
- Excellent Interpersonal Skills
- High Level of Analytical and Cognitive Skills
- Self-Disciplined and Self-Motivated

AMC COMPUTER SPECIALIST AND INTERN

Summary

Information Technology Specialist with twenty nine years of experience launching environments focused on telecommunications concepts, principles methods, practices and solutions. Savvy, compassionate, impact oriented performer with attention to detail, technological know-how, and lifecycle project planning expertise. Successfully manages accounts while analyzing technical requirements to ensure client and customer satisfaction and enterprise integrity. Consistently develops innovative and workable solutions to unique customer requirements. An effective IT Manager with a proven track record for building highly productive teams with healthy morale. Promotes security awareness ensuring sound security principles are implemented.

Highlights

- Strong Interpersonal skills
- Exceptional Listening and perception skills
- Excels in writing
- Information Technology SME
- Timely
- Efficient
- Test and Evaluation Expertise
- Leadership
- Management
- Project Management
- Conflict Resolution
- Cobol Programming
- ADA Programming
- Procurement Clerk
- BPA's
- Acquisition Experience
- COR
- Formal Briefings

Accomplishments

I provide spiritual support within my organization on a daily basis.

I serve as Branch Chief and Division Chief whenever I am appointed.

I Initiate and facilitate impromptu meetings with the technology team to share pertinent information or to solve workplace issues.

I am a mentor and sponsor of ATEC HQ's Customer Support Intern and Summer hire.

I represent ATEC in many Command sponsored special events as a singer, actress and mistress of ceremonies.

Experience

AMC Computer Specialist and Intern Sep 1989 to Sep 1992
Company Name ï¼ City , State

As a Lead Cobol Programmer: Wrote two programs to estimate the cost for the Panama Canal Conflict. Coordinated with QA testers for end-to-end unit testing and post-production testing.Implemented system security and data assurance software.Developed custom software solutions for the organization.Oversaw deployment, configuration and documentation procedures.Implemented and tested enhancement feature requests to enhance product functionality.Resolved customer issues by establishing workarounds and solutions and by debugging and creating defect fixes.Drafted two project work plans per week.Organized and held meetings with stakeholders, contractor product teams and customers. Coordinated all hardware acquisitions.Coded user-customizable applications that converted raw data from design engine to easily understandable graphical formats.

Computer Specialist (Special Assignment) Jun 1992 to Oct 1993
Company Name ï¼ City , State

Detailed as Junior Engineer for PM EWRSTA Camp Evans (Wall, New Jersey). In this capacity I assisted the Lead Software Engineer in writing the code to repair the Kiowa 58D helicopter computer module. Project was successful From coding to test and evaluation. Authorized to go TDY to Fort Bragg, N.C. to test our code in the vehicle.

Briefed 300 civilians and 60 soldiers on the test, evaluations and repair of the aircraft under of the orders the PMEWRSTA PM Colonel Arthur Hurtado (Fort Myers, Florida)

In addition, I served as a Lead Project Manager using the Artemis Schedule Publisher software to track Electronic Warfare systems and the respected repair schedules.

Information Technology Specialist Sep 1992 to Sep 2011
Company Name ï¼ City , State

Experienced in management of principles, evaluation techniques and systems management and planning (2003-2011).

Efficient planning and delivery of customer support services, including installation, configuration, troubleshooting, customer assistance, and/or training, in response to customer requirements (2003-2011).

Efficient planning and delivery of customer support services, including installation, configuration, troubleshooting, customer assistance, and/or training, in response to customer requirements (2003-2011).

Served as the only CECOM Command ADA Programmer.

Information Technology Specialist Sep 2011 to Current
Company Name ï¼ City , State

Effective Acting branch and division chief of Customer Support Branch ATEC Headquarters (G6), APG, Maryland (2013-2015).

SWE on Information Systems Security (2011-2015).

Implements IT concepts, principles and methods and practices, providing technical oversight and Headquarters systems monitoring (2011- 2015).

Identifies and solves complex technological problems by determining accuracy and relevance of information while evaluating potential sources of information and disseminating solutions (2011-2015).

Efficient planning and delivery of customer support services, including installation, configuration, troubleshooting, customer assistance, and/or training, in response to customer requirements (2011-2015).

Knowledge of Local Area Network security requirements and techniques tor protecting computer systems from viruses, datatampering, and unauthorized system entry (2011-2015)

Skillfully analyzes, plans, designs, implements, documents, assesses, and manages enterprise structural framework(2011-2015).

Knowledgeable of system requirements and techniques for planning current and future system architecture requirements (2011-2015).

Expertise in Information Technology security principles, concepts, practices, systems software, database software, and immediate access storage technology to carry out activities leading to security certification or accreditation (2011-2015).

Knowledgeable of telecommunications characteristics and capabilities of systems, media, equipment, and related software systems (2011-2015).

Ability to assess risk factors and advise on vulnerability to attack from a variety of sources and procedures and methods for protection of systems and applications.(2011-2015).

Defines and executes application alignment with business strategy, performance, service levels, business intelligence and management, data privacy, compliance/policy and information security. (2011-2015).

Expertly applies analytical processes to the planning, design, and implementation of new and improved information systems to meet the business requirements of customer organizations (2011-2015).

Utilizes knowledge of information technology principles, methods, and security regulations and policies to administer various information security programs (2011-2015).

Ensures confidentiality, integrity, and availability of systems, networks, and data through the planning, analysis, development, implementation, maintenance, and enhancement of information systems security programs, policies, procedures, and tools (2011-2015).

Served as Lead IT Specialist providing computer, networking and peripheral support to ATEC Headquarters QIP's in RTC, DTC and JITC (2014)

Education
Bachelor of Arts , Business Admin and Management January 2016 Pillar College ï¼ City , State , USA

I am currently a full-time student maintaining a 4.0 GPA in an accelerated program. I have completed the following classes: Organizational Management, Business Management, Business Communications and Theology.

Security-Plus Certification Microsoft Certified Professional (MCP) , Computer Software 2006 CED Solutions ï¼ City , State , USA

I have earned, maintained and utilized my Security Plus certification.

Defense Acquisition University Training Course Completion: ACQ 1 01, 1 30 & 201; SAMJOJ , CLE 003 & 060, ACQ 2036 Army Civilian Training, Education Development and System Courses Moving from Technical Professional to Management Project Information Technology Management Information Assurance Fundamentals (IAF) Introduction to Project Management , Acquisition Workforce 2015 Defense Acquisition University ï¼ City , State , USA

I will acquire my Information Technology Level 3 certification in November 2015.

Certifications

Microsoft Certified Professional (MCP)

Security Plus

Skills

Procurement Clerk, Purchasing Agent, Computer Programmer, Contracting Officer Representative (COR), Customer Support,Information Technology, Information Security, Hardware, Network systems, Decision Making, Information Systems, IT Strategy, Local Area Network, Microsoft Certified Professional, MCP, Policies, Processes, Project Management, Risk Assessment

INFORMATION TECHNOLOGY BUREAU DEPUTY DIRECTOR
Professional Summary

Senior Information Technology Professional with more than fifteen years of experience directing and managing large and complex IT Operations and Data Center. Resourceful thinker, methodical problem solver, and analytical in all facets of technical management. Proficient at educational and advanced enterprise related technology solutions. A strong, decisive leader who leads by example and hardworking professional focused on results and details. Â Fully bilingual in English and Spanish.

Core Qualifications
- IBM Enterprise z System & x Servers Microsoft Windows VMWare ESX Cloud Computing
- Operating Systems (Microsoft Windows, z/OS, zVM, AIX, SUSE Linux)
- Databases (SQL, DB2, ORACLE, ADABAS)
- Tools (Office, Project, Visio, SharePoint, Exchange, MSCCM, SolarWinds Orion, Tivoli, Track-It!)
- Communication & Security (Frame Relay, MPLS, FCIP, Enterasys, CISCO, Fortinet)

Experience

Company Name January 2010 to Current Information Technology Bureau Deputy Director
City , State

- Oversee and lead the Infrastructure & Operations IT Service, 24x7.
- This includes the supervision of four divisions: (1) Programming & Applications; (2) Networking & Communications; (3) Desktop Services & Support; and (4) Operating Systems & Database.
- Performance management and KPIs.
- Key Accomplishments: Oversees a department of 140 contractors and employees.
- Manages infrastructure data network of 9,300 users, 250 sites.
- Evaluates direct cutting edge technology solutions for the implementation of 53 IT projects.

Company Name October 2009 to January 2010 Information Technology Director
City , State

- Provided technical leadership to a data center and technical supervision of analysts, programmers, database administrators, and network as well as the support personnel.
- Key Accomplishments: Managed Data Center for 900 employees.
- Developed an innovation and technological portfolio of IT projects in Vocational Rehabilitation Administration.
- Supported department documentation digitalization initiatives at the Department of Labor.

Company Name July 2004 to August 2009 Senior IT Project Manager
City , State

- Delivered technical direction for a multimillion dollar Monitoring and Controlling System.
- Key Accomplishments: The total amount managed was 185 plants of filtration water and sewer water treatment with 1,540 facilities through the PR Island.
- SCADA - Supervisory Control and Data Acquisition).
- Technical supervised the software analyst, programmers and database administrators during the software development and implementations of Department of Health compliance systems.
- Career Notes.

Company Name January 2003 to June 2004 IT Business Consultant
City , State Assist in computer network & voice integrator in over 11 Medical Center locations.Consulted for individuals and organizations in information technology business solution.
Company Name January 2003 to August 2004 Information Technology Business Consultant
City , State

- Assist in computer network & voice integrator in over 11 Medical Center locations.
- Consulted for individuals and organizations in information technology business solution.

Company Name January 2003 to June 2003 Professor
City , State

- Taught courses in (1) Optical Networking; (2) System Analysis and Design.

Company Name September 1999 to August 2003 Professor
City , State

- Taught graduate courses in (1) Data Communication, Networks and Distributed Processing; (2) Computer Concepts and Programming Tools; (3) Relational Databases.

Education

Capella University Ph.D. : Organization and Management City , State , US

Inter American University Educational Computing City , State , US Educational Computing

University of Puerto Rico BSBA : Finance & Computers City , Puerto Rico Finance & Computers

Languages

Fully bilingual in English and Spanish.

Additional Information

- Awards & Honors Computerworld Honors Award Laureate Medal, California, April 2001. Chamber of Representatives of Puerto Rico-Achievement Award, June 2000. AITP Distinguished Information Science Award in the Government Sector, from Association of Information Technology Professionals, Puerto Rico Chapter, October 2000.

Skills

ADABAS, AIX, analyst, Application Development, Budgeting, business solution, CISCO, Coaching, Databases, Database, Department of Health, direction, documentation, edge, English, Forecasting, Frame Relay, IBM, DB2, information technology, innovation, leadership, Linux, Notes, Mentoring, Exchange, Office, SharePoint, Microsoft Windows, Enterprise, network, Networking, Networks, Operating Systems, OS, ORACLE, Performance management, personnel, PhD, PR, Process Improvement, Programming, Project Management, Rehabilitation, Relational Databases, SCADA, Supervisory Control and Data Acquisition, Servers, software development, Spanish, SQL, Staff Supervision, supervision, System Analysis and Design, Technical Management, Telecommunications, Tivoli, Track-It, Visio, water treatment

INFORMATION TECHNOLOGY PROVISIONING TECHNICIAN

Career Overview

Process driven, goal oriented, Information Security Leader with 5 years of IT and security experience. A self-motivated Governance manager that is adept at analyzing and remediating threat vectors on an enterprise level. Bolsters corporate strategy, enhances daily security operations and delivers improved and optimized business protection, while leading a geographically diverse team adept at problem solving and risk analysis. Audit and Control Establishment Immediate Value Offered Technical Acumen Maximize technology investment, effectively implement IT business strategy, drive innovation, improve business processes, expand service & technical STRATEGIC PLANNING & ENABLEMENT capabilities and maximize multi-million dollar cost savings

Qualifications

 BUSINESS PROCESS IMPROVEMENTS Partner with teams to create efficient cross-functional processes by eliminating CONTRACT NEGOTIATIONS COST SAVINGS INITIATIVES AD, DNS, TCP/IP, Microsoft Exchange, Rapid7 Vulnerability Assessment Platform, Firewall, IDS/IPS, Web Filter/Proxy, Mail

Accomplishments

- Influential change agent focused on renewing quality initiatives for complex IT IT SOX GOVERNANCE & COMPLIANCE Outstanding Mentoring skills, adept at coaching junior and senior personnel, portfolios while collaborating cross-functionally and interdepartmentally increasing growth and confidence among team members FINANCIAL POLICIES & FORECASTING PROJECT Deployment & REPORTING PROJECT SCOPE AND SCHEDULING Provide ongoing management of Information Security practices, specifications, and architecture design facilitating continuous organizational improvement Security INFRASTRUCTURE IT ANALYTICS & ORIENTATION Progressive experience with managing enterprise security initiatives and culture and the development of appropriate audit procedures, policies, managing IT SOX governance & compliance to build a risk-based security escalation paths, tracking, documentation, and a highly trained team proficient Management Experience in enforcing key SOX requirements throughout the enterprise PROGRAM MANAGEMENT CROSS FUNCTIONAL COLLABORATION coupled with enterprise policy creation and negotiation acumen Possess comprehensive technical background and management experience RESOURCES UTILIZATION TRAINING & DEVELOPMENT Ensure business continuity and manage technology risks through information CHANGE MANAGEMENT assurance scoping, raising security awareness, bolstering systems, deploying.

Work Experience

08/2013 to 11/2013 Company Name i¼ State

- McAfee EEPC).
- Worked with multiple departments and executive teams to ensure a timely and complete roll-out of product.
- Served as a technical lead and a tier 2 escalation resource for multiple applications and operating systems.
- Support included Windows (XP and 7), Linux (Red Hat), and Mac (OSX).
- Administration, troubleshooting, reclamation, and issuance of RSA soft and hard tokens.
- Served as main escalation point for de-synchronization issues and hardware-based troubles.
- Led the executive support team which provided "white-glove" support for director level and above Active Directory administration ranging from SSO integration to forest creation, to simple user administration.
- Identified,.

Information Technology Provisioning Technician , 10/2012 to 08/2013 Company Name i¼ City , State

- researched and resolved AD issues relating to advanced administration and GPO creation.
- Provided remote and local support to an employee base of over 7000 employees, contractors, and consultants.
- Resolved complex hardware and software issues, and served as tier 2 and 3 support when needed.
- Utilized multiple ticketing systems to track customer issues, including Numara Footprints and Kayako Provisioned, troubleshot, and repaired laptops, desktops, MiFi's, and corporate cellular phones Managed the network operations center, which serviced upwards of 100 clients over multiple geographic locations with.

Information Technology Consultant , 12/2011 to 02/2013 Company Name i¼ City , State

- varying degrees of service contracts, in significantly diverse environments.
- Utilization of N-Central monitoring and patch management platform to audit and report on customer compliance and software usage statistics to prepare and present recommendations to increase security and productivity of the business Architected, implemented, and documented various Exchange and Active Directory deployments within each customer's individual ecosystem, and tracked utilization statistics to increase revenue for the operations center.

Company Name i¼ City , State

- Responsible for Enterprise Information Security and Architecture, Risk Management and Compliance, understanding business Information Security & Compliance Manager SolarCity, SAN MATEO, CA November 2013 - PRESENT issues and concerns, determining business and security requirements, designing architecture and applying Security Technologies to mitigate risk and ensure compliance with SolarCity policies and standards.
- Implementation and administration of forensic imaging enterprise solution.
- Utilized to conduct covert and overt collection and analysis of at-risk employees Creation and maintenance of IT SOX identified by our Legal team.

- Governance and Compliance program Outstanding mentoring skills, adept at coaching junior and senior personnel, increasing growth and confidence among team members.
- deployment of Vulnerability Assessment Concept-to-completion driver for the platform Interdepartmental mediator focused on converting identified risks, divergent - programming and non-compliant applications and software into enterprise- level solutions complete with policy guidance and remediation measures Vendor assessment, negotiation and then implementation of an upgraded security Managed Information Security projects, including planning and development of platform including firewall, proxy, new processes and technologies in areas of intrusion detection and response, category-based filter and VPN management of vulnerability assessment practices, and vpn authentication.
- Reduced the total cost of ownership for our Anti-Virus system by streamlining the Identified technical/mobility improvements to physical security designs, Author and maintain all Information deployment and administration processes providing a risk-based methodology, increased incident management landscape Technology, and Information Security and reduced operational expenditure policies for the enterprise Administered and coordinated the conversion of existing whole disk encryption platform (Symantec PGP) to new platform.

Education and Training
Associates of Arts and Sciences (AAS) : Business Administration Software Technology Business Administration Software Technology
Associates of Arts (AA) : Information Technology Heald College Information Technology
Associate of Applied Sciences (AAS) : Network Security Heald College Network Security
Comptia A Certification Comptia Security Certification
Skills
A Certification, Active Directory, AD, Anti-Virus, BUSINESS PROCESS, coaching, Compliance Manager, CA, hardware, Concept, CONTRACT NEGOTIATIONS, contracts, conversion, encryption, clients, designing, desktops, Disaster Recovery, DNS, Firewall, functional, Gateway, IDS, imaging, Information Security, laptops, Legal, Linux, Mac, director, McAfee, mediator, mentoring, Exchange, Microsoft Exchange, Mail, Windows (XP, negotiation, Enterprise, network, Networking, operating systems, personnel, policies, processes, programming, Proxy, Red Hat, RELATIONSHIP BUILDING, Risk Management, SAN, statistics, Symantec, TCP/IP, Technical Trainer, phones, troubleshooting, VPN, Author

INFORMATION TECHNOLOGY HELP DESK SPECIALIST
Highlights

- Business process improvement
- Cost-benefit analysis
- Forecasting and planning
- Advanced Excel modeling
- Business systems analysis
- SAP
- Business requirements matrixes
- Project management
- Superb communication skills
- Advanced problem solving abilities
- Critical thinking
- Decisive

Microsoft Windows Operating Systems 95, 98, 2000, ME, XP and Windows 7 along with expert knowledge in several other Applications such as Microsoft Active Directory, Microsoft Works, Microsoft Office, and Microsoft Outlook, SAP, CRM, ERP, Oracle, JD Edwards, Remedy, Great Plains, PeopleSoft, SharePoint, Avaya, Blue Pumpkin, Verint, Novell, VDI Platforms and Cognos.

Experience

Information Technology Help Desk Specialist
August 2014 to Current Company Name ï¼ City , State

- Diagnose and resolve technical hardware and software issues for incoming phone calls and emails while ensuring detailed documentation on all activity and communication with customers regarding their issue Display the ability to understand and communicate complex and technical information clearly and concisely Demonstrate proficiency in product knowledge and call handling skills Maintain accurate customer records & process changes Display the ability to work in a fast paced environment, providing efficient productivity while simultaneously providing superior quality service Research questions using available information resources and advise user on appropriate action Log all help desk interactions Identify and escalate situations requiring urgent attention Track and route problems and requests and document resolutions Maintain ticketing system and route all tickets to appropriate parties.

Quality Assurance IT Analyst
September 2011 to January 2014 Company Name ï¼ City , State

- Display working ability to organize and follow complex and detailed technical procedures Responsible for establishing and implementing quality assurance and compliance processes for the IT organization by defining, documenting, measuring, analyzing, and improving processes Serve as process owner for document/record control, corrective/preventive action, internal auditing and KPI tracking Display consistent project management and team leadership skills Display advanced Microsoft Excel utilization skills to create extensive graphs and charts, pivot tables, v-look ups and extensive complex formula familiarity Train and mentor others in the use of quality tools and statistical methods for problem solving and decision making Extract raw data from varied sources and transform into useful summary charts, graphs, and reports and use data to identify trends to improve performance and produce weekly Power Point presentation for upper management team reflecting group productivity on a daily, weekly, monthly and quarterly breakdown Establishes metrics to measure deployment of new project or process solutions Document measurement approaches and key findings and variability in results Work with production and development teams to implement new methodologies into reporting solutions Consults with Information Technology and business leaders on the development and implementation of strategic business solutions through research, audit, and analysis of data and/or business process Display ability to successfully work and interact with all levels of management.

Business Operations Analyst /Metrics Analyst /Department Administrative Support/ Supply Chain Assistant
September 2008 to January 2011 Company Name ï¼ City , State

- Responsible for providing accurate and detailed reporting to executive management daily monthly and quarterly metrics and reporting as well as any other requests from the team or other organizations.
- Importing and exporting data from SAP and Sharepoint and manipulating and compiling data to create weekly Power Point presentation for executive management team.

- Measurements include shipments, order cycle time, aged orders, inventory, forecasting, etc.
- Display advanced Microsoft Excel utilization skills to create extensive graphs and charts, pivot tables, v-look ups and extensive complex formula familiarity Implement changes and create effective metric management tools and maintain databases such as SAP and Share Point and provide training to team on utilization of new tools Support the department by providing standard daily, monthly and quarterly metrics and reporting as well as any other requests from the team or other organizations.
- Work with other business organizations and vendors to resolve any data or system issues.
- Provide visibility to department metrics by maintaining current information on HP's internal site.
- Produce weekly Power Point presentation for upper management team reflecting group productivity on a daily, weekly, monthly and quarterly breakdown Display the ability to understand and communicate complex and technical information clearly and concisely Assist Buyers in Procurement/Supply Chain duties Updating and ensuring all inventory accurately built, loaded, in stock and up to date in database as required for forecasting and projected orders Assist with creating, confirming and maintaining Purchase Orders and Invoices Responsible for assisting to ensure all daily inventory efforts are met including adjustments, approvals, reservations, transportation and distribution Monitor and resolve any shipping and logistic issues in transporting inventory Act as administrative support to department manager Effectively organize and coordinate department meetings daily Maintain and order department supplies Calendar maintenance for department management Preparing/editing presentations for management and/or compiling data for reports Making travel arrangements as needed for management and prospective clients/vendors.

Customer Service Professional
March 2007 to August 2008 Company Name ï¼ City , State

- Answers incoming customer telephone calls in a courteous and professional manner.
- Responds to and investigates customer inquiries, concerns, orders and issues received via phone, fax, email, Shell Source, and EDI in a timely and courteous manner.
- Responsible for entering orders and resolving customer issues for many different products using the SAP/CRM and Remedy tool.
- Researches and resolves customer complaints and/or ordering issues and determines effective method of distribution to satisfy customer needs.
- Assign, escalate, and notify appropriate agents/managers of customer issues to ensure fast and effective support delivery and resolutions using Remedy Maintain relationship with sales team, customers and manufacturing and suppliers.

Education
BBA : Business Administration , 2015 Sam Houston State University ï¼ City , State , USA
Skills

Active Directory, administrative support, attention to detail, auditing, Avaya, business process, business solutions, charts, Cognos, hardware, CRM, clients, customer service, databases, database, decision making, delivery, documentation, editing, EDI, email, ERP, executive management, fast, fax, forecasting, graphs, Great Plains, help desk, HP, Information Technology, inventory, JD Edwards, team leadership, meetings, mentor, Microsoft Excel, Microsoft Office, Microsoft Outlook, Power Point, Windows 7, Microsoft Windows, 2000, 98, Microsoft Works, Novell, Operating Systems, Oracle, PeopleSoft, presentations, problem solving, processes, Procurement, project management, quality, quality assurance, reporting, Research, sales, SAP, Shell, shipping, strategic, Supply Chain, tables, telephone, phone, transportation, travel arrangements

INFORMATION TECHNOLOGY MANAGER

Summary
Experienced Information Technology Manager committed to maintaining innovative technical skills and up-to-date industry knowledge. My excellent problem solving skills, diagnostic ability and communication skills are assets that allow me to excel and adapt to virtually any situation.

Experience

Company Name City , State Information Technology Manager 01/2007 to Current

- Responsible for maintaining budget and implementing all new technologies within the firm.
- Integral part of technology team responsible for implementing and migrating Accounting and Billing system upgrade Managed firewall, network monitoring and server monitoring both on- and off-site.
- Recommended architectural improvements, design solutions and integration solutions.
- Trained members of IT team regarding network security and troubleshooting of data circuits.
- Ensured network, system and data availability and integrity through preventative maintenance and upgrades.
- Managed Migration from Exchange 2003 to Exchange 2010 Manged Migration from Windows XP and Office 2003 to Windows 7 and Office 2010 Managed and deployed Office 2010 to Office 2013 upgrade Managed migration from Physical Servers to VMWare ESXi Virtual Server environment Responsible for managing all IT related vendor and telecommunication contracts Manage all IT Vendor relationships Provided documentation on start-up, shut down and first level troubleshooting of processes to help desk staff.
- Implemented company policies, technical procedures and standards for preserving the integrity and security of data, reports and access.

Company Name City , State Technical Project Lead 11/2005 to 01/2007

- Responsible for Maintaining Client relationships and Technical Integrity of the Infrastructure Responsible for Managing Engineers assigned to Client projects, Including time management, time approval and resource scheduling Successfully migrated a Novell 6.0 Cluster with Groupwise to a Novell 6.5 Cluster Responsible for ensuring timely completion of projects Responsible for Managing IT Department at specific client sites,including Helpdesk management.

Company Name City , State Systems Engineer 01/2004 to 11/2005

- Install, Support and maintain Novell, Windows NT 4.0, Windows 2000,Windows 2003 servers.
- Maintain and Patch over 800 servers in the current environment.
- Manage implementation of new infrastructure from the Server Side, and co-ordinate with various teams to ensure deadlines are met.
- Assisted in stabilizing Novell Groupwise 6.5 installation.
- Implemented and maintained a SQL Cluster in a Microsoft 2003 Server environment.

Company Name City , State Network Analyst 10/2001 to 10/2003

- Managed and supported Novell 4.x and 5.x Servers, Windows NT 4.0 and Windows 2000 Servers, Citrix.
- MetaFrame XPa, GroupWise 5.x.
- Second level support for all PC and Network related issues.

Company Name City , State Night Desk Supervisor 07/2000 to 04/2001

- Supervise two additional employees and responsible for all issue escalations and follow up.
- Manage all projects and ensure on-time completion.
- Manage client relationships.

Company Name City , State Senior Network Engineer 08/1999 to 07/2000

- Responsible for all LAN/WAN Infrastructure.
- Evaluate, purchase, implement and maintain all Novell and Windows NT Servers.
- Manage Cisco Switches and Routers and all WAN T1 Connections.

Company Name City , State Network Analyst 04/1997 to 06/1999

- Support 130+ Novell Servers and NDS Directory Structure.
- Responsible for upgrading and maintaining.
- servers as well as all workstation clients.

Company Name City , State Network Support Specialist 11/1993 to 04/1997

- Responsible for All Software, hardware, Network, phone system and voicemail installation and support.
- Planned move of company to include all Network and electrical wiring as well as Phone system.
- move/upgrade.

Company Name City , State Service Manager 09/1988 to 11/1993

- Install and maintain all customer systems, network installations and rollouts of all new computer systesm.
- Supervised 3 additionaltechnicians.

Education

Associate of Science : Business Administration 1996 McHenry County College , City , State Business Administration

Interests

Algonquin Argonauts Football Board of Directors, Secretary Algonquin Argonauts Football, Assistant Coach/Offensive Coordinator

Additional Information

- AFFILIATIONS Algonquin Argonauts Football Board of Directors, Secretary Algonquin Argonauts Football, Assistant Coach/Offensive Coordinator

Skills

Accounting, backup, Billing system, budget, Citrix MetaFrame, Excellent communication, hardware, contracts, Client, clients, documentation, electrical wiring, firewall, Groupwise, Novell Groupwise 6.5, GroupWise 5.x, help desk, LAN, Managing, access, Exchange, Windows 7 and Office, Office, Windows, Windows 2000, Windows NT, Windows NT 4.0, Windows XP, Migration, NDS, network security, Network, Novell 6.0, Novell 6.5, Novell, Novell 4.x, Novell Servers, Phone system, policies, problem-solving, processes, Routers, scheduling, Servers, SQL, Cisco Switches, T1, telecommunication, time management, troubleshooting, upgrades, upgrading, upgrade, WAN

INFORMATION TECHNOLOGY CONSULTANT, MANAGING MEMBER

Summary

A versatile, analytic IT Specialist with a proven record of success within large institutions as well as entrepreneurial organizations. Thrives on challenge and solves problems with creativity and persistence. A data-driven team leader skilled in both producing and communicating results.

Experience

Information Technology Consultant, Managing Member
January 2017 to Current Company Name ï¼ City , State

- Worked with product designers and product managers to design user interactions in applications.
- Envisioned inspired new products, features and flows.Â
- Answered user inquiries regarding computer software and hardware operation.

- Installed and performed repairs to hardware, software and peripheral equipment, following design and installation specifications.
- Set up equipment for employee use.Â
- Conducted computer diagnostics to investigate and resolve problems and provide technical assistance and support.

Chief Technology Officer, Partner
August 2015 to January 2017 Company Name ï¼ City , State

- Successfully re-branded established dealership, launched new eCommerce website, added six new lines of vehicles, and created new customer engagement strategies.
- Developed sales and marketing strategy and directly managed over 15 full-time and part-time staff.
- Streamlined processes in Sales and Service departments using new technology.
- Managed legal and security policies such as loss prevention and DMV compliance.
- Negotiated and secured corporate partnerships, including vehicle and trailer maintenance for FreshDirect.com's same-day product (FoodKick).Â

CTO, Partner
May 2012 to August 2015 Company Name ï¼ City , State

- Provided IT solutions targeting small andÂ medium sizeÂ businesses in the New York metro area.Â
- Solutions toÂ include:Â Infrastructure/ Network design andÂ impletation,Â server basedÂ technologies and remote support services.
- Clients included: Bronx Museum of Arts, Cava Construction, Leftfield Pictures.

IT Manager
August 2010 to May 2012 Company Name ï¼ City , State

- Managed a staff of ten IT support staff, which provided support for all users employed within Ogilvy North American offices.
- Constantly developing new standards and IT policy's to improve support reaction time.
- Key Accomplishment: Lead architect for migrating all Lotus Notes and MS Exchange users to Cloud (Google) Mail.
- Gathered and analyzed performance metric data.Â

Education and Training

BS : Print Production, Graphic Design Computer Science , 1993 St. John's University Print Production, Graphic Design Computer Science

Technical Skills

Active Directory, premiere, ads, Advertising, IBM AIX, Apple, architect, Arts, catalog, color, com, Clients, digital photography, digital video, direct mail, disaster recovery, eCommerce, Final Cut Pro, SGI Irix, IT support, legal, Linux, Logic, loss prevention, Lotus Notes, marketing strategy, Marketing, Microsoft Exchange, MS Exchange, Mail, Network design, network, newspaper, policies, Prepress, print advertising, print production, processes, Sales, upgrading, video post production, website

INFORMATION TECHNOLOGY SPECIALIST I

Professional Summary

Skills

account management, cables, cabling, Help Desk, Linux, MS Exchange server, Sharepoint, network security, desktop support, Unix, HP Unix, VBscript, Visual Basic Programming, Windows Server

Active Directory account management, Help Desk, Linux, MS Exchange server 2010, network/server security, desktop support, Unix, Windows Server, Geographic Information system, group policy SCOM & SCCM, vbscripts and Powershell, SANs,

Active Directory account management and troubleshooting, Help Desk, Linux, MS Exchange server 2010, network/server security, desktop support, Unix, Windows Server, Geographic Information system, group policy SCOM & SCCM, vbscripts and Powershell, SANs,

Work History

Information Technology Specialist I

- Summary of Skills and Qualifications:.

07/2008 to Current
Computer Network Specialist Company Name â€" City , State

- I serve as the Lan Administrator.
- I installed and maintain over 100 servers.
- I installed and maintain a Hyper V cluster of 9 nodes.
- I administer several systems including Exchange 2010, Lync 2013, Active Directory 2012 including user accounts & group policy, Microsoft System Center and Operations Manager 2012, Proofpoint spam filter and iBoss web filter, ArcGIS.
- I manage Active Directory user accounts and troubleshoot Active Directory replication issues when necessary.
- I maintain 3 SANs including Nimble, Dell Equallogic and StorSimple.
- I assisted with selecting Alertus desktop alerting system by watching vendor demonstrations and recommending the best alerting system for our environment.
- I work with users on high level technical issues to analyze issue sand then take corrective action.
- I perform new employee technology orientations and cellphone training in groups or individually.
- I write or modify scripts such as Powershell, VBscript.
- I administer a Vsphere server.

06/2001 to 07/2008
Technology Specialist III Company Name â€" City , State

- Install and configure HP network switches, program switch ports and assign vlans, connect network wall ports and terminate network cables when necessary, troubleshoot network port communication errors and take appropriate action to correct problems, utilize TCP/IP utilities such as ping, tracert and ipconfig to diagnose network problems, installed and maintain Whats up network device connectivity monitoring software and configured the program to send sms messages when a device or service goes down, installed and maintained Blackberry Enterprise server for MS Exchange server, Fedora Core Linux with Multi Router Traffic Grapher, 2 Windows 2003 domain controllers, Renaissance Learning and Read 180 servers, Xiotech SAN and TNT network security appliance, written a number of dos and vbscript scripts to automate many functions, including student user account creation by exporting data from the student information system formatting the export file and to create approximately 5000 student user accounts, create home folders and set permissions, utilized group policy to secure workstations or install new software, implemented the district Geographic Information system by recommending ArcGIS software to my manager and worked with city and county agencies to acquire base layers and created additional layers such as school sites and attendance areas, communicated with teachers, managers and students, installed and supported a variety of software including anti virus, Office, Fortress desktop security, Rosetta Stone, Escape financial system and other education software, I used Ghost software to image computers when necessary.

LAN Administrator

- Install and manage Hyper V and other servers Manage 3 SANS - Dell Equallogic, Nimble & Storsimple Troubleshooting server and client issues Administer Exchange 2010, Proofpoint Spam filter, iBoss web filter, System Center Operations manager and Operation manager.
- EMC Networker backup Installed and maintain Active Directory, group policy, user account management Analyzing technical issues to improve functio9nality Software/Operating Systems: Windows Server 2016, 2012, 2003, 2000, Windows xp, 7, 10, Linux HP Unix, Microsoft Office 2007, 2010, 2013, 2016, Skype for Business, Track It work orders, Escape Financial System, Aeries student information system, Alertus Desktop alerting, , Laserfiche, Sharepoint 2013, Lync 2013 iBOSS web filter, Proofpoint Spam filter, Exchange 2010 DAG and Client Access Array, Informacast Speaker System,Microsoft System Center and Operations Manager, EMC Networker backup software, ArcGIS desktop and server, Maas360 mobile phone management, Azure Hardware: Install components such as network interface cards, ram, video cards, hard drives, Raid controllers, network cabling, motherboards, power supplies also troubleshooting components.

Education

2013
I have attended several college Computer Science courses. This includes Visual Basic Programming, Unix, several networking courses Exchange :

week long course EMC Networker week long course ArcGIS week long course Windows 2012 - Powershell week long course : Skills

INFORMATION TECHNOLOGY INTERN

Professional Profile

To obtain a full time in the Entry Level Information Technology Management field where I can utilize my education to contribute to company's operations and learning opportunities where I can maximize my skills, and advanced training development.

Qualifications

Microsoft Word, Power Point, and Excel

Experience

10/2014 to 05/2015

Company Name ï¼ City , State

- Provided assistance to students with weak study areas.
- Analyzed students in acquiring better understanding of specific weak areas within American Sign Language (ASL) courses.
- Contributed students to improve their ASL receptive and expressive skills.

06/2012 to 08/2012

Information Technology Intern Company Name ï¼ City

- Participated in human and technology interaction management with supervisor.
- Developed an interface between website and databases via Excel that allowed House of Representatives and Senators more effective and easier access to information.
- Completed several workshops and lectures about the history of the Library of Congress.

02/2012 to 08/2012

Media Student Assistant Company Name ï¼ City

- Set up and maintained the Computer Aided Real-Time translation (CART) system in classrooms and various locations around campus, when needed.
- Assisted staff, faculty and students on a daily basis with equipment repairs, customer service and technology problems.
- Verified that each classroom had the appropriate equipment and technology needed for success daily.

Education

December 2016

Information and Technology Management American Sign Language Bloomsburg University of Pennsylvania ï¼ City , State Information and Technology Management American Sign Language 3.35

Languages

Fluent in American Sign Language and English. Can navigate in multicultural situations.

Skills

American Sign Language, Excellent communication, customer service, databases, English, access, Excel, Power Point, Microsoft Word, works, problem solving skills, Real-Time, repairs, supervisor, translation, website, workshops

Additional Information

- Awards/Certificates: *Dean's list above 3.50 GPA Spring 2016 *Bloomsburg University Career Intensive Boot Camp Spring 2016 Activities/Communities: *Chi Alpha Epsilon Honor Society 2015 - 2016 *Delta Alpha Pi Honor Society 2015 - 2016 *Phi Sigma Pi National Honor Fraternity 2015 - 2016 *Signify Club President 2015 - 2016 *Delta Sigma Phi Fraternity Brother 2012

INFORMATION TECHNOLOGY SPECIALIST

Summary
Highly skilled and results-oriented IT specialistÂ with extensive experience in Software Development, Software Configuration Management, Project Management, System Planning & Specification Development, CMMI5, Quality Assurance and Testing.Â

Highlights

- Process improvement
- Productivity improvement
- Quality assurance and control
- Project development and lifecycle
- Results-oriented
- Detail-oriented
- Relationship building
- Work flow planning

Experience

Information Technology Specialist
August 2006 to Current Company Name

- Track and control over 150 change requests per month.
- Manage the repository for Software and Customer Requirements Documents, Agreements and Governance Specifications.
- Document and communicate defects and problems with stakeholders and developers.
- Develop and report critical metrics related to CRSMB change request activity.
- Ensure that all activities involved in the software design, coding and testing of the application software have been successfully completed before releasing software for independent testing and deployment into the production environment.
- Deploy application software to the Test and Production environments using code management tools.
- Manage logging change requests into the tracking system and assigning work activities to members of the branch.
- Evaluate the adequacy of current CM processes and procedures and make recommendations for CM process improvement.
- Coordinate and communicate with developers, subject matter personnel, stakeholders, database management support and project managers.
- Performed platform testing and performance testing during the migration to the Serena Business Management (SBM) system.
- Collaborated in the design of the Serena Business Manager (SBM) Workflow.
- Administrator for the Serena Business Manager (SBM) System.
- Proficiency in working with Serena Version Manager as a software repository, WinSCP and Reflections for the migration and staging of application software to the testing and production LINUX environment.
- Maintain the Branch's SharePoint Site, ensuring current documentation and resources are available to the Division.
- Document CM procedures and provide training to new CM staff members, and members of the Division.
- Execute test scripts as needed in the implementation and deployment of software related Test and Production project development.
- Assure that software releases are performed in compliance with established CMMI guidelines.
- Solve technology related issues by researching potential problems and offer a solution in the deployment of software and change request tracking.
- Ensure that each CM change request has passed regulated security checks.
- Maintain a well established, well defined, documented, and repeatable processes within standards of Capability Maturity Model Integration (CMMI)

Computer Specialist
August 1996 to August 2006 Company Name

- Detailed and refined requirements, wrote algorithms, developed programs and command procedures.
- Developed solutions to improve software performance.
- Enhanced testing procedures.
- Performed software testing, debugging, and validation using internally developed test scripts, test plans, and results criteria.
- Developed and delivered software products.
- Communicated with IT staff and subject matter on project requirements
- Conducted program demonstrations with team members prior to the release of software.
- Performed extensive database testing, automated testing and data validation in support of the MAF/TIGER database's migration to Oracle.
- Developed database test scenarios and supporting software in Pro C and Oracle to validate the migration to the Oracle platform.
- Worked extensively in PL/SQL, SQL, Shell scripting in LINUX, JavaScript, SAS, and Visual Basic.
- Attended meetings with DivisionÂ managers Â to review project status and proposed changes.
- Created status reports and posted to the GEO website for management review.
- Designed and maintained branch website.

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Computer Specialist
July 1994 to August 1996 Company Name

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- Designed and developed electronic questionnaires, "instruments", for Computer Assisted Survey Information Collection (CASIC) activities.
- Led meetings withÂ subject matter staff to review project status and proposed changes.
- Met with the subject matter staff and the sponsor on the details and development of the programming specifications, design and testing of the CAI.
- Delivered status reports to stakeholders for budgeting and planning purposes.
- Collaborated with program sponsor to draft project schedules and plans.
- Served as the single point of contact for project scheduling and changes.
- Program Manager of the Survey of Inmates of Local Jails.

Mathematical Statistician
February 1988 to July 1994 Company Name

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- Worked in the Research & Methodology Branch of the Industry Division.
- Worked with team on the statistical methodology for designing a ratio estimation procedure.
- Developed estimation and variance methodologies.
- Developed the sampling frame, and independent probability proportional-to-size sampling (PPS) maintenance of surveys.
- Designedcomputer algorithms for assigning the sampling weights, the nonresponse sample weight adjustment, and calculation of the estimates, variances, and relative standard sampling errors.
- Developed computer software needed for survey sample selection.
- Provided programming expertise, assisted subject matter analysts with software and instruments for aiding in data reviews for the many annual and monthly surveys.

Education
Applied Probabilty and Statistics University of Maryland
Survey Theory USDA Graduate School
Master of Science : Urban Regional Planning Indiana University of Pennsylvania
Bachelor of Arts : Physical Geography Indiana University of Pennsylvania
Professional Development Training

- Serena Business Manager Composer
- Serena Business Manager Administrator
- Configuration and Release Management Training
- Unix Programming
- Oracle 10G Programming
- Oracle JDeveloper
- Java Programming
- Object Oriented Programming
- Intro to UNIX Systems
- Advanced UNIX
- Learning PERL
- Advanced C Language Programming
- Advanced PL/SQL Programming
- Fundamentals of SAS
- SQL Processing with SAS
- SAS Programing
- Table Processing with SAS
- Output Delivery Systems
- Utilizing VAX/VMS
- Demand Terminal Language
- Package References
- Objects and Modules

Skills
Configuration Management, Process Development, Process Improvement, Database Management, Software Development, Software Testing, Serena Version Manager, Serena Business Manager, Serena Business Administrator, Reflections, WinSCP, JavaScript, LINUX, Microsoft Access, Office, SharePoint, Enterprise, Oracle, PL/SQL, Oracle SQL, C, SAS, LINUX, Visual Basic

SUBJECT MATTER EXPERT (INFORMATION TECHNOLOGY ASSISTANT)

Qualifications

SAP, HP ALM, Network Configuration, Database Management, Document Management, Troubleshooting / Resolution, System Development & Execution, End-user Training, End-user Training, Customer Service, Website Maintenance, Mac, AUTOCAD

Relevant Experience

Recognized as 1 of top 4 agents, promoted twice for excellent customer service

Experience

Subject Matter Expert (Information Technology Assistant)

September 2013 to Current Company Name ï¼ City , State Responsibilities: -SAP Data Validation and Population for Real Estate, Fixed Asset and Plant Maintenance Modules -Assist, Support and coordinate with Missions to create Database/ SAP IDs for testing / enrichment of loaded data. -Validate data extracted from legacy databases. -Communicate with missions to confirm/ clarify submitted data. -Assist in extraction and validation of mission data -Create automated data validation spreadsheets/templates -Prepare data for upload into Umoja performing required calculations and adjustments. -Run LSMW's, in order to upload Entities data into SAP, during Conversion process. -Validate data loaded into Umoja. -Run Reports and Edit Mission Data in SAP. -Create manuals, guidlines, instructions and cheat sheets for data conversion and testing processes -Develop Excel spreadsheets to calculate and show the statistics of reoccurring problems. -Prepare test scenarios in HP/ALM and populate the input data accordingly. -Coordinate with other functional teams for the preparation of scenarios, input data and execution of test scripts. -Organise testing sessions with extended-team testers. -Execute test scenarios as part of the Umoja team and guide the extended-team testers in the execution. -Identify and raise defects, and coordinate with responsible teams -Re-test failed scripts after defect resolution. -Creation of Training Materials for Data Validation and Testing in SAP -SAP Test script authoring, execution and defect resolution for Product Integration Testing and User Verification Testing -Supported Tier 3 Production Support Activities Accomplishments: -Created template and assisted in creation of reports to help automate formatting of data, for easier LSMW uploads, which reduced the time needed for preparation of data to 1 hour and eliminated transfer errors -Created automated Data Validation Spreadsheet, to decrease validation time by 40% and improve quality of the validation by enabling focus on substantive, rather than mechanical errors. - Successfully Completed data conversion and load activities for all Peacekeeping Missions in Umoja Foundation Cluster 1 and Cluster 2 deployment (approximately 30 entities). Each cycle consisted of 3 Mock Data Conversion/Loads, Dress Rehearsal and Production Load. - Successfully accomplished (until now) Umoja Cluster 3 Data Conversion Load Cycles (Mocks 1-3 and Dress Rehearsal) for UNON, UNEP, ESCAP, UN-Habitat, OCHA-Geneva, for Fixed Assets Equipment and Real Estate Items. Continuing involvement in Cluster 3 data conversion for production - Successfully supported or completed Product Integration Testing (PIT) and User Verification Testing (UVT) cycles for Umoja Cluster 3

Information Technology Assistant (OSAU)

October 2010 to August 2013 Company Name ï¼ City , State Responsibilities: -Conduct walk-throughs on UN floors to verify Locations, Staff and Space configurations. -Assist Project Managers evaluate Vacancies, Overcapacities and Room Type changes. -Interact with Staff in the environment to inquire about any changes on the floor and to answer any questions. -Contact Staff and Department Focal Points to confirm any discrepancies. -Record and report any discrepancies in Staff Information and make any necessary changes in UN Staff Telephone Directory (Untel) and Voice/Data Messaging Service (VMS) Databases. -Record and report any discrepancies in Floor plans and make any necessary changes in Aperture -Clean, monitor and maintain Aperture data to assure accurate Floor plans. -Assist Property Management Inventory Control Unit with Occasional Inventories and Property Verifications. -Create reports in SQL and Microsoft Access for Project Managers to aide in space planning. -Assist AFPS in the cleaning and restructuring of UN Staff Telephone Directory Database (Untel) and processes. -Clean, monitor and maintain UN Staff Telephone Directory Database (Untel) and Voice/Data Messaging Service (VMS) Database to assure accurate Staff location and information. -Create new staff entries in UN Staff Telephone Directory Database (Untel) and Voice/Data Messaging Service (VMS). -Create and run queries in SQL and Microsoft Access to edit databases. -Upload and update Untel and Aperture databases. -Develop Excel spreadsheets to calculate and show the statistics of reoccurring problems. -Develop SOP's for my position to help in training efforts. -Develop, Create and Maintain Document Management database and online library using visual studios, for department website (vb script & ASP.net). -Beta Tester for CAFM. -Assist contractor in the development of CAFM space and asset management system. -Occasionally assist in computer hardware and software installation and troubleshooting. -Beta Tester for Umoja Pilot project. -PIT Tester for Umoja using HP ALM and SAP. -Data collector for Umoja Pilot Project using templates. Accomplishments: -Granted Administrative rights to Untel and VMS SQL Databases and Aperture Floor plans due to my expertise and responsibilities. -Improved efficiency of Inventory process by creating accurate location nomenclature in Untel, VMS and Aperture databases. -Increased the accuracy level of Staff Information and Floor plans improving space planning occupancy reports. - Performed Database/Website management tasks for a month until the vacant Supervisor post on P3 level was filled. -Managed, corrected and improved data, queries and processes resulting in reducing SQL Database issues/ errors by more that 50%. -Worked and liaised with software company contractors to assist colleages in fixing errors and improve fuctionality of CAFM system.

Information Technology Assistant (PMICU)

January 2008 to October 2011 Company Name ï¼ City , State Responsibilities: -Organize all PMICU Stockrooms. -Perform physical inventory counts of all PMICU Stockrooms. -Process Work Orders using MP-2 / iNeed (Work order software) -Print Barcodes for all Departments/Offices of UNHQ. -Issue and Receive Furniture from PMICU Stockrooms. -Help Staff members find the Furniture that better suites there needs. -Coordinate/Arrange furniture relocation to offsite locations. -Supervise 1 to 10 movers during the liquidation of assets for Secretariat and Conference building vacate exercise. -Assist with Furniture Disposals and update Procure Plus records accordingly. -Coordinate all IT Disposals with OICT and movers and update Procure Plus records accordingly. -Administer IT disposal service contract. -Property Records Custodian (for FMS) -Manage Furniture using Procure Plus to Build, Relocate, Transfer and Remove records. -Upload Movers scanners to Procure Plus database. -Develop SOPs for each position in PMICU. -Obtain quotes and submit for requisitions -Enter delivered furniture into Procure Plus. -Recommend purchases to maintain stockroom counts. Accomplishments: -Granted Administrative rights to Procure Plus SQL Database, due to my expertise and responsibilities. -Assigned to be Property Records Custodian for FMS. -Developed Standard Operating Procedures for unit, including "Furniture Disposal Process" , "Furniture Issuance Procedure", "Processing PO Orders Procedure", etc. -Developed classification system for furniture used in Unit Operations, warehouse and physical inventories based on UNCCS item codes. -Organized multiple new offsite stockrooms (45,000 sq ft). -Performed periodic stockroom counts for over 5,000 assets. -Organized relocation of approximately 10,000 assets between various stockrooms during vacate excercise of Secretariat building. -Handle deliveries of furniture averaging $200,000. -

Performed Location Verification exercise for entire UNHQ Campus during the 2008 Physical Inventory. -Over 10,000 items identified, scanned and updated into Procure Plus thereby affecting $2.4M in official UNHQ inventory. -Assisted in the removal of all the furniture and all abandoned property during the liquidation of the Secretariat and Conference buildings(apprx. 630,000sqft). -Relocated, Consolidated and Organized Wood furniture into appropriated stockrooms to cut down physical inventory count by more than 50%

Information Technology Assistant (BCSS)

September 2007 to December 2007 Company Name ï¼ City , State Responsibilities: -Managed a variety of expendable and non-expendable audio-visual supplies. -Arranged the contents of the stockroom and receiving areas in a manner that maintains a safe and efficient working environment. -Participated in periodic physical inventories of UN equipment to ensure accuracy of serial and barcode numbers. -Surveyed broken audio-visual equipment for disposal. -Performed asset management through Procure Plus -Cleaned up data fields in Procure Plus -Enter data on all incoming and outgoing expendable and non-expendable stock items. Accomplishments: -Granted Administrative rights to Procure Plus, due to my expertise and responsibilities. -Surveyed and Assessed all broken audio-visual equipment for disposal. -Reduced disposal survey times, by 30%, by simplifying or streamlining process/procedures. -Assisted in editing IT equipment information in Procure Plus.

Technical Support Representative

July 2005 to September 2007 Company Name ï¼ City , State Responsibilities: -Managed Inventory of assigned IT products in assigned work car. -Assisted in yearly storewide physical inventory -Performed Customer Service. -Performed Client/Technician Phone Support. -Configured and Secured Wireless Networks. -Diagnosed computer Hardware and Software issues -Troubleshoooting and Resolving computer problems including: Hardware, Software, virus, network, video, etc. -Evaluated needs of clients and sold them necessary computer software solutions. Accomplishments: -Recognized as 1 of top 4 agents, promoted twice for excellent customer service. -Increased customer loyalty by 25% -Assisted in customer conflict resolution to help reduce customer product/service returns. -Worked efficiently and effectively to cut appointment wait time from weeks to 3-5 days.

QA compliance

September 2002 to July 2005 Company Name ï¼ City , State Responsibilities: - Tracked and managed resources, using Great Plains and MS Excel. - Assisted in yearly warehouse inventory. - Organized warehouse stockroom. - Ordered supplies from vendors. - Processed outgoing order shipments. - Processed Customer Credit Card Payments. - Processed orders over the phone. - Performed Quality Control. - Ensured orders went out correctly and on time - Facilitated employee training. Accomplishments: - Promoted within 3 months of starting. - Put in charge of 3 persons - Improved work order processing system - Improved speed and efficiency of work order processing by 40%, by simplifying the process, and by more efficient work coordination - Created shipping supplies order sheet, ensuring more accurate and faster tracking of supplies - Increased profits by increasing productivity - through above improvements, and by own commitment and motivation

Education

Certification : Network Security , 2005 The Chubb Institute ï¼ City , State , US Certification in Network Security The Chubb Institute - Westbury, NY 2003 to 2005

Bachelor of Science : Computer Science & Business Oneonta State University ï¼ City , State , US Bachelor of Science in Computer Science & Business Oneonta State University - Oneonta, NY

Affiliations

Foundation Cluster 1 and Cluster 2 deployment (approximately 30 entities). Each cycle consisted of 3 Mock

Certifications

Certification in Network Security

Skills

Inventory, Database, Excel, Training, Stockroom, Sql, Databases, Sap, Statistics, Operations, Sops, Asset Management, Access, Asp, Asp.net, Cafm, Document Management, Inventory Control, Microsoft Access, Ms Access, Ms Asp, P3, Property Management, Restructuring, Space Planning, Telephone, Vms, Voice, Credit, Credit Card, Great Plains, Ms Excel, Order Processing, Packing, Payments, Qa, Quality Control, Shipping, Warehouse Inventory, Clients, Customer Service, Receptionist, Retail Sales, Solutions, Technical Support, Wireless, Wireless Networks, Network Security, Security, Adjustments, Clarify, Data Conversion, Data Validation, Deployment, Fixed Asset, Fixed Assets, Ids, Integration, Integration Testing, Integrator, Maintenance, Plant Maintenance, Real Estate, Subject Matter Expert, Testing, Autocad, Database Management, Mac, System Development

IT MANAGER

Highlights

- Customer and Client Relations
- Advanced Troubleshooting Techniques
- Project Management and Tracking
- Windows Server 2003, 2008 and 2012
- Windows XP, Vista, 7, 8d

Experience

IT Manager

December 2013 to Current Company Name ï¼ City , State

- Stabilize and manage infrastructure and applications for corporate and remote facilities
- Create standard hardware and software lists and purchased based on those lists
- Create fiscal year budget for IT department
- Perform thorough IT audit and proposed various changes based on the audit
- Administer various information technology systems and applications
- Plan and manage information technology projects
- Define and plan employee training programs for internal staff
- Maintain production database applications
- Analyze system performance and make recommendations to management for infrastructure upgrades and/or changes
- Reduce system downtime by diagnosing and resolving complex technology related issues
- Negotiate vendor contracts to ensure the correct product at the lowest cost
- Streamlined internal communication platform
- Perform routine vulnerability and risk assessments for company infrastructure
- Perform regular security audits of internal infrastructure and applications
- Implemented Voice Over Internet Protocol Phone System for entire organization
- Manage corporate website and made necessary edits and adjustments
- Work with various departments to determine technology needs
- Provide end user support to in-office and remote users.

Senior Technical Analyst

October 2010 to December 2013 Company Name ï¼ City , State

- Manage team of help desk technicians to ensure excellent customer satisfaction and prompt issue resolution for over 30 clients
- Maintain & monitor ticket queue for myself and other technicians
- Work with technicians to determine correct issue escalation path
- Administer various information technology systems and applications
- Analyze system performance and make recommendations to management for infrastructure upgrades and/or changes
- Maintain consistent communications with client point of contact
- Own complex client help desk and infrastructure rollouts
- Develop detailed technical documentation and processes for the clients
- Work closely with the Director of IT to develop help desk policies and procedures
- Make technical recommendations to clients based on need and cost
- Act as account owner for select accounts
- Formulate monthly help desk budget and manage accordingly
- Work with team and vendors on technical training needs.

Director of Information Technology

January 2010 to October 2010 Company Name ï¼ City , State

- Manage corporate network and ensure high system availability.
- Develop backup and disaster recovery plan
- Reduce system downtime by diagnosing and resolving complex technology related issues
- Administer MPLS network between remote locations
- Coordinate construction and configuration of remote offices
- Implement corporate infrastructure monitoring program
- Manage corporate phone and voice mail systems
- Provide quality support to all personnel
- Communicate with President/CEO on all technical matters.

Director of Information Technology

June 2004 to December 2009 Company Name ï¼ City , State

- Manage corporate network and ensure high system availability
- Maintain disaster recovery methods and backup procedures

- Administer 68 Local Area Networks Investigate and implement a document management solution
- Manage internal phone switch voice mail system
- Oversee IT staff to ensure job expectations are met and train in any deficiencies
- Implement an incident reporting system that allows tacking of issues and their correction in a timely manner
- Formulate departmental policy and procedure documents
- Create annual IT budget and monitor all IT-related expenditures
- Research and recommend system development priorities
- Effectively communicate relevant IT-related information to superiors
- Communicate with all departments to ensure all Information Technology needs are met
- Write technical documentation for hardware and software installation, end-user support documents and client PC standards
- Negotiate with vendors to create a cost effective solution for hardware, software and maintenance agreements
- Provide end-users with training classes on Microsoft Office products
- Reduced cell phone bills by 40% and travel expenses by 45% by implementing policy and procedures for each
- Exceeded job expectations with minimal supervision required.

Project Manager
June 2000 to December 2003 Company Name ï¼ City , State

- Provide leadership and direction to installation team members by investigating the radiology department workflow, gathering requirements, managing scope and ensuring quality throughout the installation
- Work with the sales team to determine the PACS, Radiology Information Systems and/or Hospital Information System needs of the imaging center or hospital
- Coordinate with vendors, hospital staff and hospital administration to determine the project timeline
- Aware of HIPAA guidelines and their implications throughout the project timeline
- Investigate Radiology modalities to determine DICOM compatibility and/or upgrade needs
- Participate in all aspects of equipment installations
- Communicate feedback to management regarding the needs of the sites
- Develop procedures to deploy client PCs with a standard image and security policies
- Work with help desk team to develop consistent help desk methods and call logging techniques

Education
Bachelor of Science : CyberSecurity , May 2015 University of Maryland University College ï¼ City , State

CyberSecurity

Computer Information Systems , August 1993 Middle Tennessee State University ï¼ City , State Computer Information Systems
Skills

Antivirus, Backup Exec, Backup, budget, Cisco Router, Cisco, Citrix, hardware, contracts, client, clients, customer satisfaction, database applications, Database Management, DELL, direction, disaster recovery, document management, Email, employee training, Ethernet, Firewall, help desk, image, imaging, Information Systems, Information Technology, Local Area Networks, leadership, Linux, logging, Mac, Director, managing, Exchange, Microsoft Office Suite, Office, Microsoft Office products, SharePoint, Windows 9, 2000, NT, migration, Network, Networking, PACS, personnel, Phone System, policies, processes, Property Management, quality, Radiology, reporting, Research, sales, software installation, supervision, Switch, Symantec, TCP/IP, user support, technical training, technical documentation, phone, Toshiba, Trend, upgrades, upgrade, VPN, Vista, voice mail, website, Windows Server, workflow

INFORMATION TECHNOLOGY INTERN (TEST AUTOMATION ENGINEER)

Summary

- Over 3 yearsÂ of experience serving as a key contributor across all software development life cycleÂ phases includingÂ analysis, architectural design, prototyping, development, and testing of applicationÂ using Java/J2EE technologies in various domains.
- Very good understanding of Object Oriented Programming, Data Structure, Algorithms, Design Patterns and Distributed Systems.
- Excellent working experience in backendÂ development using different Spring modules like Spring Core ContainerÂ Module, AOP, MVC, Security, Data, Transaction Management etc.
- Experienced in developing Microservices with Spring Boot, Spring REST, Spring Cloud, etc.
- Extensive experience in developing Web interfaces using HTML5, CSS3, Bootstrap, SASS, LESS, JavaScript, jQuery, AngularJS, ReactJS and BackboneJS.
- Experienced in working with SQL databases like MySQL, PostgreSQL, Oracle and have some knowledge of NoSQL databases like MongoDB.
- Expertise working in Agile methodology environments like Scrum.
- Experienced in working with Version Control Tools like SVN and Git.
- Experienced in performing automation using Selenium, Java and performing Behavioral driven testing using Cucumber.
- Experienced in build tools like Ant, Maven, Gradle and using them with continuous integration tools like Jenkins.
- A proactive learner with exceptional analytical, design and problem-solving capabilities.
- Excellent communication skills including formal presentations and technical documentation.
- Productive in both team-based and self-managed projects.

Skills

- Programming Languages: Java/J2EE, JavaScript, Android, HTML, CSS, SQL, C, C
- Frameworks and Libraries: Spring, Restful-Web Services, Hibernate, AngularJS, ReactJS, jQuery, Bootstrap,Â Selenium WebDriver, Cucumber
- Databases: MySQL, PostgreSQL, Oracle, MongoDB, H2
- Build Tools: Gradle, Maven, Ant
- Practices: Agile/Scrum, Waterfall, TDD, Clean Coding, Continuous Delivery
- Architectures: Microservices, Single Page Application, REST, Client/Server
- Version Control: SVN, Git
- Cloud Application Platform: AWS
- Others: Bower, Grunt, Npm, Node, JSON, XML, Jenkins
- IDE: Eclipse, IntelliJ, Android Studio
- Operating Systems: Linux, Windows

Experience

Information Technology Intern (Test Automation Engineer) 05/2017 to 08/2017 Company Name City , State

- Created nicely baked â€˜Test Automation Framework' to provide an execution environment for the automation test scripts. The framework allowed automated regression testing of â€˜WebTix', frontend/web interface that ExtremeTix's (Ticketing Solution Company) clients use to access web services.
- Extensively used Selenium WebDriver and Spring Boot combined to write automation scripts for dynamic pages of â€˜WebTix' written on AngularJS Framework. Modularized web components as Java objects following Page Object Model i.e created Object repository for all locators which can be easily automated.
- Leveraged the benefits of both data-driven and behavior-driven approaches and built the framework that is maintainable and reusable. Integrated automated tests with Cucumber (behavior-driven testing framework) to allow Quality Assurance team write high-level use cases in plain text.
- Leveraged Jenkins to build automated tests project and use Selenium Grid to run parallel tests across multiple browsers and platforms. Automated reports generation and distribution.
- Interpreted and converted manual test cases into automation smoke and regression suites.
- Trained and supported the QA team with automation framework and script issues.
- Collaborated with the QA team and went through an evolutionary approach in writing concise documentation to help configure the framework and add new automated tests as required.
- Worked on JIRA tool to create and track new project/issue.

Java Full Stack Developer 05/2014 to 06/2016 Company Name City , State

- Worked on varied aspects of application development including requirement analysis, design, implementation, and testing.
- Coded and debugged multi-tiered Java-based applications to provide enterprise and embedded solutions using Java and Spring framework APIs like MVC, AOP, DAO, JDBC, Transaction, Validation, Annotation, JSON, XML, Maven and JUnit Test.
- Involved in implementation of applications using conventional design practices (SOA - Service Oriented Architecture).
- Developed database access layers using Spring Data JPA and Hibernate.
- Developed REST web services for external application integration.
- Developed a Java-based SDK and driver software for making the card reader, PUA-310V-0/M2U2/Y4 to work on Linux environment.
- Did extensive research on smart card technology (NFC, Mifare, DESFire, etc.) for projects like VMS (Visitor Management System) and

SCBTIMS (Smart Card Based Trekkers' Information Management System).

- Was responsible for writing core software logic for QMS (Queue Management System) in Java, developing plugin architecture and implementing RS485, TCP & HTTP channels as plugins for interfacing QMS hardware devices.
- Worked as a development coordinator for projects like VMS (Visitors Management System), QMS (Queue Management System), SCBTIMS (Smart Card Based Trekkers' Information Management System).
- Worked with JS, JSP, HTML, CSS, Bootstrap, AngularJS and ReactJS to design and develop interactive user interfaces and HMI (Human Machine Interface) for real-time data monitoring and interactions.
- Built multiple mobile applications (Android and iOS) for real-time monitoring of hydrologic parameters and alert dissemination during floods and glacial lake outburst risks.
- Gained experience in multi-platform mobile application development technologies like PhoneGap and Titanium.
- Fixed bugs and implemented improvement features using Java and J2EE on large scale projects through reviews of codes and test cases, analysis of change requests and enhancements, investing alternate configurations and implementing better solutions.
- Leveraged an array of tools to optimize efficiency, including OpenERP for project management, Git for source control and versioning, sophisticated IDEs such as IntelliJ and many other.
- Was responsible for client interactions and handling technical aspects in a sales pitch.

Java Developer Intern 03/2014 to 05/2014 Company Name City , State

- Core Java programming with Multithreading Exception Handling, File Handling, IO, Generics, and Java Collections.Â
- Developed the entire MRP (Machine Readable Passport) Reading Module both backend and frontend by utilizing Java 1.7 and Java Swing.
- Used JDBC for database connectivity to SQL Server.
- Involved in backend development and optimizing the search engine for Nepal Tourism Board (NTB)'s website.
- Involved in bug fixing, code enhancements, and maintenance activities.
- Prepared test plans for unit testing and implemented test cases using JUnit.

Software Developer Intern 01/2013 to 10/2013 Company Name City , State

- Designed and developed applications using Scrum, an iterative and incremental Agile Software Development methodology.
- Performed back-end development using PHP (CodeIgniter MVC Framework).
- Developed CMS like system majorly based on PHP and MYSQL.
- Built a file-crawler app in CodeIgniter for sorting and removing duplicates and redundant files.
- Created data entry forms in HTML embedded with PHP.
- Trained in effectively utilizing agile methodologies and Object Oriented Programming practices.
- Maintained project documentation.
- Trained in utilizing version control system like Git and managing project timeline by use of OpenERP, a comprehensive suite of business applications.
- Responsible for writing User and Administrator Modules of PHP MySQL applications as per the technical specifications.
- Responsible for implementing and hosting of prototype systems on test servers.
- Attended seminars and workshops about SQL (Structured Query Language) and Database Design.

Education
Master of Science : Computer Science 2017 Lamar University City , State , United States of America GPA: 4.0/4.0
Bachelor of Engineering : Electronics and Communication Engineering 2013 Tribhuvan University City , State , Nepal GPA: 3.94/4.0
Honours and Distinction

- Winner of National Robotics Competition, 'Yantra 1.0' organized by Robotics Association of Nepal (RAN): July 2012
- Outstanding Student Award, Lamar University: Fall 2017Â

Extra-Curricular Activities

- Resource Manager in Robotics Club, Kathmandu Engineering College, Tribhuvan University (2013 - 2013).
- Twice the winner of National Robotics Competition organized by Robotics Association of Nepal (RAN).
- Conducted and mentored 'Microcontroller Workshop (13th January 2013)', and 'Circuit Synthesis Training Program (14th June 2013)' at Kathmandu Engineering College.
- Presented ideas and project based on Android controlled robot in Locus 2013, Annual Technological Festival, Nepal
- Gave a presentation to Nepal Army Club on the application of robotics in safety and security (during Tech Exhibition 2013).
- Treasurer and Event Organizer in Nepalese Student Association (NSA) at Lamar University (2016 - 2017).

Website and Links

- Website: www.sagunpandey.com
- LinkedIn: www.linkedin.com/in/sagunpandey
- GitHub: www.github.com/sagunpandey

OPERATIONS RESEARCH ANALYST

Summary

Personable project manager successful at building strong professional relationships. Manages large and complex projects while maintaining high team morale and energy. More than eight years of progressive management experience and repeated success in developing project initiatives, directing project plans and achieving performance targets. Â

Highlights

- Organized
- Unsurpassed work ethic
- Results-oriented
- Detail-oriented
- Process improvement
- Management information systems
- Work flow planning
- Software/hardware support experience

Accomplishments

- Initiation and design of equipment testing program leading to Memorandum of Understanding between the Department of Homeland Security National Urban Security Technology Laboratory and the New York Police Department.
- Recipient of numerous awards for both team and individual performance.
- Completed government training and certification program for Test and Evaluation Manager Level II.
- Developed working relationships with many State and local responder agencies.

Experience

Operations Research Analyst 01/2010 to Current Company Name City , State

- Initiated and managed program to test incoming radiation detection equipment into New York, New Jersey and Connecticut. Since 2009, the project has tested over 25 million dollars worth of equipment and more than 10,000 units.
- Activities included process and procedure development, instrumenting and maintaining test facilities and managing and scheduling testing team.
- Coordination of activities with the New York Police Department (NYPD) Counter Terrorism Bureau, other state and local first responder organizations in the New York City Metropolitan Area and the Brookhaven National Laboratory.

Information Technology Specialist 03/2003 to 01/2010 Company Name City , State

- Data Collection and Test Manager for the Department of Homeland Security and NYPD collaborative acquisition program for a roadway deployed radiation detector prototype. Planned and executed initial data collection effort in support of the acquisition project. Effort involved coordination with NYPD, regional toll authorities, and National Laboratories. Developed the data collection plan, budget and schedule. Managed test team staff, and provided oversight of acquired prototype and final prototype testing program, including test planning, coordination, scheduling and budgeting. Provided technical support to program team on development of the Request for Information and proposal reviews.
- Training and deployed as a technical expert in analysis of radiation spectra. Provided expert radiological assistance to the first responder community with very short turn around time. The radiation equipment supported by this program provides spectral signatures of radioactive materials. Addressed incident calls and evaluated these spectral signatures for potential national security threats.
- Appointed Data Collection Lead for Advanced Spectroscopic Portal test campaign at the New York Container Terminal. A responsibility that required coordination with Federal managers, local officials and law enforcement. Major responsibilities included training and oversight of the screening team.
- S&T Countermeasures Test Beds Collaborative Website Manager and Information Technology Field Coordinator. Performed technology installation, integration and data analysis of radiation detection data in an operational setting. Coordinated with technology users from DHS headquarters, National Laboratories, State and Local Representatives to provide services and reports via the main collaborative website.

Information Technology Specialist 08/1999 to 03/2003 Company Name City , State

- Designed data structures and developed systems for science related database applications.
- Assistant to the Protecting Human Subject Program Manager. This assignment included coordination of the Department's Human Subjects Working Group including organization/planning of meetings and on site reviews as well as reviewing and editing applications and published materials.

Education

BS : Management Information Systems May 2005 New York University City , State GPA: Magna Cum Laude GPA: 3.922 Inducted into Alpha Sigma Lambda Honor Society Dean's List: Fall 2001, Spring 2002

Coursework Included:

Statistical Methods, Economics, Database Design, System Analysis and Design, Business Organization and Management, Management Information Systems, Object Oriented Analysis, Interactive Design, and IT Networking

Skills

Project Management, Information Design, Relationship Building, Information Technology, Procedure Development, Scheduling, Website Design,

MS Office Suite, Training Development, Quality Processes, Event Planning, Work Breakdown Structures

INFORMATION TECHNOLOGY SPECIALIST

Career Overview

Permanent

Certifications

ITNW 1458 CompTIA Network+ ITMT 1350 MS 70-270 Managing and Maintaining an MS Windows 2003 Environment ITMT 1355 Server 2003 Network Infrastructure ITMT 1400 MS 70-270 Implementing and Supporting MS Windows XP Professional Job Related Microsoft Certified IT Professional (MCITP) Apr 2012 Training: CompTIA Security+ Certified Professional (Mar 2010) Microsoft Certified Professional (MCP) Oct 2008 CompTIA Network+ Certified Professional (May 2008) CompTIA A+ Certified Professional (Apr 2008) Language Language Spoken Written Read Skills: Spanish Advanced Advanced Advanced References: Name Employer Title Phone Email William 407th AFSB Supervisor 254-287-7798 william.cook2@conus.army.mil Cook (*) Mr. John First Army Chief, 254-553-5006 Ciesiolka Division West Information (*) Systems 8 of 9 9/2/2015 7:58 AM USAJOBS - Resumes https://my.usajobs.gov/Applicant/Resume/ListResumes Name Employer Title Phone Email Division Leonard DEFENSE IT Manager 714-385-4605 Flemons CONTRACT (*) MANAGEMENT leonard.flemons@dcma.mil

Work Experience

Company Name May 2012 to Current Information Technology Specialist

City , State

- Indicates professional reference.

October 2009 to May 2012

- Salary: 65,150.00 USD Per Year Hours per week: 40 G6, IT Specialist (CUSTSPT) (This is a federal job Served as a systems administrator for First Army Division West Command and Staff.
- Administered over 800 NIPR workstations, 300 SIPR workstations and 100 ARNET workstations.
- This includes hardware, software, and Local Area Network (LAN)and Wide Area Network (WAN) infrastructures.
- Monitored system resources, the installation and integration of systems fixes and workarounds, updates, and enhancements, including performance, capacity, availability, serviceability, and recoverability.
- Maintained systems configuration as well as resolving IT equipment/software interfaces and interoperability problems.
- Performed customer service help desk/IT support operations and technical assistance to First Army Division West command and staff.
- Diagnosed and resolved problems in response to customer trouble tickets.
- Recieved, responded to and provides resolutions to a variety of help desk calls/tickets.
- A thorough understanding of and ability to manipulate, features of Microsoft Shared Point, XML, HTML, SQL, C++, VB08/10, Visio, Adobe CS5 Dreamweaver and Microsoft Management Console and registry settings.
- Ensured availability of telephones, emails, and Local Area Network (LAN).
- Exceled in troubleshooting software and hardware issues of microcomputers and peripheral devices.
- This includes scanners, digital senders, printers, and other video telecommunication's equipment.
- Maintained MS active directory user accounts and Microsoft exchange Outlook accounts.
- Participated in the planning and execution of unit and systems testing, installing applications and images remotely, providing technical support on execution problems, troubleshooting applications packages, and modifying applications as necessary.
- Reconfigured file structures; used knowledge of Windows XP, Vista and Win 7 operating systems, to include the Microsoft Management Console (MMC) ensuring systems are configured according to policy.
- Frequently trained IMOs on Desktop Management functions to enhance.
- 4 of 9 9/2/2015 7:58 AM.
- USAJOBS - Resumes https://my.usajobs.gov/Applicant/Resume/ListResumes knowledge of Army and NEC policies, thus affording the ability to accomplish their duties more effectively.
- Executed a variety of database utility functions.
- Updated user manuals, authentication procedures, systems administrator functions, and related IT security features.
- In accomplishing assignments, ensures the rigorous application of information security/information assurance policies, principles, and practices.
- Developed IA reporting requirements for submission to higher-level management, as required - Maintained a continuing awareness of technical changes in the areas of equipment technology and software development.
- Managed Unit's Active Directory Share Server with over 600 Gb of share space.
- Served as an Active Directory (AD) Manager and System Administrator for multiple servers in a complex networked environment.
- Maintained Microsoft Exchange on primary and backup servers to provide email with full backup and disaster recovery capabilities.
- Supervisor: Mr.
- John Ciesiolka (254-553-5006) Okay to contact this Supervisor: Yes 407th AFSB/ Vista International Operations.

January 2009 to September 2009 IT Network System Administrator II

City , State

- 65,000.00 USD Per Year Hours per week: 40 Served as part of the units S-6 Brigade level office with duties as Network and Computer Systems Administrator.
- Directly responsible for design, install, and support of organizations computer systems as well as the local-area networks (LAN), wide-area networks (WAN), network segments, internet and intranet systems.
- Supported logistics systems client notebooks, workstations, scanners, digital senders, fax machines, copiers and printers.
- Developed system usage policies and server administration procedures.

Created, tested, and deployed group policy objects (GPO) within the AD.

- Responded to system failures by determining the cause and taking corrective action to address the issue.
- Maintained systems tables, directories, security files, and indices.- - Developed and modifies databases.
- Performed database queries and file transfers using SQL.
- Installed new software releases, system upgrades, evaluates and installs patches and resolves software related problems.
- Established and maintain user and group accounts and permissions.
- Develops and tests system disaster recovery plans.
- Troubleshot a wide variety of user difficulties with desktop computer hardware, software, peripherals, or network/ telecommunication lines.
- Coordinated with installation NEC to establish domain and mail accounts.
- Participated in the design, development, and modification of logistics automated systems.
- Daily duties also include responsible for maintaining network efficiency; monitors and adjusts the performance of existing networks and continually survey the current computer site to determine future network needs.
- Performs customer service help desk/IT support operations and technical assistance to over 800 users.
- As required, plans, coordinates, and implements the organizations information security.
- In addition, conducted customer support studies and recommended necessary IT action pertinent to all aspects of customer support.
- Maintained systems configuration as well as resolving IT equipment/software interfaces and interoperability problems.
- Help desk/IT support duties.
- Participated in the planning and execution of unit and systems testing, installing applications and images remotely, providing technical support on execution problems, troubleshooting applications packages.
- Used IT knowledge, skills, and abilities to quickly and effectively troubleshoot access permissions on computers.
- Managed video teleconference (VTC) suite for unclassified and classified 6 of 9 9/2/2015 7:58 AM USAJOBS - Resumes https://my.usajobs.gov/Applicant/Resume/ListResumes access.
- Managed unit's SharePoint site, control access, developed and established policies and accounts, trained users Supervisor: William Cook (254-287-6841) Okay to contact this Supervisor: Yes.

Company Name October 2005 to August 2008 First Sergeant
City , State

- Salary: 55,000.00 USD Per Year Hours per week: 70 Over 5 years of Top management experience.
- Led a multi-functional unit with over 120 team members and billions of dollars worth of equipment into combat during Operation Enduring Freedom (Afghanistan) and Operation Iraqi Freedom (Iraq) - Company Senior Non-Commissioned Officer served as administrative liaison with other services, top management, and outside agencies - Coordinated operational and administrative duties required for the company's mission - Supervised operations and performance of Battalion Level Information Systems/Communication Shop (S-6) - Senior advisor to Company commander and resource manager for a Headquarters Company - Directly responsible for managing and implementing Company's administrative, standards, policies and Training.
- Supervisor: Paul Mercator (254-288-0527) Okay to contact this Supervisor: Yes.

Education and Training
Texas A & M University Central Texas 08/2011 Master's Degree City , State , United States GPA: GPA: 3.80 GPA: 3.80 Credits Earned: 36 Semester hours
Masters of Sciences : Information Systems Information Systems
Central Texas College 12/2008 United States Technical or Occupational Certificate City , State GPA: GPA: 4.0 GPA: 4.0 Credits Earned: 18 Quarter hours
9/2/2015 Microsoft System Administrator Relevant Coursework, Licenses and Certifications: ITNW 2435 CompTIA A+ Harware and Software ITNW 1458 CompTIA Network+ 7 of 9 USAJOBS - Resumes https://my.usajobs.gov/Applicant/Resume/ListResumes ITMT 1350 MS 70-270 Managing and Maintaining an MS Windows 2003 Environment ITMT 1355 Server 2003 Network Infrastructure ITMT 1400 MS 70-270 Implementing and Supporting MS Windows XP Professional
Saint Leo University 10/2007 Bachelor's Degree City , State , United States GPA: GPA: 3.25 GPA: 4.0 GPA: 3.25 GPA: 4.0
Bachelor of Science : Computer Information Systems Computer Information Systems
Successfully completed the following computer courses with Saint Leo University: COM-130 PC applications COM-207 Programming in C/C+ COM-208 Programming Visual Basic COM-230 Spreadsheet Applications COM-312 Computer Architecture COM-315 Decision Support Systems COM-320 Systems Analysis COM-410 Database Concepts Programming COM-415 Network Theory and Design COM-498 Information Resource Management COM-499 Computer Information Systems Exam Successfully completed the following computer courses with Central Texas College: ITNW 2435 CompTIA A+ Harware and Software
Interests
May 2005) - for superior leadership skills during deployment to Afghanistan in support of Operation Enduring Freedom. 9 of 9 9/2/2015 7:58 AM
Additional Information

- Additional Awarded the Achievement Medal for his outstanding civilian service while Information: assigned to First Division West Awarded the Legion of Merit award (Jun 1986 - Aug 2008) for 22 years of dedication, loyalty and selfless service to our nation and the people of United States of America Awarded the Bronze Star Medal (1 Sep 2006 Â 15 Dec 2007) - for outstanding leadership during recent 15 month deployment to Iraq in support of Operation Iraqi Freedom. Awarded the Bronze Star Medal (1 Apr 2004 Â 1 May 2005) - for superior leadership skills during deployment to Afghanistan in support of Operation Enduring Freedom. 9 of 9 9/2/2015 7:58 AM

Skills

A+, A+ Certified, Active Directory, administrative, administrative duties, Adobe, Dreamweaver, AD, Army, Agency, automation, backup, basic, C, C+, C++, COM, hardware configuration, computer hardware, hardware, configuration management, consulting, CONTRACT MANAGEMENT, Contract Management, copying, client, customer service, customer support, databases, Database, Decision Support, disaster recovery, Email, equipment installation, XML, fax machines, features, functional, Help desk, HTML, information security, Information Systems, Information Systems, Information Technology, information technology, computer support, IT support, Local Area Network, Local Area Networks, Local Area Network, LAN, notebooks, leadership, logistics, Managing, Mercator, microcomputers, access, Microsoft Certified Professional, MCP, Microsoft Certified, exchange, Microsoft Exchange, mail, Office, Outlook, SharePoint, share point, MS Windows, Win 7, Windows 2000, Windows XP, MS Windows XP, monitors, NEC, network administrator, Network, networks, Novell, Oct, operating systems, ORACLE, organizational, peripherals, personnel, copiers, policies, PR, printers, processes, Programming, project management, Read, repairs, reporting, safety, scanners, servers, software development, software troubleshooting, Spanish, Spreadsheet, SQL, strategic, Supervisor, System Administrator, systems administration, Systems Analysis, systems development, tables, technical support, technical assistance, user manuals, telecommunications, telecommunication, telephones, Phone, troubleshoot, troubleshooting, unique, upgrades, video, Visio, Vista, Visual Basic, Wide Area Network (WAN), WAN, workflow, Written

ADMINISTRATIVE ASSISTANT DIRECTOR HUMAN RESOURCES MANAGER PRODUCTION MANAGER ENGINEERING MANAGER

Summary

Dedicated and focusedÂ Administrative AssistantÂ who excels at prioritizing, completing multiple tasks simultaneously, and following through to achieve project goals.Â

Highlights

- Microsoft Office Proficiency
- KRONOS
- Internet Software
- Microsoft Word/PowerPoint/Excel
- Office Management
- Microsoft Access
- Organizing Meetings/Materials Preparation
- LotusNotes & Microsoft Outlook Email
- Planning and Facilitating Large Events
- SAP
- Managing Confidential Records
- PeopleSoft
- Employee Benefits Counseling
- Registrar
- Arranging Domestic/International Travel
- Oral and Written Communication
- SAP Site Security
- Skilled Proofreader

- Training and Instruction
- Excel spreadsheets
- Meticulous attention to detail
- Results-oriented
- Self-directed
- Professional and mature
- Strong problem solver
- Resourceful
- Business writing
- Dedicated team player
- Strong interpersonal skills
- Understands grammar
- Meeting planning
- Report writing
- Report development
- Schedule management
- Self-starter
- Executive presentation development

Accomplishments

Experience

Administrative Assistant Director, Human Resources Manager, Production Manager, Engineering Manager, Technical Services Manager, and Information Technology Manager

January 2012 to January 2015 Company Name ï¼ City , State

- Provided administrative support to production departments, IT, and Human Resources.
- Using proprietary software interfaced with SAP, created purchase requisitions, work orders, and goods receipts.
- Established and maintained complete files and records.
- Composed and typed reports and correspondence.
- Established and maintained personnel files.
- Responded to inquiries from employees.
- Generated travel and expense reports.
- Generated and maintained confidential employee personnel files.
- Organized meetings and prepared training materials.

SAP Site Security Administrator/SAP Training Records Coordinator

January 2004 to January 2009 Company Name ï¼ City , State

- Supported all Human Resources functions.
- Generated reports from PeopleSoft and from site's Access personnel database.
- Compiled statistics for site Safety Report.
- Planned and managed Excellence Recognition Awards program and GSK Service Awards Program.
- Entered training data into Registrar and wrote user manual for the process.
- Using SAP, entered purchase requisitions and work orders.
- Generated and maintained training records in Access Training Database for 150+ end users.
- Generated and amended Production Access Request Forms for 150+ end users.
- Created and amended MERPS Radio Frequency User Request Forms for 75+ end users.
- Delivered system security and authorization failure training.
- Created and maintained SAP User Master Records for over 150 end users.
- Diagnosed and resolved SAP access problems related to authorization failures.
- Raised, resolved, and closed Remedy tickets.
- Made domestic and international travel arrangements.
- Generated travel and expense reports.
- Created and maintained local site organization chart.
- Processed invoices.
- Generated and maintained confidential employee personnel files.
- Organized meetings and prepared training materials.
- Expedited tuition reimbursements for employees.

- Served on Ergonomics Team for six years.
- Selected by Senior Management, due to demonstrated knowledge of SAP and the organization coupled with the ability to readily train end users, to serve as SAP Site Security Administrator/SAP Training Records Coordinator.

Administrative Assistant
January 1998 to January 2009 Company Name ï¼ City , State
Computer Instructor
January 1996 to January 2001 Company Name ï¼ City , State

- position where provided instruction on use of Microsoft Word and Excel software packages.
- Also taught course entitled â€œIntroduction to Computers via Microsoft Windows.â€.

Administrative Assistant
January 1996 to January 1997 Company Name ï¼ City , State

- Provided general secretarial and accounts payable services.

Department Secretary/Office Manager Payroll Clerk Compensation Assistant
January 1989 to January 1995 Company Name ï¼ City , State

- Within 1,750 employee organization, prepared letters, reports, and other documents from rough copy by transcription or from own composition.
- Entered and retrieved information from computer databases.
- Analyzed industry data to identify needs and opportunities for BRMC to provide products and services to area businesses.
- Established and maintained complete files and records.
- Maintained departmental calendars.
- Processed changes to employees' personnel records in computer data base.
- Provided training to Management Orientation Program participants.
- Calculated wage increases.
- Composed and typed reports and correspondence.
- Established and maintained personnel files.
- Responded to inquiries from employees.

Secretary
January 1988 to January 1989 Company Name ï¼ City , State

- Charged with general secretarial duties including answering phones, processing mail, and filing, receiving visitors and scheduling appointments.
- Entered and retrieved resume information from computer data bases.
- Managed itineraries for candidates, including scheduling interviews and presentations, and making lodging and travel arrangements.
- Prepared employment requisitions for all vacancies and announcements of open non-exempt positions.
- Made arrangements for on- and off-site training and development activities, including reserving meeting rooms and securing equipment.
- Assisted with preparation of company newsletter.
- Organization had 1,700 employees.

Employee Benefits Assistant
January 1979 to January 1988 Company Name ï¼ City , State

- Communicated plans to employees.
- Established and maintained enrollment records through payroll system, and prepared required plan reports.
- Administered Group's Service Recognition program, including organizing the Service Awards Banquet.
- Served as liaison with area hospitals for blood donor program.

Education
Diploma Virginia High School ï¼ City , State
Skills
accounts payable, administrative support, Benefits, Oral, Counseling, databases, data base, Database, Email, Senior Management, filing, Forms, Human Resources, instruction, Internet Software, KRONOS, letters, LotusNotes, Managing, Materials, Meetings, Access, Microsoft Access, Excel, mail, Microsoft Outlook, PowerPoint, Microsoft Windows, Microsoft Word, newsletter, Office Management, Organizing, payroll, PeopleSoft, personnel, presentations, Proofreader, Radio, receiving, Safety, SAP, scheduling, secretarial, statistics, answering phones, training materials, transcription, travel arrangements, Written Communication, composition

Christopher Townes

Summary

Knowledgeable Information Technology Specialist capable of setting up and optimizing workstations, training users and assisting with process improvement implementation in diverse areas. Familiar with Cicso business practices and IT standards. Excellent skills in infrastructure, data management, and enterprise operations. Systematic IT professional proficient in network, project and emergency management. Able to install hardware, patch software and configure internal systems. Complex problem-solver with top-notch planning and communication strengths. History of maintaining equipment, updating software and handling network security with an organized and systematic focus. Strong multitasker with excellent communication and planning abilities. Effective at configuring user desktops, laptops, servers and connected devices to work within company and security guidelines. Successful at coordinating file systems, content filters and user accounts. Proficient Information Systems Technician successful at troubleshooting technical issues and training end-users. Skilled in problem-solving and solution management. Comfortable working in teams or individually to maintain and expand technology performance.

Skills

- Routers
- Staff Management
- Hardware Troubleshooting
- Network Administration
- Cisco
- Help Desk Support
- Cisco Switching
- Cisco Routers
- Hardware Installations
- Learning Strategies
- Software Updates
- Repairing
- System Testing Software
- Operation Monitoring
- Problem-Solving Skills

- Excellent Interpersonal Skills
- End-User Support
- Repair
- Advanced Computer Proficiency
- Industry Needs Awareness
- Contract Review Proficiency
- Company Policy Adherence
- Device Configuration
- Hardware and Software Installation
- Technical Support
- Hardware Updates
- Hardware and Software Problem Diagnosis
- Security Protocols
- Security Oversight
- Speaking

Experience

Information Technology Specialist
City , State Company Name / Feb 2015 to Feb 2021

- Created new accounts, reset passwords and configured access to servers and file management software for users.
- Researched issues on various computer systems and databases to determine resolutions to problems and answer inquiries.
- Maintained records, logs and lifecycle documentation of work requests.
- Mentored other technologists and support professionals to provide professional development and skill enhancement.
- Increased overall company performance through improved IT uptime and cost reductions.
- Coordinated ongoing performance assurance for software applications and automated performance test scripts.
- Reviewed support cases for technical and troubleshooting accuracy and identified needed process improvements.
- Tested performance, functionality and security of network systems, individual workstations and peripheral devices.
- Devised automation, backup and recovery protocols to preserve and safeguard data.
- Maintained and controlled server room, wireless network, and server infrastructure.
- Led working groups to develop mitigation strategies and prepare standard operating procedures.
- Assessed customer bug reports and enhancement requests and prioritized development to streamline response.
- Provided on-site technical support after project implementation and recommended product changes and upgrades to product managers.
- Implemented unit and integration testing protocols to consistently deliver high quality, functional features with minimal defects.
- Authored and distributed training manuals for handheld computers and devices used by staff.
- Provided onsite IT and AV technical support for 4000 staff members.
- Developed online documentation for common processes for both support staff and end-users.
- Kept hardware and software systems current with latest patches and current licenses.
- Directed account management and customer training on company technical software and tools for new accounts and new users.

Computer Repair Technician
City , State Company Name / Jun 2016 to Feb 2017

- Checked in computers and performed diagnostics for repair.
- Updated or installed software for customers to ensure computer efficiency.
- Backed up data each evening, helping alleviate lost information following malware incident.
- Identified hardware issues caused by component failures using approved diagnostic tools.
- Upgraded laptops/desktops, improving speed and performance.
- Supported employees with advanced troubleshooting on helpdesk tickets.
- Built and repaired Lenovo computers according to schedule.
- Configured computers to network drivers and connected to printers and other peripheral equipment.
- Installed appropriate security patches to eliminate security vulnerabilities.

- Updated software versions with patches and new installations to close security loopholes and protect users.
- Consulted via telephone to understand user problems, run through testing scripts and ask probing questions to locate root causes.
- Explained technology-related details in easy-to-understand terms to individuals from all walks of life and in various job positions.
- Reviewed current hardware and software configurations and recommended modifications to increase system speed.
- Removed malware and viruses from laptops and desktop systems using specialized software.
- Observed system functioning and entered commands to test different areas of operations.
- Disassembled computer systems to troubleshoot and resolve hardware issues.

Correctional Officer
City , State Company Name / Mar 2014 to Dec 2014

- Detected potential threats and quickly defused conflicts.
- Conducted internal security checks to ascertain inmate safety.
- Maintained clear and open communications with all facility areas to support efficient and safe operations.
- Supervised inmates during day-to-day activities.
- Maintained correct physical head count at all times.
- Informed inmates and visitors of rules, safety and security procedures and responsibilities.
- Observed and directed inmates during recreation, visits, telephone and shower time.
- Employed de-escalation techniques, verbal commands and physical and mechanical restraints to address unruly inmates.
- Transported inmates to and from personal appointments, including medical and dental appointments, funerals, work details and court hearings.
- Maintained records and logs of man hours, materials and equipment used.
- Monitored daily activities to identify and manage suspicious behavior, improper conduct and signs of conflict.
- Promoted rehabilitation of offenders and maintained safety of staff and residents.
- Received property from incoming inmates, provided receipts and inspected items for contraband.
- Supervised activities of adolescents in residential setting.
- Monitored inmate behavior to prevent crime, escape attempts and other dangerous activities.
- Instructed inmates on work detail and oversaw work-site transportation.
- Maintained appropriate control, security and well-being over those detained.
- Maintained communications with staff and inmate body to maintain safe, effective prison environment.
- Applied non-violent response tools and physical restraint during problematic situations.
- Inspected cells and conducted random searches of common areas.
- Assisted in restraining violent and unruly inmates.
- Maintained daily logs of shift activity.
- Transported inmates to and from work sites with optimal security procedures.

Education and Training
Some College (No Degree) University Of Advancing Technology City , State

INFORMATION TECHNOLOGY COORDINATOR
Professional Summary

Highly talented and accomplished Paralegal with extensive experience in investigative and online legal research. More than 5 years of experience working in the legal field. Knowledgeable in all aspects of case preparation and representation, previous court experience, familiar with filings, petitions, case management, and interviewing. Excellent research, documentation, reporting abilities, outstanding communication and presentation skills. Predisposed to procedural and methodological approaches to problem solving and analysis. Detail oriented with a demonstrated commitment to excellent customer service.

Core Qualifications

- LexisNexis, Westlaw, Concordance, CaseMap
- Knowledge of Local, State and Federal laws
- Principles and Practices of Legal Communication
- Court Procedures/Processes
- Results-oriented
- Client-focused
- Interview Techniques and Methods
- Word, Excel, PowerPoint, Access, Project

Experience

Information Technology Coordinator , 01/2014 - Current Company Name - City , State

- Worked across all levels of the organization to support the Corporate Information Officer (CIO) and the Senior Leadership Team.
- Enable the CIO and Senior Leadership Team to effectively and efficiently execute their duties by continuously managing, maintaining appointment calendars, and documentation of forecasted project plans/milestones, communications derived from their initiatives, commitments, and ongoing management functions.
- Single Point of Contact (SPOC) for in-house Information Technology Operations Assessment.
- Maintain client files, vendor files and deal sensitively with confidential material and general office management.
- Support business resiliency management program (BRM) in developing key principles and scope documentation.
- Support IT communication and employee engagement by working cross-functionally to develop and organize IT Town halls and other functions.
- Gather and analyze data to understand and assist in improving IT business communication, and functions.
- Collect, compile and interpret data as it relates to business critical vulnerabilities.
- Self-directed, detail oriented, outstanding organizational skills coupled with excellent task and time management skills.

Executive Assistant, Contractor , 01/2013 - 09/2013 Company Name - City , State

- Key executive support person in the management, coordination, and implementation of the operations of the Quality department; responsible for interacting on behalf of several Vice Presidents with all elements of the department and to foster productive relationships among key executives.
- Organized, managed, and executed initial and follow-up communications, travel, facilities set-up, programs and program participants.
- Oversaw the management of the Vice President's calendar and relieved him of managerial detail including, but not limited to, scheduling, rescheduling, and prioritizing as needed.
- On-boarded and separate employees.
- Governed computer hardware, software, computer peripheral equipment procurement and ensured set up of employee hardware.

Legal Administrative Supervisor , 10/2006 - 07/2012 Company Name - City , State

- Coordinated the support function in the Law School Division, Chicago Office.
- Supervised temporary staff, performed administrative personnel related activities, monitored workflow, supervised and oriented new employees, and ensured efficiency of work processes.
- Supported the Vice President of Sales, Director of Sales and several Attorneys within the law school organization and assisted with projects as needed.
- Established work priorities, supervised, motivated and evaluated the work of assigned staff.
- Prepared reports regarding workflow management and other business operations within the office.
- Performed timekeeping, other administrative functions and coordinated the completion of timely performance appraisals.
- Conducted research, organized data, generated reports, prepared correspondence, documents and presentations for attorneys and senior management.
- Responsible for coordination of all client meetings: developed a tracking system to ensure timely and appropriate scheduling, created meeting materials including spreadsheets, handouts and executive summaries and ensured successful follow-up on action items resulting from meetings.

Education

2014 College of Lake County - City , State CFTC - Computer Forensics Technician Certification Computer Forensics
2014 College of Lake County - City , State CFAC - Computer Forensics Analyst Certification Computer Forensics
2013 College of Lake County - City , State Certificate of Completion, Paralegal Studies Legal

Approved by the American Bar Association

2008 Strayer University - State Bachelor of Science Computer Information Systems InfoSec

Computer Information Systems, Emphasis in InfoSec

Computer Information Systems, Emphasis in InfoSec

Graduated Summa Cum Laude

Certificate of Completion, Cisco Studies

Training for Cisco; CCNA, CCNA-Security, CCNA-Voice, (Microtrain, Lombard, IL) â€" 2012 â€" 2013

Encase and FTK Certification Candiate

(Training for Encase and FTK Certification) â€" 2016

Professional Affiliations

Member, Illinois Paralegal Association ' Member, National Federation of Paralegal Association

Member, Cook County Bar Association Member, Lake County Bar Association

Skills

Executive and Legal Support, Business Analysis, Strong Communication Skills, Business Operations, Detail oriented, Documentation and Time Management, Information Technology and Technical Support, Leadership, Legal Terminology, Managerial Experience, Meeting Organizational Skills, Advanced Problem-solving Skills, Paralegal , Performance appraisals, Personnel, Presentations, Processes, Procurement, Project Management, LR&W, Westlaw, LexisNexis

DIRECTOR OF INFORMATION TECHNOLOGY

Executive Profile

Performance-driven and accomplished Director of Information Technology offering a unique combination of operations and management experience. Strong leader with demonstrated success in managing and providing leadership in a diverse technological environment. Creative, dependable and enthusiastic change agent with a proven track record in improving efficiencies and reducing costs. Visionary with superior long-term planning and project management experience. Proven ability to implement standards and procedures that improve business processes and functionality. Skilled coalition-builder with management practices that motivate and improve staff performance levels while forming a cohesive team. Innovative and customer-oriented to formulate strategies to address service delivery demands and resource capacity. AREAS OF EXPERTISE Executive Leadership/Management Information Technology Project Management Networking Relationship Building Operations/Administration

Skill Highlights

Professional Experience

Director of Information Technology , 05/2000 to 01/2014 Company Name ï¼ City , State

- Provides leadership in directing, planning, managing, and implementing the information technology needs of the City of Greensboro.
- Provided oversight and direction for the Application Services, GIS, Network Services and Public Safety IT divisions.
- Establishes guidelines and programs for effective information technology management.
- Facilitates and implements City-wide strategic policy for planning, development, and deployment of information technology.
- Key Achievements: Generated a savings of $400K per year with the implementation of VoIP Partnered with NCDOT and GDOT to implement a City-wide fiber optic network infrastructure Implemented on-line payments for parking tickets and utility bills.
- Received over 1 million in payments to date Over the last five years, maintained a 95% customer satisfaction rating with 98% uptime in server and network environment Implemented virtualized server environment and business continuity site with redundant SAN, servers and network infrastructure Re-established the Technology Advisory Committee.

Network Services Manager , 07/1998 to 05/2000 Company Name ï¼ City , State

- Managed the Desktop Services Division, which included the Help Desk, local area network, server administration, training and leasing of computer technology.
- Maintained and assisted with the support for enterprise-wide technology deployment.
- Ensured that the customers' technology needs were addressed and resolved in an efficient and effective manner.
- Key Achievements: Championed the organizational strategic initiative to implement a client-server environment with Microsoft Exchange and leasing of all computer technology Managed and directed the installation of 900+ workstations ahead of schedule and under budget Managed and implemented a $2.8 million internal service charge back structure for Help Desk support and leasing of computer technology Implemented a custom Helpdesk Request application, which includes a customer satisfaction survey after each closed call.

Data Communications Analyst , 06/1989 to 07/1998 Company Name ï¼ City , State

- Installed, maintained, configured and analyzed the data communication needs for the City of Greensboro.
- Installed and configured modems, multiplexers, routers, control units and DEC and IBM terminals.
- Analyzed system needs and configuration requirements to acquire the appropriate equipment.
- Managed, maintained and resolved complex system problems with the IBM Mainframe, VAX systems, and servers.
- Key Achievements: Configured 450+ users on All-In-One Project leader on upgrading IBM Mainframe to VSE/ESA Developed operations manual for IBM Mainframe Employee of the Year finalist 1996.

Electronics Technician , 09/1986 to 06/1989 Company Name ï¼ City , State

- Repaired, installed, configured and maintained PC's, servers, modems and other communication equipment.
- Installed and designed network and data communication circuits.
- Managed setup and installed communication equipment which included mid-range servers, communications equipment, VAX systems and PC's.
- Key Achievements: Designed and installed the wiring and communications infrastructure for student registration Established redundant communication links to remote sites Developed and planned the communications infrastructure for campus computer labs.

Education

Certified Chief Information Officer (CIO) : November 2005 UNC-Chapel Hill ï¼ City , State
B.S : Industrial Technology (Electronics) , 1986 North Carolina A&T State University ï¼ City , State

Professional Affiliations

Member, North Carolina Local Government Information Systems Association (NCLGISA) Member, SouthEast Association of Telecommunications Officers and Advisors (SEATOA) Member, Public Technology Inc. (PTI) Previous Board Member, Greensboro Municipal Credit Union (Chairman, Technology Committee) Previous Board Member, Welfare Reform and Liaison Project (WRLP) Previous President, National Forum for Black Public Administrators (NFBPA), Triad Chapter

Skills

budget, client-server, customer satisfaction, DEC, directing, direction, GIS, Government, Help Desk support, Help Desk, IBM, IBM Mainframe, information technology, local area network, leadership, managing, Microsoft Exchange, 98, modems, enterprise, Network, organizational, PC's,

Project leader, routers, Safety, SAN, servers, strategic, upgrading, VAX, VoIP, VSE, wiring