

## TECHNICAL EXPERTISE

---

- IT Operations and Management of Network Infrastructures
- All Microsoft Operating Systems, Server Operating Systems, and Azure Cloud Infrastructure
- Microsoft Office Applications including management of Office 365
- Project Planning and Execution
- Cisco Routers (2800, 2900, 4000) Switches (2960, 3560, 3650) CUCM, MCS, UC on UCS, CUCME, Cisco ASA and ASDM, Meraki
- Linux (Red Hat, Debian, Ubuntu, Fedora, Centos, OpenSuse, Kali)
- VMware ESXi, vCenter on Windows and vCenter on Linux Appliance
- Contact Center Express, Cisco Agent/Supervisor Desktop, Historical Reporting Interface
- Storage solutions from EMC/Dell, IBM, HP, NetAPP

## PROFESSIONAL EXPERIENCE

---

President/Owner	Techne Networks LLC	January 2014-January 2019
<ul style="list-style-type: none"><li>• Consulting for small to medium business IT infrastructure, using MSP packages that monitor, manage, and alert when issues present</li><li>• Expert level advice for Medium to Small Businesses to take the next step to utilize various Cloud services</li><li>• Started an MSP package from the ground up covering about 1000 endpoints utilizing Labtech RMM, Office 365 and Microsoft Azure</li><li>• Maintenance and support for Microsoft, Linux, Cisco voice/data and other security products</li><li>• Virtual "IT Director" services for numerous customers where I met with staff and provided guidance on how to proceed with various projects</li><li>• Creation of network documentation, business continuity plans along with audit support</li></ul>		
IT Director	Rincon Capital Partners	December 2010-January 2014
<ul style="list-style-type: none"><li>• Oversaw all IT operations for the funds various holdings. The fund specialized in investing in medium to small business in various emerging Hispanic markets. Businesses were in Miami, Chicago, Montreal, and Colombia</li><li>• Provided efficient cross technology environment, by bringing IT silos into a closer IT Operation for the Fund, integrating Windows Infrastructure teams, Networking teams, and Dev-Ops teams, to combine expertise and provide better services for our acquired ventures</li><li>• Technology Subject Matter Expert, and trusted advisor for Businesses as they were acquired by the Fund, by providing solutions to technology challenges and IT Operations</li><li>• Enabled existent IT personnel with training plans on Network, Unified Communications, Security, and Data Center Infrastructures</li><li>• Combined cross-training methodologies to enable IT Personnel on new and evolving technologies, such as Network, Unified Communications, Security, and Datacenter challenges</li><li>• Provided road map on IT Operations and Infrastructure, from Local Network and Security Infrastructure, to Managed systems in the Cloud or the Datacenter</li><li>• Provided mechanisms and Platforms for businesses to utilize, effectively other resources as Call Center expertise in different languages, to maximize efficiency.</li></ul>		

- Leveraged existing infrastructure and staff from various holdings to reduce costs. For example, our company in Colombia provided Spanish speaking call center support for our company in Montreal.
- Deployed various cloud based applications (SaaS) such as Zendesk and NetSuite
- Extensive travel to locations to meet with IT staff, perform reviews, manage projects, and perform internal Audits
- Created documentation for business continuity and provided quarterly detailed reports for the other directors

**Network Infrastructure  
Manager**

**Intermex Wire Transfers**

**January 2006-December 2010**

- Managed the team responsible for keeping all networked systems operational for our wire transfers customers. Processing millions of transactions worth several billion dollars annually. Operating 24 Hours, 7 days a week
- Planned the migration from Legacy Telephony system to Cisco Unified Communications Version 6.x
- Planned the enablement of Call Center using Contact Center Express version 7.x
- Provided infrastructure needed to support Contact Center over 3 different countries, using legacy WAN technologies from Countries such as Guatemala, Mexico and the US
- Enabled Technology groups such as Help Desk, Systems Engineers and Network Administrators to support the IT Operation for the business in 3 Countries.
- Upgraded Microsoft SQL Server from 2000 to 2005 and later 2008. Added Passive/Active clustering. Worked with developers to constantly fine tune performance of our applications
- Established Remote Call Centers in Mexico and Guatemala utilizing Cisco Call Manager. Created several fail overs ensuring business continuity. Call Centers were built from the ground up requiring equipment and hiring of onsite technical staff
- Spearheaded VMware migration of physical servers which allowed us to move our main datacenter from an inhouse facility to a Terremark Datacenter
- By analyzing reports identified our top 5% performing agencies and routed calls to our top 5% performing customer service agents

**Network Administrator**

**TotalBank**

**2002-2005**

- Migrated data infrastructure from T1 frame relays to Bellsouth Metro Ethernet (MPLS)
- Assembled NAS servers to store backups of all critical systems
- Worked with various vendors setting up various VPN solutions to various financial institutions
- Responsible for all documentation of network infrastructure for internal and 3rd party auditing (FDIC)
- Migrated from Novell to Microsoft Active Directory and Microsoft Exchange
- Instituted patch management for all workstations, servers, and networking equipment

**Network Administrator**

**Onquest Technologies/MPD  
Parts**

**1999-2002**

- Administrator of Windows NT 4.0, Windows 2000 Servers, and Microsoft Exchange Servers
- Maintained Several SQL 2000 and IIS servers utilized by our ecommerce websites
- Migrated from NT 4.0 to Windows Server 2000 with Active Directory

**Consultant/Technician**

**Vulcan Microsystems**

**1996-1999**

- Worked closely with team members on related network security solutions for our own internal datacenter and for the needs of our clients
- Installed Sun Microsystem servers. Worked with many different flavors of Unix/Linux (Solaris, Linux, AIX, etc.)