

To Whom it may concern:

I would like to submit my attached resume for the Technology position that I saw online. I have been working in Information Technology since the late 1990's. Having owned a Managed Services Business gives me an advantage over my competition as I have been involved in every aspect of virtually every type of business vertical available. During the time I owned and managed my MSP Business we were supporting thousands of end users on a daily basis. Anyone can work in IT Management, however to be successful you have to be exceptional at Customer Service while focusing on IT and I am.

What has made me successful in technology management over the years is my drive to find an answer to every problem and mentor engineers while doing so. I am a hands on manager and am not afraid to get my hands dirty working on technical support issues. At each company I have supported through the years I treated each decision as if it were a decision I would make for my own business.

During my career in technology I have worked first, second and third shift depending on the day and can tell you that hard work and long hours do not scare me. I have been in this field long enough to know that Technology does need to be worked on after hours and that IT Management is not an 8:00 to 5:00 job. Why am I telling you all of this, because I want you to know how hard I will work for you!

So if you are looking for an individual to help lead your technology division into the future then I am your candidate. I am a clean cut professional that believes doing a correct and thorough job is far more satisfying personally and rewarding overall than just "getting it done." Please let me know if you feel like I may be a good fit for what you are looking for so that we can setup a time for an interview. I look forward to hearing back from you.

Thanks,  
Jason Hadrava  
jasonrhadrava@gmail.com  
252-489-9325 (Cell)

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# JASON HADRAVA

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## PROFESSIONAL SUMMARY

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Detail-oriented Senior Level IT Management professional who excels at leading product strategy and business development using in-depth knowledge of market trends. Establishes clear objectives for team members and enforces deadlines to keep projects on track.

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## SKILLS

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|----------------------------------|-------------------------------------|
| • Windows Server / Client OS     | • Business process improvement      |
| • Exchange Server, SQL Server    | • Project cost planning / Budgeting |
| • Adobe Software                 | • Staff Management / HR             |
| • QuickBooks / TABS / TrialWorks | • Business Operations               |
| • AutoDesk / Bentley Software    | • VOIP (Allworx, 3Com), PBX Systems |
| • Microsoft Office Products      | • Market Research                   |
| • Kaspersky / Symantec / ESET    | • Strategic Planning                |
| • HyperV / VMWare                | • Change Management                 |
| • Batch Scripting / Automation   | • Team Player                       |
| • Citrix                         | • RDP, VPN, VNC                     |
| • BarracudaWare                  | • Google Apps                       |

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## WORK HISTORY

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**LaBovick, LaBovick, & Diaz / GO-SB** – Palm Beach Gardens, FL

**IT Director / CIO**, 05/2014 to Current

- Managed budget cutting expenses by \$75,000 annually while maintaining and implementing longer term more reliable solutions.
- Designed a Disaster Recovery infrastructure for the business which includes presence in a datacenter w/ dedicated fiber while cutting overall costs.
- Project Manager of the development team which built a specialized Web Based Medical Billing Software. This software is currently used in clinics in the Northeast.
- Project Manager of the development team which built a best in class Legal Intake Software. This software is road mapped to be released as a public offering.
- Managed our Helpdesk Staff, BI Staff, and offshore development team.

**NLess Solutions** – Charlotte, NC

**Managing Partner / vCIO**, 06/2003 to 12/2011 (Owner / Operator – Sold Business in 2011)

- At NLess Solutions I oversaw all technical aspects of the business including the management / mentoring of the entire technical team.
- My role here was equivalent to a Virtual CIO role for our clients (USA and International) while maintaining our day to day MSP business model.
- Managed the budgets of all MSP clients. Met with C Level management for strategic planning / updates.
- Lead Engineer for escalation of Tier 3 issues.
- Maintained and monitored the DataCenter infrastructure, as well as all client Server Infrastructure.
- Analyzed market trends and the competitive landscape to understand opportunities and potential value.

**Armilian Technologies** – Charlotte, NC

**Managed Services Director**, 12/1998 to 6/2003

- Armilian Solutions was a Technology Integrator and Managed Services Firm which dealt in Software Development, Training, and Technology Consulting Services.
- At Armilian Technologies I oversaw and supported all internal technology and users while managing a service revenue stream of \$15,000,000.
- We had offices in Charlotte, Atlanta, Raleigh, Kentucky, and Florida in which I was responsible for all technology decisions and support.
- I was also responsible for managing the team of engineers handling the external clients daily operations that we were contracted to manage.

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## **WGM Design – Charlotte, NC**

### **IT Manager, 9/1997 to 12/1998**

- WGM Design was a mid-sized Architectural Firm in which I supported all of their internal technology Hardware and Software.
- Maintained and monitored the server room, the wireless network and other server infrastructure.
- Set up staff workstations with PCs, phones and laptops.

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## **CERTIFICATION**

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- VMware Certified Associate - Cloud (VCA-Cloud)
- VMware Certified Associate - Data Center Virtualization (VCA-DCV)
- VMware Certified Associate - Workforce Mobility (VCA-WM)
- Microsoft Certified Support Engineer
- Citrix Certified Administrator
- 3Com VOIP Certified Engineer
- HP Large Format Printer Certified

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## **REFERENCES**

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- Mark Queen
  - Worked with at Armilian Technologies – Supported his business when I owned NLess Solutions
  - 704-902-9401
- Breon Klopp
  - Supported his businesses for 10 years
  - 704-488-4454                      Email: [Breon.klopp@sestrana.com](mailto:Breon.klopp@sestrana.com)
- Jamie Goldberg
  - Supported his business for over 10 years while at NLess and Armilian
  - Phone: 704-996-5935              Email: [jamgol66@gmail.com](mailto:jamgol66@gmail.com)
- David Bowler
  - Worked for me at Armilian Technologies and NLess Solutions
  - Phone: 585-472-1783