**Ian Creevy**

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**Objective**

Experienced and accomplished IT Director, IT Manager, Snr Systems Engineer with over 20 years of experience looking to leverage extensive background in Project Management, IT Services, IT Consulting, Systems Administration, Network Administration and other related fields.

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| Professional Experience |  |

**ITD Systems**, Orlando, Florida 7/2017 – Present

**Owner/President**

Re-opened my own company to take care of side projects I had worked on in previous years.

**Key Achievements:**

* Successfully developed a new back-end for a client, including VM’s, SQL, Exchange + other systems. Also created new backup system for this client.

**Exploria Resorts**, Orlando, Florida 2/2012 – 7/2017

**IT Systems Manager/Interim IT Director**

Take charge of all projects. Work closely with IT Director ensuring that all systems are maintained, running and up to date. Work with developers to ensure a smooth working environment for them. Talk daily with vendors to make sure all systems were running as efficiently as possible.

**Key Achievements:**

* Planned a brand new backup system that would make downtime minimal in the event of any major disasters. Including writing a full Disaster Recovery Plan
* Planned an upgrade to Citrix Farm running on Server 2003 to RDP in a Server 2012 environment.
* Created several clustered VM solutions to save costs and provide better redundancy.
* Performed an EMC Clariion to Dell Compellent SAN migration with minimal downtime.
* Started using ITIL processes with Change Management, Release and Deployment Management.

**Artemis IT**, Melbourne, Florida 4/2011 – 02/2012

**Senior Network Administrator**

Was hired for mostly project and high end work and as a 3rd level support person. Work closely with upper management in making sure that all clients got the right service and level of expertise. Take charge of several of the more important clients, including new and potential clients. Work on revamping our support process to a more fluid system that serves the clients better.

**Key Achievements:**

* Within one month of employment, took over the largest clients IT needs, performing Virtual CIO role for them.
* Took charge of all Projects, becoming a Project Manager for most of the Projects that came in.
* Started disaster recovery plan for datacenter as well as some clients.

**Virtual it**, Eagle, Idaho 2/2010 – 4/2011

**Systems Engineer II**

Work with other systems engineers to ensure that all clients networks stay up and running. Take charge of several clients to work closely with their IT Managers, or other staff to maintain networks, including servers, workstations, virtual machines, thin clients, routers, websites, switches, internet, backups, and many other IT services. Cover for IT Directors/Managers/Staff of several firms when they take a vacation/time off, by spending several hours per day fixing users issues.

**Key Achievements:**

* Became a Project Manager for many of our clients, as well as for Virtual I.T.
* Designed disaster recovery procedure for largest client that had over 35 servers and 250 desktops.
* Performed a Virtual CIO role for several clients. Was very successful in this role, so much so that I was offered full time employment as a CIO/IT Director by a few of the clients.

**Xenial Technology**, Boise, Idaho 9/2005 – 2/2010

**Senior Systems Engineer**

Administer IT networks for multiple clients, installing and maintaining virtual servers, FTP clients, backups, applications, and e-mail systems. Ensure daily backups completed and stored off-site; coordinate data restores. Evaluate hardware and software requests, testing system changes prior to implementation. Interface with internal and external clients, delivering consultative recommendations, user training, and system support services. Write user manuals for business clients, as well as departmental procedures; provide training and oversight for system engineers. As part of my employment I was sent to several seminars, including Microsoft, Project Management, CIO, I.T Director training etc.

**Key Achievements:**

* Recommended and spearheaded project to deploy 50+ thin clients to business users, reducing electricity costs by 15% and dropping bandwidth usage by 60%.
* Received promotion from System Engineer after demonstrating world-class customer service skills and expert knowledge of IT systems.
* Increased remote user productivity by designing and implementing Exchange server utilizing remote procedure call (RPC) over HTTPS, allowing users to access e-mail without logging in to virtual private network (VPN).

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| Education |  |

**Bachelor of Science (U.S. Equivalent) in Network Management**

Strathclyde University, Glasgow, Scotland, U.K. 1988-1992

**IT Manager – Interim IT Director - Senior Systems Administrator – Senior Systems Engineer – Network Engineer**

Highly skilled and knowledgeable systems administrator, with expertise deploying, monitoring, and troubleshooting wide range of LAN / WAN hardware, operating systems, and software. Dedication to customer satisfaction as a respected communicator and IT specialist; able to foster collaborative partnerships with business clients, leaders, and technical staff to design robust, cost-effective systems that consistently support key operations.

Areas of Expertise:

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| * + LAN / WAN Design & Administration   + Client Support & Training   + System Monitoring / Troubleshooting   + User / Staff Training Programs   + IIS, SMTP, DNS, DHCP   + Performing a VCIO role (Virtual CIO)   + Working in a Citrix Environment   + EMC SAN + Dell Compellent SAN   + SQL Server   + ERP/CRM   + IT Leadership   + HIPAA Compliance   + Roadmaps   + Hospitality Software   + Expert in Backups   + Document Repositories | * + Budget Oversight / Cost Control   + Microsoft Exchange   + Strategic Project Planning / Execution   + Windows Clustering and other Clustering Services.   + VMWARE, Hyper-V and other virtualization tools   + ITIL (Information Technology Infrastructure Library)   + HR Software   + AD (Active Directory)   + Microsoft Dynamics   + Lexus Nexus, PC Law, Pro Law, Timeslips   + Microsoft Azure, AWS and other Cloud Architecture   + Datacenters   + Dell, HP, IBM and other Hardware |