Dennis P. **Moloney**

System Administrator / IT Manager

Address Atlantic Highlands, NJ, 07716

Phone 732.904.5732

E-mail dmoloney5@gmail.com

LinkedIn

https://www.linkedin.com/in/dennismoloney/

A creative problem solver proven to deliver with keen attention to detail. Able to address complex technical problems and prioritize multiple competing requirements who thrives in fast-paced, demanding environment. Strengths include support and modernization of servers, networks, platforms, and infrastructures, ensuring they are reliable, high-performing, and secure. Applies analytical thinking to critically examine infrastructures, identify, and understand inefficiencies, and implement strategic solutions for improvement.

Strengths in: System & Network Administration / End-User & Helpdesk IT Support / System Migrations / Server Configurations / Data & Systems Security / Network Infrastructures / Backup Systems & Disaster Recovery / Microsoft Azure. Reliable System Administrator provides 24/7 oversight of valuable data and technological assets. Trusted to safeguard cybersecurity, employee privacy and business continuity. Serves as first line of defense against technical interruptions and unwanted intrusions. Proven history of managing complex infrastructures and data center operations. Expert in solutions-oriented business application problem-solving and dedicated to providing best-in-class service. Skilled at troubleshooting, communication, and collaboration.

Work History

System Administrator / IT Manager   04-2018 to Current

Newport Systems, Inc, Wall Township, NJ

- Partner with business leaders to create and implement operational and support roadmaps that align with company's strategic direction for its SaaS product line; making continuous improvements to move from unstable to highly stable in less than 12 months
- Lead completing corporate critical solutions to enhance and stabilize high-performing infrastructures and environments for a global client base that requires 24/7 availability.
- Actively worked to sustain lifespan of legacy systems while taking priorities-driven approach to systems evolution. Worked with team members in deploying and troubleshooting infrastructures and facilitating onboarding for new clients, managing test environments, and furthering validations for deployments, including production.
- Implemented migration plan including configuration of hybrid deployment for migrating all users to Office 365, while maintaining support of an on-prem server for our legacy programs. Successfully migrated to Microsoft M365 E5 to utilize Windows Defender for all endpoints and implementing MFA (Multi-Factor Authentication) with Microsoft M365. Implemented 2FA for SonicWall VPN client.
- Thoroughly tested solution and created PowerShell scripts to resolve any problems.

- Converted current VoIP system to utilize Microsoft Teams PSTN. Ported all numbers and created several call queues and auto attendant for main line.
- Configured OneDrive to sync all user desktops, documents, and pictures for protection against system failures.
- Utilized Microsoft Azure to develop and implement IaaS environment for developers to perform testing prior to deploying to clients.
- Defined system backup and disaster recovery plan to meet company needs for timely recovery.
- Executed multi-cloud strategy for data protection capabilities.
- Designed and implemented Veeam Backup as a Service (BaaS) and Zerto Disaster Recovery as a Service (DRaaS).
- Minimized user downtime during software updates by constructing a new, improved implementation plan.
- Established network specifications and analyzed workflow, access, information, and security requirements.
- Designed proactive preventive maintenance schedules to prevent unnecessary downtime and hardware faults.
- Evaluated latest technology innovations and adopted cost-effective, useful solutions.
- Worked with users to determine areas of technology in need of improved usability.
- Oversaw IT activities to maintain operations by maintaining laptops, tablets, and PDAs for 25 users.
- Collaborated with Management and eSentire to implement MDR (Managed Discovery and Response) to improve security and eliminate vulnerabilities for our private cloud (iLand) and public cloud (Azure)

IT Manager, Network Support Technician (Tier 3)   03-2006 to 04-2018
Realogy, Madison, NJ

- Led team in providing remote support to field and corporate users, spanning 15 offices across 3 states.
- Achieved a 96% customer satisfaction score by being responsive to the needs of business community.
- Provided solutions and prompt service to keep everyone's technology running smoothly.
- Tracked frequently occurring problems and performed root cause to eliminate when possible.
- Stayed ahead of technology curve by defining, recommending, and implementing effective IT strategies, procedures, and best practices based on in-depth evaluations of organizational outcomes, problems, trends, and requirements.
- Made continuous business improvements and enhanced infrastructure to be reliable, adaptable, and high performing as organization continued to evolve and grow.
- Designed and implemented numerous technologically advanced tools and systems, including Hyper V and MDT (Microsoft Deployment toolkit).

- Built, installed, and configured new physical and virtual LANDesk, Active Directory, DNS, DHCP, and GPO servers for multiple locations.

- Created and implemented a computer imaging solution for use across 4 regions, collaborating with another colleague to accelerate software upgrades.
- Grew system and application competencies within my technical team through mentoring, coaching, and peer-to-peer knowledge sharing to maximize their potential for success.
- Oversaw IT department operations and training.
- Coordinated ongoing technical training and personal development classes for staff members.
- Adjusted project plans to account for dynamic targets, staffing changes and operational specifications.
- Guided organizational technology strategy and roadmaps.
- Managed network and system performance, conducting troubleshooting, security patching and maintenance.
- Led technology selection and rollout, focusing on organizational planning, provider contracts and supplier service-level agreements.
- Conferred with executives to advise and plan for short-term and long-term IT system upgrade needs.
- Closely collaborated with project members to identify and quickly address problems.
- Built, customized and repaired technology based on staff requests.
- Conducted company-wide technology instruction, onboarding, and education.
- Demonstrated familiarity with latest hardware, software, and networking technology, as well as industry trends.

Certifications

Rutgers University – Full Stack web developer (Currently in Enrolled)

ITIL Foundation Certification (1/2021) · Axelos, online

Microsoft Azure Administrator (3/2021) Stormwinds Studios

Microsoft Certified Professional (MCP) · Brick Computer Science Institute, Brick, NJ

CompTIA A+ Certification · Brick Computer Science Institute, Brick, NJ

Certified Vendor · Hewlett Packard, IBM, Toshiba, Compaq, Tektronix