

# Joseph Doti

## Project Manager - Alion Science and Technology

Utica, NY - Email me on Indeed: [indeed.com/r/Joseph-Doti/31f2272fd9dc3965](https://www.indeed.com/r/Joseph-Doti/31f2272fd9dc3965)

### WORK EXPERIENCE

#### Project Manager

Alion Science and Technology - New York, NY - August 2016 to Present

Manage projects of various scope and complexity for various U.S. department agencies, ensuring projects are completed within budget, schedule, requirements. Demonstrate superlative project management skills which exemplify efficiency, leadership, and a strong background for requirements management within the concentration of information technology

- Provide project coordination and technical exchange meetings with multiple vendors, consultants, and technologist to ensure proposed technological solutions meet the needs of the customer.
- Responsible for the creation and documentation of various project concept plans which includes cost, schedule, and requirements analysis; ensuring projects are completed in a timely manner and within funding
- Establish milestones and monitors adherence to project plans, identifying and correcting any program problems which could impeded successful project completion
- Reviews documentation and briefings by technical staff to track project requirements, gauge project resources, and identify and address any technical issues with the implementation of IT components

#### Senior IT Support Specialist

Preferred Mutual Insurance Company - New Berlin, NY - January 2015 to August 2016

Adds business value for the IT infrastructure and organizational strategy, managing projects of various scope and complexity by demonstration of proficient multi-tasking and project management skills. Works daily with senior management to drive strategic business solutions to meet both current and future IT business operations

- Provides IT customer support to organizational employees, demonstrating superior problem-solving skills in IT areas which include: Windows operating systems, virtualization technologies, active directory, various computer hardware and software applications, network components, IP phone systems and Apple/Android mobile devices
- Creates and documents processes and procedures for IT business policy, using a keen attention-to-detail to manage and use data to concisely define business needs
- Responsible for the IT departmental asset and inventory management system, maintaining 100% accountability for IT equipment and software for the operational budget. Offers recommendations to senior management on budget allocation to ensure the correct appropriation of finances to meet short and long-term endeavors.

#### Information Technician

United States Navy - Naples, IT - June 2012 to June 2014

Provided 24/7 direct support services for executive personnel across Europe, Africa, and the United States. Provided customer support services and oversight in support of administration and leadership functions for operational planning and business development. Conducted data analyses, IT risk assessments, and policy review to increase operational efficiencies and strategic direction

- Provided supervision for 19 personnel in an interactive environment; demonstrating superlative communication skills, leadership, and managerial abilities
- Managed an annual operating budget over \$100,000, staying within budget constraints to resourcefully manage over the IT infrastructure and the needed supplies for daily office objectives
- Demonstrated in-depth IT knowledge, analytical skills, and efficiency, offering direct customer service support to executive personnel for an array of Windows based applications and operating systems, DOD mission systems, mobile devices, VTC equipment, and computer hardware and cryptographic devices
- Communicated and coordinated activities with third-party vendors with the testing of various hardware and software components in the operational environment. Created test plans for hardware devices to ensure total quality before the implementation of resources into the production environment
- Ensured total compliance with the Department of Defense Information Technology program; educating staff and enforcing processes which encompassed technological standards, policies, and the execution of such in a diverse environment

### **System Administrator / Configuration Management Analyst**

United States Navy - Kunia, HI - February 2009 to February 2012

Responsible for I.T. Service Desk oversight, supervision, monitoring, troubleshooting, and maintenance of five networks, 81 business systems, and over 4,000 customer accounts. Performed various management functions and responsibilities that included managing 15 employees and ensuring customer quality and satisfaction.

- Provided system administration support among three different Windows based operating systems and five networks ensuring data availability, reliability, and security for all IT infrastructure services
- Created and implemented a comprehensive, 75 page online IT troubleshooting guide that detailed various issues and solutions to solving customer computer issues within the organizational setting. This enabled technicians and across the organizational enterprise to quickly access routine troubleshooting solutions and increase efficiency and productivity for greater customer quality and satisfaction
- Instilled an effective change management system from the ground up, creating a more methodical and practical approach to handling change processes and project management practices
- Supervised a five person change management team to create a disaster preparedness plan for company assets and instilled policies that would redefine customer service response techniques. This increased the firm's quality for more accurate and timely execution of business operations and quality assurance procedures

### **EDUCATION**

#### **Master of Business Administration in Information Systems**

Hawaii Pacific University - Honolulu, HI  
November 2014

#### **Certification in Project Management**

University of Maryland - Adelphi, MD  
2008 to 2014

#### **Bachelor of Business Administration in Business Management**

Hawaii Pacific University - Honolulu, HI  
2013

#### **Master of Science in Cybersecurity and Information Assurance**

Western Governors University