

# JASON C. TARSI

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## Qualifications Summary

***"16+ Years of Proven Expertise: Driving Advanced Technology Solutions, Inspiring Teams, and Delivering Technical Excellence, Business Value, and Customer Success."***

*Accomplished IT Professional and trusted advisor, renowned for architecting innovative cloud solutions that accelerate business outcomes. Repeatedly exceeds KPIs for on-time, on-budget delivery, and 98%+ customer satisfaction. Skilled in guiding enterprises through technology transformations. Subject matter expert across cloud, integration, security, and data. Leading high-performing teams to design cutting-edge architectures, implement them smoothly, and enable customers' strategic goals. Equipped with a Bachelor of Science (B.S.), in Cloud Computing, 10+ certifications, and mastery of the latest and mastery of the latest AWS, industry, and technology standards. Driven by continuous improvement and a growth mindset.*

## MILESTONES/ACCOMPLISHMENTS

- Drove digital transformation and adoption of innovative technologies across public safety organizations, leading to enhanced emergency response capabilities and multi-agency coordination.
- Directed successful infrastructure modernization and systems integration, exemplified by the 911 Center Modernization, enhancing efficiency, resilience, and data sharing.
- Established influential partnerships with regional government leaders and executives as a trusted advisor harnessing technology to drive mission impact, resulting in a marked increase in operational efficiency.
- Acquired extensive expertise in voice, video, and data communications platforms, managing critical systems essential for the operations of police, fire, and EMS agencies – serving a combined population of over 109,000.

## Skills

**CORE COMPETENCIES:** Consulting | Solution Selling | IT Leadership | Microservices Architecture Design | Technology Solutions Delivery | Project Management | Emerging Technology Trends | Architecture Governance and Compliance | Risk Management | Technical Integration | IT Asset Management | Compliance | Continuous Improvement | Strategic Planning | Problem-solving | Data Analysis | Stakeholder Management | Cross-functional Team Collaboration | Communication (Written/Verbal/Executive-level Reporting)

**TECHNICAL/SOFTWARE:** Amazon Web Services (AWS) | SQL | Python | PowerShell | Cloud Security | Cloud Computing | Cybersecurity | Cloud-Native Architecture | Solutions Architecture | IT Application | Web site/services operations, management, security | Systems Administration | Systems Architecture | Infrastructure/Network Architecture | IP Networking | Data & Analytics

## Work Experience

Warren County Department of Public Safety, Washington, NJ

11/2007 - Present

**IT DIRECTOR/COMMUNICATIONS MANAGER**

**TECHNICAL SERVICES SUPERVISOR**

**SUPERVISING PUBLIC SAFETY TELECOMMUNICATOR**

**PUBLIC SAFETY TELECOMMUNICATOR**

*Progressing and promoted several times as a result of solid leadership capabilities, technical expertise, and track record optimizing processes and ensuring infrastructure reliability. Leading and monitoring the performance of staff/teams per KPIs/OKRs.*

### IT DIRECTOR/COMMUNICATIONS MANAGER:

- Steered a high-performing team of 5+ technical professionals, spearheading outstanding results in infrastructure management, cybersecurity, and application support – improved the organization's capabilities and operational efficiency.
- Led development of strategic technology roadmap aligning IT initiatives with the department's short and long-term goals, resulting in \$100,000 in cost avoidance annually.
- Slashed cost by 45% by orchestrating the upgrade/migration of legacy systems and data to a geo-diverse virtual environment.
- Reduced incident response time by 20% via the rollout of an integrated, real-time communications platform, seamlessly integrating voice, multimedia, and data communication systems.
- Achieved 100% regulatory compliance with industry standards and government regulations by partnering with external stakeholders, vendors, and regulatory bodies in coordinating cybersecurity, disaster recovery, and systems audits.

### TECHNICAL SERVICES SUPERVISOR:

- Supervised Technical Services staff, ensuring seamless repair and maintenance of radio, phone, and site equipment for Warren County's 911 Center, Fire Academy, and Office of Emergency Management – boosted radio network uptime to 99.9%.

- Reduced equipment downtime by 75% by providing preventive maintenance services/radio programming across 3 facilities.
- Spearheaded the expansion and integration of Warren County's Public Safety Radio Network, facilitating access for mutual aid agencies and incorporating new technologies, leading to a 20% increase in network coverage and capabilities.
- Led the Mobile Field Communications and Command unit enabling on-scene emergency coordination for fire, police, and EMS incidents – slashing incident response time by 45 min.
- Supported the IT Team in troubleshooting, maintaining, and upgrading various computer systems throughout the Department of Public Safety – delivering 99.95% system availability across departments.

**SUPERVISING PUBLIC SAFETY TELECOMMUNICATOR:**

- Led teams of up to 10 telecommunicators, optimizing workload distribution and improving emergency call handling by 15%.
- Ensured 100% protocol adherence by developing enhanced training and auditing procedures.
- Streamlined dispatcher testing and onboarding, reducing training time for new hires by 30%.
- Handled 2,500+ emergency calls annually with 100% accuracy in a computer-aided dispatch system.
- Automated notifications for critical incidents, reducing notification times by 50% across the command chain.

**PUBLIC SAFETY TELECOMMUNICATOR:**

- Maintained exceptional accuracy in accepting and routing incoming emergent and non-emergent calls for service, achieving a 99.5% error-free rate in entering information into the Computer Aided Dispatch system.
- Supported training program overhaul, helping cut onboarding time for new hires by 35%.
- Improved contract information/database accuracy by conducting outreach to hundreds of businesses and property owners – led to a 30% improvement in emergency response efficiency.

**Earlier Roles**

Per-Diem Emergency Medical Technician, Lopatcong Emergency Squad, Phillipsburg, NJ	09/2015 - 11/2019
Per-Diem Emergency Medical Technician, Whitehouse Rescue Squad, Readington, NJ	09/2013 - 01/2016

**Education**

Bachelor of Science, Cloud Computing, Western Governors University, Salt Lake City, Utah	06/2023
- Received the Excellence Award in Technical Communication	

**Certifications**

For the full list see <u><a href="#">LinkedIn certifications section</a></u>	
(ISC)2 Certified Cloud Security Professional	05/2023 - Present
AWS Certified Solutions Architect - Associate	04/2023 - Present
Microsoft Certified: Azure Administrator Associate	01/2023 - Present
Microsoft Certified: Azure Developer Associate	06/2023 - Present
AWS Certified Cloud Practitioner	05/2022 - Present
Microsoft Azure Fundamentals	06/2022 - Present
CompTIA A+	11/2021 - Present
CompTIA Network+	11/2021 - Present
CompTIA Security+	05/2022 - Present
CompTIA Cloud+	08/2022 - Present
Professional Development Courses: Leadership Foundations from the National Society of Success and Leadership	2023

**Projects**

<b>Cloud Resume Challenge:</b>	08/2023
- Created a scalable and secure cloud-based resume using AWS services, including S3, CloudFront, Lambda, DynamoDB, and GitHub CI/CD tools, to present technical skills and projects to potential employers ( <a href="https://cloudresumechallenge.dev/docs/the-challenge/aws/">https://cloudresumechallenge.dev/docs/the-challenge/aws/</a> ).	
<b>911 Center Modernization:</b>	06/2019 - 02/2023
- Directed the architectural design and effective implementation of IP-based phone and radio systems across diverse locations, bolstering emergency communication and slashing response times.	
- Pioneered a resilient geo-diverse backup center, guaranteeing uninterrupted 911 services during crises and outages, while also reinforcing disaster recovery capabilities.	
- Orchestrated seamless upgrades to virtualized infrastructures for all critical systems, streamlining resource usage, enhancing scalability, and trimming operational expenses across the 911 framework.	