Justin T. Cole

(207) 332-7379 | justin@justintcole.com | 93 Shapleigh Road, Lebanon, ME 04027

SUMMARY

Adaptable and analytical self-starter with a decade of experience in IT operations. Has implemented long-term departmental plans including budgeting. Able to balance immediate and long-term "bottom line" impact of projects. Experienced in balancing task priorities across multiple projects simultaneously. Able to acquire new skills and technical expertise quickly.

RELEVANT SKILLS AND ACCOMPLISHMENTS

- Well-versed in back-up/recovery concepts; designed and implemented robust backup plans in two organizations and dramatically improved the system in two others.
- Responsible for nearly $1,500,000 in equipment spanning individual laptops for nearly 1,000 students and the infrastructure to support them.
- Implemented predictive monitoring on production servers.
- Adapted and created custom scripting to accelerate laptop imaging process.
- Implemented remote access for technicians to provide faster response time to remote sites.
- Implemented help request management systems that decreased request handle time while allowing for an additional 500 workstations to be added to the system.
- Consistently assessed root cause and was able to extract action points and user requirements of any situation.
- Supervised four direct reports and four high school student volunteers; mentored three peer employees.
- Compiled data on performance into useful metrics and facilitated daily conversations (similar to Scrum sessions) on performance and points of concern.

EXPERIENCE

Information Systems Engineer 3| WEX | 2017-Current

- Compiled comprehensive Windows Server inventory document and patching tracker.
- Built a patching cycle to increase predictability for all stakeholders.
- Configured and administered IBM BigFix for patch management of Windows Servers.
  - Including design and creation of patching groups, fixlets, and tasks
- Worked with SCCM and WSUS for patching in subsidiaries as needed
- Audited existing servers for superfluous instances to reduce resource costs
  - More than 500 servers decommissioned in the first 15 months.

Cloud Services Manager | Pantek / Metisentry | 2016-2017

- Assisted in the integration of multiple workflow and tracking system methods post-merger.
- Managed hourly and salary employees as well as contractors.
- Oversaw the daily operations of the cloud services and hosting departments.
- Managed the inbound migration of multiple clients:
  - Single clients migrating.
  - Multiple clients acquired from other entities.
  - Entire data centers' worth of clients as data center operations closed down.

IT Team Lead | Smartware Group | 2016

- Managed the workflow of the IT Group.
  - Redrafted workflow to improve the efficiency of IT tasks.
  - Implemented operational metrics on production systems.
- Implemented a predictive monitoring solution on production equipment.
- Instrumental in developing a regulated and predictable product release schedule.
- Administered virtual web servers, load balancer, and MS SQL clusters.
- Implemented change to double backup capacity for 2/3 the price.
- Vetted customers for technical readiness for product installation.

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Team Lead & Senior Case Manager | IDEXX Laboratories | **2011 – 2015**
- Developed metrics, scripting, tracking tools, and data collection tools for multiple customer-interaction projects.
- Named a "Top Performer" for Support for 2014.
- Generated innovative solutions that resolved customers concerns and negotiate with internal business partners and customers to reach universal acceptance.
- Coordinated resolution efforts between various corporate departments and resources.
- Evaluated business needs for resolution of customer concerns and work with appropriate IDEXX staff to resolve.

Technology Director | Multiple Organizations

2009 - 2011: Winslow Schools, Winslow, ME | 2007 - 2009: The Liberty Management Group, Portland, ME
2005 - 2006: School Union 7, Saco, ME | 2003 - 2005: Maine School Administrative District 63, Holden, ME
- Planned, executed, and managed all IT projects.
- Supervised up to four employees and up to four student volunteers.
- Managed approximately $1,500,000 in technology assets including approximately 1,000 student laptops.
- Built, and defended, the necessary supporting budget to maintain operations, including long-term planning.
- Implemented a helpdesk system that increased performance and decreased response times while allowing for an additional 500 workstations (approximately 1500 total).
- Administered all networks and servers for up to seven physical sites across a variety of operating platforms.
- Chaired district Technology Committee to propose and update all technology-related curriculum, policies and procedures.
- Worked with Technology Directors in neighboring towns to further leverage limited resources.
- Created image-enhancing materials for 1-to-1 laptop deployment through customized scripting.
- Designed and implemented a robust backup system to ensure long-term data availability.
- Audited telecommunication expenses yielding a reduction of $1,100 per month.
- Evaluated and analyzed organizational needs as they related to technology.
- With only 10 days of lead time performed a successful technology migration from one office site to another.

EDUCATION

University of Phoenix, Phoenix, AZ
> Masters of Business Administration (3.86 GPA, 2016)

Worcester Polytechnic Institute, Worcester, MA
> Bachelor of Science: Management Information Systems, Humanities and Arts with Drama/Theatre (3.0 overall GPA, 2001)

CATEGORIZED SKILLS & TECHNICAL EXPERIENCE INVENTORY

System Administration / User Support:

Windows domain administration, IIS administration, network file storage/ storage area networking (SAN), IBM BigFix, disaster recovery/backup and recovery/data loss protection (DLP), network design, infrastructure management and planning, virtualization concepts and theory, Software as a Service concepts and business models, project management, VMWare/VCenter, vSphere, VirtualBox, IBM BigFix, SCCM, WSUS

Operating Systems:

Apple's OSX (workstation and server), MS Windows (workstation and server), Linux, iOS, BSD

User-Level Applications:

MS Office, Service Now, Cherwell

Programing:

HTML, CSS, BASH Scripting

Other, General Experience:

Telnet, SSH (Secure Shell), FTP (File Transfer Protocol), Software as a Service business concepts and application, graphic design and sign construction, DNS (Infoblox, Bind, and ProBind)