Justin T. Cole

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SUMMARY

I am an ambitious self-starter who excels at solving problems. Being adaptable and analytical compose the very foundation of my career. These two traits have brought me success in every situation and drove solutions to the large-scale problems I have faced. I have developed and implemented revisions to the entire scope of IT Department strategies and budgets as well as created plans to dramatically improve performance of operations. I am well-equipped to handle rapidly changing, fast-paced environments. I have always been a quick learner who is able to absorb new environments, skills, and technical information quickly.

RELEVANT SKILLS AND ACCOMPLISHMENTS

- Developed detailed business expansion plans.
- Developed a testing scenario to more adequately mimic user loads.
- Well-versed in back-up/recovery concepts; designed and implemented robust backup plans in two organizations and dramatically improved the system in two others.
- Plan, execute, and manage projects related to technology infrastructure and products.
- Responsible for nearly $1,500,000 in equipment spanning individual laptops for nearly 1,000 students and the infrastructure to support them.
- Retained/saved customers up to $300,000 in revenue through careful application of soft skills and project management abilities.
- Tripled expected IDEXX workload; successfully managing up to 46 concurrent customer projects.
- Implemented predictive monitoring on production servers.
- Adapted and created custom scripting to accelerate laptop imaging process.
- Developed a new product offering that netted an additional $100,000 in revenue in the first year of sales.
- 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.
- Chosen to lead documentation project to update ISO 9000 documentation; crafted and updated technology use policies in an academic environment.
- Chosen to lead multiple call projects established by IDEXX upper management.
- Audited telecommunication expenses and generated a savings of $1,100 per month.
- Planned and executed corporate office relocation within 10 days.
- Crafted a dynamic mathematical business model to generate projections of performance for different scenarios.
- Named a "Top Performer" at IDEXX for 2014.

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DETAILED EXPERIENCE

Information Systems Engineer 3| WEX | **2017-Current**

- Assessed overall Microsoft Windows Server installation.
- Compiled comprehensive Windows Server inventory document and patching tracker.
- Provided recommendations on critical next-steps and long-term sustainability.
- 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 IBM Big Fix, 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.
- Assisted in Compliance Auditing as needed.
- Assisted in general Windows Server Administration as needed
- Completed documentation related to the above to remain compliant with SOX and PCI.
- Updated department manual
- Completed user-generated service tickets in a proactive and timely manner.

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.
- Managed the work of multiple external contractors.
- Oversaw the daily operations of the cloud services and hosting departments.
  - More than 300 servers serving more than 5,000 web sites.
- Worked directly with customers.
- Generated multiple branding and operational improvement suggestions.
- Generated ideas for low-cost employee benefits.
- 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.
- Drafted official, customer-facing documentation.
- Made decisions regarding appropriate compensation levels and pro-bono work for customers.
- Conducted hands-on technical work for multiple platforms and services.
- Identified sales opportunities with existing clients.
- Outlined expansion concepts for new Managed Service Provision areas.

IT Team Lead | Smartware Group | **2016**

- Served on the Corporate Steering Committee:
  - Presented multiple product line enhancement and expansion ideas.
  - Researched equipment for a mobile tablet training kit for field training contracts.
  - Researched phone systems leading to management's implementation of an improved capacity system.
- Managed the workflow of the IT Group:
  - Redrafted workflow to improve the efficiency of IT tasks.
  - Implemented operational metrics on production systems.
- Designed CRM structure used for HelpDesk and IT.
- Implemented a predictive monitoring solution on production equipment.
- Instrumental in developing a regulated and predictable product release schedule.
- Created, updated, and edited both internal and customer-facing technical documentation:
- Administered virtual web servers, load balancer, and MS SQL clusters.
- Implemented change to double backup capacity for 2/3 the price.
- Assisted with customer relations for heightened performance concerns
  - Within first two months resolved two major customer concerns dating nearly two years
  - Coaxed multiple other customers into participating in resolution efforts.
- Vetted customers for technical readiness for product installation

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Team Lead & Senior Case Manager | IDEXX Laboratories | **2011 – 2015**
- Provided leadership and case management guidance for Cornerstone CRT members.
- Developed strategy for team operations and workflows as needs require.
- Acted as load-balancer for the team work volume.
- Individually selected to curate a media library and operate distribution channel for week-long immersion event for all Customer Support staff.
- 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.
- Managed the relationships of customers who have a damaged perspective of their customer service or product performance experience.
- Managed up to 46 concurrent projects to mitigate critical customer situations.
- Provided additional support and attention to customer situations that preserved customer accounts with up to $300,000 in annual revenue to IDEXX.
- Coordinated resolution efforts between various corporate departments and resources.
- Managed customer compensation requests as related to problems with equipment and/or support concerns.
- Worked with team members to improve procedures and methodologies for greater efficiency.
- Created and update departmental documentation as needed.
- Evaluated business needs for resolution of customer concerns and work with appropriate IDEXX staff to resolve.
- Hand-selected to be a part of a special inbound call queue to handle inquiries about "the boldest change IDEXX has ever made."

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.

Business Development Manager | PRC Technologies | 2006 – 2007

- Developed key business partnerships for new product resulting in over $100,000 of additional revenue in 2006.
- Managed key vendors and sales accounts to ensure most competitive offerings to customers.
- Evaluated and analyzed business needs of customers to determine future product expansions.
- Generated marketing materials and provided on-site sales presence for customer accounts.

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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)

CERTIFICATIONS & TRAINING

Presented by IDEXX:
- Lean / Six Sigma (Completed a 160-hour course at IDEXX – 2015)
- The MAGIC of Customer Relations (2011)
- What's My Communication Style (2012)
- How to Run Productive and Effective Meetings (2015)

American Management Institute:
- Getting Results without Authority (2012)

VitalSmarts:
- Crucial Conversations (2012)

Wilson Learning:
- Wilson Social Styles (2012) – Analytical Analytical

Clifton Strengths Finder:
- Rated – Strategic, Analytical, Achiever, Intellection, Learner (2014)

Management and Strategy Institute:
- Change Management Specialist (2014)
- Six Sigma Lean Professional (2014)

ScrumTrainingSeries.com:
- Intro to Scrum (2014)
- Backlog Refinement Meeting (2014)
- Scrum Sprint Planning Meeting (2014)
- Daily Scrum Meeting (2014)
- Sprint Review Meeting (2014)
- Sprint Retrospective Meeting (2014)

Smart-BA.com:
- Business Analyst in 3 Slides (2014)
- Modules 01-07 (2014)
- Business Data Modeling – Why and How (2014)

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CATEGORIZED SKILLS & TECHNICAL EXPERIENCE INVENTORY

System Administration / User Support:

Windows domain administration, MS Exchange, FirstClass server administration, IIS administration, MS SQL Server administration, network file storage/ storage area networking (SAN), DHCP, TCP/IP, LAN (wired and wireless), Samba, hardware configuration, advanced technical trouble shooting, system imaging, SonicWall firewalls / firewall concepts and execution, Sophos, CommunigatePro, SmarterMail, IBM BigFix, IceWarp, VPN concepts, disaster recovery/backup and recovery/data loss protection (DLP), database architecture concepts, network design, Moodle implementation, infrastructure management and planning (including OSI stages understanding), network security concepts and application, (including network scanners), 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, MS Dynamics, MS Project, image manipulation programs, IDEXX CRM (Beacon and FirstWave), WHMCS, Manage (the Metisentry customer CMS), Plesk, cPanel, Service Now

Analysis Tools (Basic exposure, eager to learn):

JMP, Lavastorm, Tableau

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)