

# 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

- 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.
- 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.
- 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.

## 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 the work of multiple external contractors.
- 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

- Researched equipment for a mobile tablet training kit for field training contracts.
- Researched phone systems leading to management's implementation of improved capacity system.
- 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.
- 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**

- 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.
- Coordinated resolution efforts between various corporate departments and resources.
- Managed customer compensation requests as related to problems with equipment and/or support concerns.

## **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
- 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).
- 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.
- 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)

## **CERTIFICATIONS & TRAINING**

### **Presented by IDEXX:**

- Lean / Six Sigma (Completed 160-hour course at IDEXX – 2015)

### **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)