

IT MANAGER ASSISTANT/NETWORK ENGINEER

Executive Summary

Over 13 years of leadership, management and engineering experience, escalation support for various technologies for medium to global enterprise environments with excellent communication and problem-solving skills. Experienced portfolio manager with excellent client and project management skills. Action-oriented with strong ability to communicate effectively with technology, executive, and business audiences.

Core Qualifications

- Project Management
- Operations management
- Sound judgment
- Complex problem solving
- Staff Motivation
- Time Management
- Analysis
- Business Development
- Communication Skills
- Fast Learner
- Leadership
- Staff Training
- Root cause analysis
- Organizational Skills
- Performance testing
- Firmware upgrades knowledge
- LAN and WAN expertise
- Complex problem solving
- Talented multi-tasker
- Customer-oriented
- Strategic planning
- Interpersonal skills
- Linux and Unix experience

Professional Experience

IT Manager Assistant/Network Engineer Oct 2014 to Current

Hologic 1/4 Kirkland , IL

- Establishes networking environment by designing system configuration; directing system installation; defining, documenting, and enforcing system standards.
- Maximizes network performance by monitoring performance; troubleshooting network problems and outages; scheduling upgrades; collaborating with network architects on network optimization.
- Secures network system by establishing and enforcing policies; defining and monitoring access.
- Updates job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations.
- Accomplishes information systems and organization mission by completing related results as needed.
- Reporting network operational status by gathering, prioritizing information; managing projects.
- Skills/Qualifications: Tracking Budget Expenses, Project Management, Problem Solving, LAN Knowledge, Proxy Servers, Networking Knowledge, Network Design and Implementation, Network Troubleshooting, Network Hardware Configuration, Network Performance Tuning, People Management.

Manager Apr 2014 to Current

Kaiser Permanente 1/4 Gaithersburg , MD

- Create exceptional value in the lives of our customers by delivering legendary customer service, provide associates with a safe, supportive and motivating working environment which encourages innovation and commitment.
- Lead store associates to deliver the brand story and customer service.
- Organizing on-going training and development for team in support of skills development and professional growth.
- Maintain cooperative working relationships and frequent communication with property managers through daily
- Anticipates problems before they occur; explores underlying reasons for recurring laboratory problems; goes beyond symptoms to get at causes; strives to develop long-term solutions.
- Complete required administrative and operational functions for management
- Document team performance and address any issues through corrective action in accordance with Lenscrafter and the others policy.
- Motivate and influence, critical thinking, coach, develop foster team work.
- Maintain weekly communication with team
- Ability to manage multiple priorities, organizational skills and time management.
- Work with HR on staffing needs and the interviewing and hiring process.
- Problem solving and decision making skills.
- Trained, coached and mentored staff to ensure smooth adoption of new program.

Optical Manager Jan 2014 to Apr 2014

A-Gas Americas 1/4 Cleveland , OH

- Arranging and maintaining displays of optical merchandise
- Recruiting and hiring associates. Maximizing revenues and controlling costs.
- Work with HR on staffing needs and the interviewing and hiring process.
- Ensuring visual and brand standards are set in accordance with company direction Managed team of seven professionals
- Team building and management
- Managing all facets of optical, retail store operation, assisting clients in selecting frames according to style and color, ensuring that frames are

coordinated with facial and eye measurements and optical prescriptions, controlling inventory.

- Maintain weekly communication with team
- Reducing and controlling expenses by monthly expenditure.
- Ensuring all associates are appropriately trained to delight every customer
- Maintaining organized records of customer prescriptions, work orders and payments.
- Increased profits by developing, initiating, and managing by following up with previous customers.
- Set performance standards and conduct annual reviews.
- Maintain client retention and increase revenue of existing clients.
- Maintain CRM database by inputting leads and updating activity.
- Engage in personal and professional development.

Project Lead Technical/Software Engineer Sep 2009 to Jan 2014

A-Gas Americas 1/4 Concord , CA

- Installing licenses, performed system validation testing of superdome systems, Implementation, documentation, complete analysis and root cause resolution, application monitoring, network storage, and HP's leading edge complex high-end server.
- Project management techniques, Software testing, iLO firmware, BIOS, debugging and analyzing complex issues, deployment, Unix Servers and clusters, responsible for correcting issue, documenting, and development of activities in a reasonable manner, Brocade IP, UEFI, OS USB, Embedded MSA, HP Blade, ESX server.
- Troubleshoot HP-UX, shell scripting, debugged, and repaired Software and Hardware systems.
- Emulex, Raid, Meat Grinder, Guide, Remus, MQD, FC cards and fiber channel, analysis of failures, HP 3par, ISS, ESSN, HP ProLiant server. Transmitting documents, managing project websites, planning project meetings, contracting documents, regular internal reporting and coordinating key internal functional groups for business development.
- Participated as a team leader in network reconfiguration activities focused on the achievement of improved network performance, SAN enterprise, creating, and maintaining.
- Conducted engineering and detailed experimental tests to collect design data and assist in research work.
- Followed up on manufacturing and field reports and resolved outstanding problems.
- Install server hardware and software infrastructure. Set up user accounts and passwords.
- Manage email, spam, and virus protection.
- Ensure networks are running smoothly.
- Completed projects by effectively applying engineering, technical and maintenance procedures.
- Implemented schematics, diagrams and written and verbal descriptions to effectively solve engineering project issues. Diagnosed and troubleshooted Linux and Windows processing problems and applied solutions to increase company efficiency.

Lab Manager May 2007 to Jul 2009

A-Gas Americas 1/4 Dallas , TX

- Mentored
- Identified inefficiencies and made recommendations for process improvements.
- Adjusting eyewear and performing repairs on damaged frames.
- Calculating, generating, edging and mounting lenses on frames.
- Fixing machines.
- Created training manuals targeted at resolving even the most difficult customer issues.
- Monitored the daily activities
- Developed, implemented and monitored programs to maximize customer satisfaction.
- Improved service quality and increased sales by developing a strong knowledge of company's products and services.
- Addressed negative customer feedback immediately.
- Effectively managed departmental expenses to stay within allocated budget.
- Resolved customer questions, issues and complaints.

Lab Manager Feb 2005 to May 2007

Schwiezer Optik 1/4 City , STATE

- Customer Service and relations
- Instructed patients on the proper care of eyeglasses and contact lenses.
- Wrote clear, detailed work orders and instructions for grinding lenses and fabricating eyeglasses.
- Heated, shaped and bent plastic and metal frames to adjust eyeglasses for clients.
- Confirms that frames were correctly built with facial and eye measurements and optical prescriptions.
- Maintained organized records of customer prescriptions, work orders and payments.
- Management, problem solving, decision making, leadership
- development, team building, organization, Analysis, computer system, assisting in marketing and advertising decisions
- Building and maintaining a continued focus on profitability and quality
- Measuring, monitoring, and improving performance of the ophthalmic laboratory operations

Lab Manager Mar 2000 to Jan 2005

Texas State Optical 1/4 City , STATE

- Building and maintaining a continued focus on profitability, quality and customer service.
- Measuring, monitoring, and improving performance of the ophthalmic laboratory operations and customer service.
- Hiring, developing, motivating and retaining a first-rate management team to execute operational and profit strategies.
- Oversee the development of strategic plans and budgets for the Lab.
- Instructed patients on the proper care of eyeglasses and contact lenses. Wrote clear, detailed work orders and instructions for grinding lenses and fabricating eyeglasses.
- Heated, shaped and bent plastic and metal frames to adjust eye glasses for clients.
- Confirms that frames were correctly built with facial and eye measurements and optical prescriptions.
- Set individual budget for regions/districts and monitor expenses across respective regions.

Education

MBA , Engineering Management 2011 American Century University i¼ City , State , USA

Major: Manage Test People

Bachelor of Science , Computer Science 2010 ACU i¼ City , State , USA

Major: Bachelor of Science in Computer Science/Engineering

Associate of Science , CCNA Cisco Systems 2002 Lone Star Community College i¼ City , State , USA

Information Technology

Licensed , Apprenticeship Optician 1993 Opticianry School i¼ City , State , Italy

Professional trained in frame stylist, customer service, account receivable, coaching client how to use contact lenses.

Affiliations

Who's who among executives and professionals

Skills

Microsoft applications, Automation, business development, C, C++, charts, Cisco Nexus, coach, Interpersonal skills, Hardware configuration, computer applications, concept, Controller, CSS, debugging, decision making, direction, documentation, Firewall, flash, floppy drives, focus, functional, GUI, help desk, HP, HP-UX, HTML, innovation, Internet Explorer, team leader, management skills, MS Access, MS Excel, Microsoft Office, MS Office, MS Outlook, PowerPoint, Windows, modems, mother boards, DOS, MSA, multi-meters, enterprise, network security, Networking, NICs, OS, operating system, organizational skills, oscilloscopes, problem solving, Project management, ProLiant, quality, RAID, research, Routers, SAN, SAS, schematics, scientific, SCSI, servers, Shell Scripting, Software/Hardware testing, Strategic Planning, Switches, TCP/IP, team work, technical support, test equipment, time management, Troubleshoot, Troubleshooting, Unix Servers, upgrades, validation, LAN/WAN, Computer System, flow diagnosis, conceptualization of networks and beyond, Conceptual Levels of Analysis, Communication Flow.