

Wilfred Curnow Jr.

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Proactive IT Director with 18 years of experience in development and maintenance of mission critical systems. Adept at designing, deploying and implementing physical and virtual server environments. Experienced in project management, database management/normalization, enterprise resource planning and business continuity solutions. Adept team leader in diverse & fast-paced environments.

Technical Proficiencies

ERP	SAP, Sage, Mas90, Mas200, gloStream, Orion Law, Pro Law
EMR	Daysmart, Zenoti, symplast, nexttech, meevo, salonbiz, patient now, Vagaro
DBMS	Oracle, Oracle SQL Server, SQL, Microsoft SQL Server, Access
Cloud	Microsoft Azure, Amazon AWS, Hybrid-Cloud, Sharepoint
Operating Systems	Windows XP, Vista, 7, 8.1, 10, Server 2008, 2012, SBS 2008, 2011, ESXi, RedHat, SuSE, Apple OS X, FreePBX, Untangle, Kali, Linux, Free BSD, android, iOS, VMware
Software	MS Office (Word, Excel, PowerPoint, Outlook), Exchange, SAP, Single Sign On
Programming & Languages	Java, JS, C#, V Studio, VB, HTML, Flash, XML, SQL, C++, CSS, PHP, Batch, Bash, Spanish
Networking	Wireless/Virtual Local Area Network (WLAN,VLAN,LAN), Wide Area Network (WAN) TCP/IP, Virtual Private Network (VPN), Storage Area Network (SAN), Active Directory (AD), Wireless LAN Controller (WLC), Identity Services Engine (ISE), SECUI (Secure User Interface) SD-WAN, NTLM, LDAP, SAML
Hardware/Systems	Cisco/HP router & switch management, Sonicwall, Untangle Firewall, Virtualized Environments (VMWare, HyperV), Voice over IP (VoIP), Multi-Function Printers (MFP)
Tools	Agile Project Management, ITIL BP, Microsoft SCCM, NASCA, ESCORT, SECUPRINT, Symantec, Windows Patch Management & BKUP, Acronis TruImage, Datto, offsite BUDR. Active Directory, Docker, ITIL, SCRUM, ShadowProtect, TFORM, JIRA, Service Now

Professional Experience

Advanced Med Aesthetic Partners

November 2023 – Current

Senior IT Manager – Responsible for managing resources, timeline & budget for EMR conversion / Zenoti rollout. Managed procurement and deployment of hardware at HQ & med spa locations. Deployed business continuity solutions to various key practices in order to ensure business remained functional during ISP related outages. Managed helpdesk personnel and all 3rd party vendors. Managed SSO rollout across all internal apps used as well as associated access permissions.



Professional Experience

Data Agility Group

August 2022 – Nov 2023

IT Project Manager – Responsible for managing resources, timeline & budget for client projects. Also functioned as internal software development scrum master for web app development (ROI Calc & TFORM)

- **Experian**
 - Provided in-depth reporting on inventory (physical & logical)
 - Provided complete data center inventory as well as relocation services (Texas to Tennessee)
 - Provide vendor management for mission critical systems.
- **Baylor Scott & White Health**
 - Performed vulnerability security audits on data center systems
 - Provided in-depth reporting on inventory (physical & logical) & update accordingly in Service Now
 - Provide application dependency mapping on mission critical systems, servers, & applications

IM.Academy

August 2021 – August 2022

IT Director – Responsible for global migration of Rackspace services to Microsoft Azure, Office 365 and Microsoft Teams environment. Managed implementation of new back office system on Amazon AWS cloud.

- Performed various security audits on Amazon AWS and Microsoft Azure cloud based systems
- Implement backup and disaster recovery plan for mission critical systems
- Provide vendor management for mission critical systems.
- Provided service outage root cause analysis and resolution
- Manage IT Operations budget & asset control
- Provide Tier 3 support for executive team

Samsung [Data Services]

Feb 2019 – August 2021

IT Director – Implemented SD-WAN environment in multiple branch offices organization wide. Managed Microsoft Office 365 Migration in private cloud. Augmented workforce by bringing in new leaders.

- Performed various security audits on servers and border devices/ routers / firewalls (Symantec/SECUI/CISCO)
- Improved network security through the use of proxy servers with Kerberos authentication
- Provided service outage root cause analysis and resolution
- Manage IT Operations budget & asset control
- Implemented O365 w/ SSO organization wide
- Provide Tier 3 support for engineers

Samsung Electronics

August 2016 – Feb 2019

Regional IT Infrastructure Manager - Implemented, documented and supported networks in Latin America Region (12 countries, 14+ locations). Managed and maintained several projects including Symantec proxy servers, CISCO Wi-Fi and Office 365. Managed Tier 1 & Tier 2 personnel. Provided Tier 3 support to all Latin America locations for network issues. Support technicians in local and remote offices in issues related to network and workstation triage. Manage SAP ERP permissions and access control.

- Performed various security audits on proxy servers as well as firewalls (Symantec/SECUI/CISCO)
- Improved network security through the use of proxy servers and LDAP integration
- Performed domain migration for offices and moved them into global domain
- Configured/deployed/maintained wireless Infrastructure in Latin America
- Provided service outage root cause analysis and resolution
- Provide Tier 2/Tier 3 support for all 14 locations
- Manage IT Operations budget & asset control
- MIS onboarding trainer



NuTech I.T. Managed Services	January 2012 – August 2016
Network Engineer - Implemented, documented and supported networks for managed services clients. Provided clients with redundant servers and business continuity solutions. Supported ERP and DB solutions including: Sage, Mas90, Mas200, gloStream, Orion Law, Pro Law. Provided cloud backup and offsite server management as well as backup image testing. Managed remote and on-site end user support with workstations as well as network related issues. Managed Active Directory, Exchange Server, DNS resolution as well as MX records for clients. Deployed multifunction printers, network upgrades, and redundant WAN connections as needed.	
<ul style="list-style-type: none">• Designed, deployed and maintained infrastructure for multiple businesses in various industries including healthcare, legal, education, hospitality, direct sales, MLM• Setup in-house phone systems and offsite PBX servers• Managed clients Active Directory systems	
Preventive I.T. MSP	November 2008 – December 2011
Network Administrator - remote support agent for managed services clients. Provided onsite support for workstation and server related issues. Performed workstation and server deployments as required. Designed business continuity solutions and provided clients with e-mail antivirus and spam filtering. Supported ERP solutions including: Sage, Mas90, Mas200, gloStream, Orion Law, Pro Law.	
<ul style="list-style-type: none">• Provided remote and onsite end-user support for businesses in several industries• Provided clients with reports as necessary	
Geek Squad	September 2007 – November 2008
Senior Technician – diagnose and troubleshoot workstation and network issues for business clients. Provide recommendations for upgrades as well as consultations for how to better protect the client's network as well as provide increased uptime and redundancy.	
Miami Dade County Public Schools	Summer 2006 & Summer 2007
Network Administrator – Perform domain migration to migrate all schools to new MDCPS domain with centralized AD server. Performed Infrastructure upgrades during the summer in order to facilitate increased network traffic & overhead	

Education

Samsung SECUI Korea	April 2017
<ul style="list-style-type: none">• SECUI Firewall Certified	
Florida International University	2007 - 2012
<ul style="list-style-type: none">• BS Information Technology / KCA	
Miami Lakes Educational Center	2002 - 2006
<ul style="list-style-type: none">• CCNA 1-4 / IT+ Certified	

References

Giarcarlo Boucugnani, Esq Samsung Corporate Legal Counsel – Legal & Compliance - (305)519-7688

More available upon request