Professional Summary

Results-driven IT leader with over 9 years of experience managing and modernizing network infrastructure and systems in both private and military sectors. Proven track record in leading cross-functional teams, optimizing enterprise IT environments, enforcing cybersecurity standards, and driving strategic growth. Expertise in on-premise server management, Active Directory, network routing/switching, and vendor oversight. Adaptable, hands-on leader committed to uptime, security, and scalable IT architecture.

Professional Experience

Director of Information Technology - Uniweld Products, Inc. Jul 2022 – Present

- Lead enterprise-wide IT operations including infrastructure, security, and systems performance across physical locations.
- Implemented policies for endpoint/server/application security, aligned with regulatory standards and internal audits.
- Spearheaded IT cost-optimization projects that reduced system downtime and improved network speed and reliability.
- Provide executive counsel on long-term technology strategy, vendor relationships, and scalable systems architecture.

IT Manager - Uniweld Products, Inc. Dec 2019 – Jul 2022

- Managed daily operations of the IT team, establishing performance goals and mentoring team members.
- Oversaw network administration including routing, switching, and VPN configuration.
- Led cross-departmental tech initiatives, including server upgrades, ERP integration, and helpdesk escalation improvements.
- Coordinated business continuity planning and cyber response strategies.

IT Administrator - Uniweld Products, Inc. Aug 2015 – Dec 2019

- Maintained on-site servers and administered core systems including Active Directory and IFS ERP.
- Delivered Tier I/II support, implemented patches, and optimized system availability across departments.
- Improved hardware/software efficiency through preventive maintenance and structured rollout planning.

Directory Service Technician - United States Air Force May 2011 – Sep 2012

- Administered global Active Directory, group policies, and secure object management for mission-critical systems.
- Performed network security scans and maintained DoD compliance in high-security environments.
- Resolved support tickets in a high-pressure, fast-paced setting while ensuring uptime and integrity.

Education

- Information Technology Training, 81st Training Wing, Keesler AFB | 2011
- High School Diploma, South Plantation High School | 2010

Certifications

- CompTIA Security+ (Expired 2014)
- Top Secret Security Clearance (Inactive)

References

Available upon request.

Contact

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Core Competencies

- IT Infrastructure & Network Design
- Microsoft 365 & Active Directory Administration
- On-Site Server Implementation & Maintenance
- Cybersecurity Standards & Compliance
- Team Leadership & Staff Development
- Aruba Network Systems
- IT Policies, SOPs & Change Management
- Vendor Management & Contract Negotiation
- LAN/WAN, VLAN, VPN & Firewall Administration
- Cross-Platform Systems: Windows, Linux, macOS

Britten Falcher