Saad Yaseen, *MBA, ITIL, SSCP, MCSE*

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Technology Professional with 20+ years of progressive hands-on experience in IT infrastructure and systems administration, project management and strategic planning. Goal oriented individual with sense of disciplined urgency and an excellent vision for the “Big Picture” as well as an eye for detail. A team player and a leader in Business/IT alignment who favors collaborative approaches with internal & external partners. Tenacious resolve and positive attitude in challenging situations.

**PROFESSIONAL EXPERIENCE:**

**Agent Support Group, New York, NY** *IT Manager* **4/2012-Present**

* Design, maintain, upgrade, support and provide roadmap for the IT infrastructure for all offices of NYC’s premier financial firm.
* Created a clear strategic vision for IT that supports business objectives. Ensure the execution of strategies and key projects by providing hands-on leadership and support for day-to-day activities of the IT department.
* Administer Win 2012 AD domain with DHCP, DNS, VLAN, routers, firewalls, Microsoft & VMware servers.
* Supervise technically diverse staff through the delivery of a high level, consistent and responsive help desk services. Leveraging extensive experience in IT Service Management – support and services.
* Achieved 50% cost savings and improved administration by migrating to Hosted Microsoft Exchange from IMail server. Enabled email communications more secure by establishing TLS connections with major clients.
* Installed Cisco Meraki security appliances, replacing Juniper routers.
* Led the implementation of cloud based Smart Office a leading CRM solution in financial industry.
* Facilitated the paperless office drive by rolling out PaperClip – a document management/scanning solution.
* Successfully completed Smart Office’ integration with PaperClip.
* Partnered with departments all across in streamlining On-Boarding and Off-Boarding process.
* Build and maintained vendor relationships. Ensure Service Level Agreements (SLAs) are achieved or exceeded.
* Produce detailed time line for each application release and implements effective project control by monitoring the progress of the software release and reporting the status.
* Ensure all systems and operations conform to IT security best practices.
* Reduced 75% cost on VoIP telephony by migrating phone system to the cloud based vendor.
* Responsible for department budget and able to continually implement cost effective strategies for company-wide savings in relation to technology.
* Recognize new developments in IT and anticipate organizational modifications.
* Member of Operating Committee and Business Continuity Plan/Disaster Recovery Committee.
* Involved in website development and upgrade. Perform routine updates and maintenance of the website.

**Fifth Ave Financial (Formerly Cowan Financial Group), New York, NY** *IT Manager* **9/2004-3/2012**

* Established and managed the corporate IT strategy in line with business goals and provided the vision and direction for moving forward for MassMutual’s biggest agency.
* Team lead in installing Win 2008 Domain; Migrated desktops/servers from Workgroup to Win 2008 Active Directory; Configured GPOs, DNS and DHCP.
* Supported Windows 2008/2003 servers and Win 7/XP pc based 300+ node network.
* Managed workflow and help desk personnel to ensure timely completion of IT requests from users.
* Aligned business need for paperless environment with IT by implementing Laserfiche for Document Management, Imaging and Indexing; Utilized Canon scanners to scan and store documents.
* Managed the deployment, maintenance, support and upgrade of servers, desktop PC, hardware, software, operating systems and printers. Enhanced security by hardening the servers.
* Lead the execution of technology strategy and communication efforts for technology platforms, partnerships and external relationships.
* Configured Servers as needed for: File, Application, Print, SQL 2005/2008, DNS, Web, Sybase.
* Implemented a cost effective solution for CRM; Moved the client data from in-house to cloud based CRM application SmartOffice (Ebix – formerly EZ-Data).
* As per corporate compliance encrypted computers and flash drives with Guardian Edge (Symantec) & BitLocker.
* Implemented SpiceWorks for help desk ticketing and network inventory.
* Managed IT projects within time, budget & scope constraints. Provided regular status updates to Sr management.
* Initiated and provided eFax solution in line with corporate compliance and eliminated fax machines.
* Administered Cardkey Access, Avaya phone system and CallXpress voicemail system.
* Provided high level support to internal users - especially to C-class executives.

**Moishe’s Moving Systems, Jersey City, NJ** *Sr. Systems Administrator* **9/2002-06/2004**

* Administered 150+ node Windows 2000 network. Upgraded network from NT to Windows 2000 domain. Designed Active Directory, Group Policies, DNS, DHCP & WINS.
* Migrated Exchange 5.5 to Exchange 2000. Maintained Exchange 2000 server.
* Supported four remote sites VPN-to-VPN connection with Main Office. Performed IIS server administration.
* Maintained Cisco Router 2600, PIX Firewall, VPN, HP Pro Curve Switches and Terminal Server.
* Managed the function of desktop engineering. Developed and maintained standard builds for various types of PC users, maintain inventory. Rolled out standard builds to end users.
* Used Veritas Backup Exec 8.65 for backing up data, SQL databases and Exchange server.
* Administered SQL servers running customized applications. Supported Great Plains financial software.
* Managed Software Update Services (SUS) server to install Microsoft patches.
* Utilized Web Inspector to monitor web traffic. ACT 2000/2004 for contact management.
* Installed Trend Micro antivirus on Servers, Exchange and Desktops.
* Performed Desktop Support for all users. Supported Windows 2000/XP clients using MS Office 2000/2002.

**SCB Computer Technologies/E & I Cooperative, Long Island, NY** *Network Administrator* **08/2001-07/2002**

* Responsibilities included installation, configuration, maintenance, support, troubleshooting and optimization of the Windows 2000, NT and Exchange servers. Successfully migrated NT domain controllers to Win 2000.
* Administered Exchange 5.5 server and solved day-to-day Client/Server issues. Provided support to Windows 2K & XP Pro desktops/laptops 150+ local as well as remote users.
* Backed up as the Cisco Engineer. Worked on Cisco Router 2600 and 3600 PIX Firewall.

**Parke Davis & Company Limited, Morris Plains, NJ** *Network Administrator/Desktop Support* **08/1997-05/2001**

* Administered 300 nodes LAN throughout the company connecting Win95 clients to Win NT 4.0, DHCP, WINS & DNS Servers. (*Pharmaceutical Company later bought by Pfizer.*) Resolved end-user hardware/software issues.
* Installed and managed MS Exchange Server 5.5 for email; Supported Office 2007 at end-user level.
* Installed SMS 2.0 & SQL 7.0 servers. Utilized SMS for Software/Hardware inventory, Monitor Network,

**Corning Clinical Labs, Secaucus, NJ** *LAN Administrator* **05/1996-07/1997**

1. Supervised a 45 user LAN including installing applications, creating groups & trustee directory assignments, security, mapping, adding & deleting users.

**EDUCATION:**

* 05/1996 **M.B.A.** – Management Information Systems (MIS) – Saint Peter’s College, New Jersey
* 12/1992 **B.S.** – Computer Science – New Jersey Institute of Technology

**PROFESSIONAL CERTIFICATIONS:**

* 11/2019 **AWS** – Amazon Web Services Certified Solutions Architect Associate (In Progress)
* 4/2018 **SSCP** – Systems Security Certified Practitioner
* 11/2017 **ITIL** – Information Technology Infrastructure Library v.3
* 11/2011 **VCP 410** – VMware Certified Professional on vSphere 4
* 02/2008 **MCITP 2008 –** Microsoft Certified Information Technology Professional Windows 2008
* 11/2006 **MCSE 2003 –** Microsoft Certified Systems Engineer Windows 2003
* 03/2003 **MCSE 2000 –** Microsoft Certified Systems Engineer Windows 2000
* 05/2000 **CCNA –** Cisco Certified Network Associate

**PROFESSIONAL AFFILIATION/MEMBERSHIP:**

* **ISC2** – Member, International Information System Security Certification Consortium, also known as (ISC)².