**Courtney A. Alexander, MSIT**

## PROFILE

**37248 Orange Blossom Lane, Dade City, FL 33525 Cell (813) 507-2794 |** [**Tokaitan@aol.com**](mailto:Tokaitan@aol.com)

### Established and Certified IT, Public Safety and Oracle Utilities Management professional, with over 2 0 years of Architecture, Solution Delivery, D o c u m e n t and Incident Management, Help Desk/Technical Support, and Team Development expertise. Results driven leader with broad experience producing technical solutions in diverse network environments; a strong emphasis in Information Security and Computer Forensics. Capable of rapidly assimilating new programming languages, technologies, and concepts to meet the demands of applications development. Seeking a senior position, preferably government, with opportunities for growth and advancement that will benefit from my experience and leadership abilities. Capable of a wide range of assertive leadership roles.

**Research, Analysis, Reporting & Forecasting Team Building/Leadership & Training Staffing Development & Performance Communicating Ideas & Concepts**

**AREAS OF EXPERTISE**

**PROFESSIONAL ATTRIBUTES**

**Client Relationship Management Quality Control/Assurance Organizational Leadership Systems/Support Analyst**

**Time & Task Management Maximizing Productivity Operations Management Risk Analysis**

* Multi-faceted professional, providing management experience with the ability to effectively communicate across all organizational levels
* Strong analysis, trouble-shooting skills, leadership qualities, and solid technical communication abilities
* Successful approach to problem identification, assessment, resolution, and crisis management
* Generates a high degree of respect and trust rapidly from various operating units, including corporate staff, investors and clients. Established and maintained significant loyal and profitable relationships during tenure
* Excellent proficiency in Oracle Customer Cloud Solutions (CCS), Oracle Customer Care & Billing (CC&B), Oracle Object Storage, Oracle Integration Cloud, Oracle MDM, ITRON Meter Reading Software, Enterprise Resource Planning, ITIL, Agile Scrum, OnBase, SQL, Crystal Reporting, Firehouse, FireRMS, CAD, VPN, SQL Server Management, ESRI products, Active Directory, CA Service Desk/Service Catalog, MOVEit FTP and numerous other software applications

## LICENSES/CERTIFICATIONS

* Certified Florida Notary and Notary Signing Agent with active background clearance.
* ITIL Foundations Certified – September 2018
* Six Sigma Black Belt Certified, Management and Strategy Institute, License 3856532 – April 2016
* Strategic Organizational Leadership Certification (SOLC), Management and Strategy Institute, License 3701899 – April 2016
* Project Management Qualified (PMQ), Management and Strategy Institute, License 3701899 – April 2016
* Help Desk Institute Certification (HDI), 2004

## EXPERIENCE

### Mar 2018 – Present

**Solutions Engineer, Hillsborough County BOCC, Public Utilities, Information Technology, System Support and Maintenance, Tampa, FL**

Provides multi-tiered management solutions for technology related to the County’s Public Utilities department with regard to Finance & Customer Service Systems.

* Provides and applies application and platform development and management to include Oracle Integration Cloud, Object Storage, Batch management, Change Management to include configuration migrations and cloud security management
* Tests, observes and analyzes, to accurately and logically determine appropriate procedures.
* MOVEit FTP Database administrator: Responsible for user security and access, file transfer, Host configurations, develops tasks, configures and maintains automation.
* Oracle Cloud Solutions Security Administrator to include data migrations, user security, application security and configuration management while leading the review of current and future integrations
* Monitor the effectiveness of existing systems and procedures, determine and implement recommendations for changes, setting priorities, meeting deadlines and multi-tasking.
* Interprets and evaluates system issues from a user perspective, translate business process requirements into functional specifications, as well as manage multiple priorities in a flexible business environment.
* Performs as the highest-level subject matter expert managing the requirements to coordinate stakeholder input, ensure proper system configuration, identify and resolve the most complex work problems of a nature that supports or complements organizational efforts utilizing Project Management methods
* Reviews, develops, designs and implements procedures for functional and technical solutions within business systems to include Oracle CC&B, Oracle Customer Cloud Solutions, supporting integrations and new module acquisitions.

### Accomplishments

* + Project: Integral in the upgrade of the Oracle CC&B Utilities system from 2.1 to 2.4, overseeing the county System Security, Access and Data Integrity of bills and accounts to include responsibility for Rate Engine conversions.
  + Project: Solutions Engineer solely responsible for the upgrade of the Oracle CC&B Utilities system from 2.4 to CCS (Customer Cloud Solutions), overseeing Oracle System Security, Business Processes and requirements, Configuration documentation, creation and migration, Access and Data Conversion, to include responsibility for Data Migrations and User Security. Testing, Data Conversion Cleansing & Validation, Security and Release Management. Hillsborough is the largest pioneer in moving from an on premise server of Oracle CC&B to Oracle Cloud Solutions.

### Dec 2015 – Mar 2018

**General Manager II, Hillsborough County BOCC, Public Utilities, System Support Maintenance, Tampa, FL**

Provides multi-tiered management solutions for technology related to the County’s Public Utilities department with regard to Finance & Customer Service Systems. Manage 2 direct reports with 6 indirect reports.

* Analyze statistical data; develop procedures for new business processes and monitoring the progress or status.
* Provides and applies management, supervision, coaching and motivational techniques.
* Test, observe and analyze, to accurately and logically determine appropriate procedures.
* Monitor the effectiveness of existing systems and procedures, determine and implement recommendations for changes, setting priorities, meeting deadlines and multi-tasking.
* Interprets and evaluates system issues from a user perspective, translate business process requirements into functional specifications, train others and make presentations, as well as manage multiple priorities in a flexible business environment.
* Assigns tasks which include the most advanced expert managerial, analytical, and financial work in maintaining the daily business systems functionality in support of mission critical operations, fiscal requirements and applicable statutory provisions.
* Supervises and directs the activities of multiple professional level subordinates in achieving established organizational goals and objectives; coordinates functions; assigns, monitors and reviews work; evaluates performance and initiates corrective action as needed, including termination.
* Performs as the highest-level subject matter expert managing the requirements to coordinate stakeholder input, ensure proper system configuration, identify and resolve the most complex work problems of a nature that supports or complements organizational efforts.
* Supervises the work of professional staff in performing assigned responsibilities and provides guidance to achieve and maintain superior department level of service; recommends employments, promotions, and other personnel actions; completes performance evaluations; approves leave and training requests; administers discipline if needed
* Reviews, develops and implements procedures for all functionality within business systems supporting cash handling, accounting, billing, credit & collections, service availability, meter reading, field services, solid waste, integrations and new module acquisitions.

### Accomplishments

* + Accomplishment: Eliminated manual process by converting to automatic process which tracks staff metrics, saving over $500,000 over a 4 year period.

### June 2014 – Dec 2015

**Systems Coordinator, Hillsborough County Fire Rescue, Information Technology Services, Tampa, FL**

Provide multi-tiered solutions for technology related issues across the Hillsborough County Fire Rescue environment.

* Provide all levels of diagnostics and support for inquiries, and requests for assistance, from users of the County’s Fire Rescue department concerning various software and programming systems.
* Coordinate with other Technology Services staff and Hillsborough County Fire Departments to resolve problems when necessary.
* Performed relational database management, SQL Database Development and Administration for backend support for Emergency Pro and DocuMed, to include SQL reporting regarding database changes.
* Support the Fire Rescue Department in all aspects, to include laptops, wireless connectivity, AVL/modem devices, oMG’s (Onboard Mobile Gateways) and various other devices, and software.
* Support, issue, configure and manage iPads and other mobile devices via AirWatch Console (Enterprise Mobile Device Management)
* Consults with department's managerial and/or computer personnel to clarify intent of programs, determine extent of automatic programming and coding techniques to use, point out problems, and suggest changes.
* Recommends procedures and policies governing the use of computer hardware and software.

### Accomplishments

* + Project: Instrumental in upgrading Emergency Pro/Documed software and server in conjunction with new

laptops, issuing them to 35+ fire rescue vehicles for use, including server upgrade implementation.

### Sep 2012 – June 2014

**IT Support Engineer, Raymond James & Associates, Inc., Saint Petersburg, FL**

Provide multi-tier solutions for technology related issues across the Raymond James environment.

* Utilize proprietary software, office productivity software and knowledge management tools to retrieve information, helping to resolve client problems
* Conduct diagnostics and problem solving for communication software or hardware to troubleshoot connectivity problems between the client and the Raymond James home office
* Support, maintain, update and train in the use of Microsoft CRM relational database software.
* Research, diagnose, troubleshoot and identify solutions to resolve system issues
* Actively update, maintain and monitor all aspects of computer networks
* Complete detailed reports listing requests to technical assistance, steps taken to resolve them, and the specific dates/individuals involved
* Utilize internal database or external resources to provide accurate solutions while also contributing solutions
* Assist management in creating training materials pertaining to computer troubleshooting and usage
* Assist clients in attaining various systems, services, hardware, software, reports, and security entitlements
* Provide knowledge documentation, send notifications to clients and support personnel when problems or system availability will affect multiple branches or departments

### Accomplishments

* + Elevated FCR (First Call Resolution) from 53% to 82% within the first three months

### Apr 2007 - Sep 2012

**Business Systems Support Analyst, Hernando County Board of County Commissioners, Brooksville, FL** Responsible for data analysis, coordination and maintenance of all technology including, but not limited to: hardware, security, network, backend processes and other technology related activities to include Public Safety support for daily operation for City of Brooksville Police Department and Hernando County Fire Rescue

* Responsible for planning, implementing and supervising special technology projects
* Creates, maintains, updates and distributes written documentation manuals for users of state and local business software applications
* Translates work processes into business systems functions
* Performs acceptance testing of new and/or modified software applications by developing test data and calculating expected results; executes programs and procedures; reviews output and evaluates system
* Coordinated with other Technology Services staff, Hernando County Sheriff’s Office, Brooksville Police and Fire Departments, and the Hernando County Clerk of the Circuit Court to resolve problems
* Supported Police and Fire Rescue Departments in all aspects, including laptops, wireless connectivity, AVL/modem devices, and various other devices and software
* Administer, maintain and update Microsoft SQL Server relational database management for Firehouse Software
* Supported the Supervisor of Elections Office, including precincts, EVIDS and AccuVotes
* Implemented and maintained Track-IT Helpdesk work order ticketing system.
* Evaluated new software upgrades, identifying strengths, weaknesses, and potential benefits to the County
* Provided AVG Antivirus Server maintenance, updates, and administration
* Trained in ESRI GIS products for the purpose of support and troubleshooting for various departments, including Property Appraisers, Tax Collector, Public Utilities and Public Works.

### Accomplishments

* + Migrated the City of Brooksville to the Hernando County Network, and converted POP email to the County Exchange server

### Sep 2006 - Apr 2007

**Business Systems Analyst, City of Brooksville, Brooksville, FL**

Responsible for analyzing software, business needs and current systems.

* Maintained and updated city website, training others on how to convert documents to web format, including posting content
* Implement computer system requirements by defining and analyzing system problems; designing and testing standards and solutions.
* Administered the City’s internal and external email system, including user account creation and setting email rights using Active Directory
* Server backup, maintenance, and repair

### Accomplishments

* + Migrated Novel GroupWise email platform to Microsoft Exchange platform.

### Apr 2003 – May 2006 Information Systems Manager, Intelsat Global Services, Washington, DC, Yoh IT Support, Inc., Philadelphia, PA

Managed 27 employees - responsible for all major business applications.

* Evaluated user requirements and system functionality and ensured the department met needs
* Planned, developed, and implemented IT budget, and obtained competitive prices from suppliers, to ensure cost effectiveness
* Maintained IT systems, print services, and email provision, including Antivirus, server maintenance, and administration
* Enforced software licensing compliance while ensuring data security from internal and external attack
* Managed crisis situations, potentially involving complex technical hardware or software problems
* Mentored and trained new support staff and monitored detailed call reporting
* Created, added, and monitored all wireless services working closely with various wireless providers
* Managed the administration of the GIS relational database servers for the purpose of supporting satellite imagery globally, spatial analysis, modeling and statistical analysis for ArcGIS Geostatistical Analysis systems utilized.

### Accomplishments

* + Reduced monthly cell spending from over $100K to approximately $40K within a 6 month span by reviewing and monitoring cell spending, making adjustments to services

## EDUCATION

### American InterContinental University (AIU), Hoffman, Estates, IL, 2002 - 2005

Master’s degree in Information Technology - GPA 3.38 out of 4.0 Bachelor’s degree in Information Technology - GPA 3.0 out of 4.0 **Kaplan University, Davenport, IA**

Master’s degree in Criminal Justice, including Cyberterrorism and Homeland Security - GPA 3.46 out of 4.0

### Computer Learning Center (CLC), Laurel, MD

Computer Electronics Technology Diploma - GPA 3.69 out of 4.0 – Graduated Magna cum Laude

# ACTIVITIES/COMMUNITY

* Former Director, American People against Cop Killers (APACK)
* Volunteer Webmaster, U.S. Coast Guard Auxiliary, Flotilla 15-8, Hernando Beach, FL, 2007-2011
* Department of Health and Human Services, Federal Government, Federal DMAT - FL3, SMRT - Region 4, Telecommunications Specialist, Sep 2012 – June 2014