Phone 708-473-1502

E-mail captbags26@yahoo.com

**14324 S Linder.**

**Midlothian, IL 60445**

Paul Bagwell

|  |  |
| --- | --- |
| Professional experience | **2014 - 2015 Jackson Park Hospital**  **IT Director**  **Oversee the operations of the IT department. Ensure the department aligns with the business objectives of the organization. Also plan, coordinate, direct, and design all operational activities of the IT department. Leveraged operation and business unit shared services and provide direction and support for IT solutions that enhance mission-critical business operations.**   * Formulate and deploy long-term strategic plans for acquiring and enabling efficient and cost-effective information processing and communication technologies. * Manage IT department operational and strategic planning, including business requirements, project planning, and organizing and negotiating the allocation of resources. * Develop and review budgets for operating unit IT department and ensure it complies with stated goals, guidelines, and objectives * Re-engineer applications and application support to ensure it aligns with business processes, tactical planning, and strategic vision as needed. * Develop business case justifications and cost / benefit analyses for IT spending and initiatives. * Define and communicate project milestones, service levels, and resource allocation to executive team, department leads, support staff, and end users. * Monitor performance of IT systems and end-user satisfaction to determine if improvements are required. * Identify and make recommendations for the improvement of IT systems or processes. * Ensure provisioning of IT Infrastructure and end-user services are meeting the organization needs. * Develop business and technical requirements for new purchases and upgrades. Create, and collaboration with procurement, request for proposals, review proposals, negotiate agreements and select vendor. * Direct project management of new system implementation to ensure that business and project goals are achieved. * Oversee operating and shared services unit adherence to all IT policies and procedures, including those for architecture, security, disaster recovery, standards, purchasing, and service provision. * Manage IT staffing, including recruitment, supervision, scheduling, development, evaluation, and disciplinary actions.   **Accomplishments**   * Incorporated new SAN solution to replace dated system. * Project management for monthly upgrades to McKesson and Paragon Suites of applications. Structured guidelines and systematic approach to working with doctors and nurses on changes in the applications, databases and their templates. * Start and completion of Win XP to Windows 7 migration project. * Redesigned the Help Desk Support Model with very positive results. * Refined SLA’s; ensuring proper staffing and structure to support them. * Integrated Web Content Filtering – gained 50% network speed increase. * Created project outline for infrastructure upgrade to 2012 servers. * Completed goals for Meaningful Use year 1 and 2. * Re-engineered wireless network to support public and private WIFI   2006 – 2014 ACL Laboratories Advocate Health Care  **IT Manager**  **Innovated, and oversaw many system wide initiatives that brought the IT infrastructure and Network Support to a largely improved efficient state. In addition to the implementation the projects was the management and maintenance of budget for equipment, operations licensing and staff.** **The projects included implementation of the following:**   * + - Implementation of a ticketing system to replace emailed tickets - Heat Alert Monitor.     - Conception and re-structuring of the Help Desk / Customer Service Center.     - The use of LanDesk as network remote control, packaging, patching and monitoring tool.     - Migration of the company infrastructure change from Novell to MS Active Directory     - Migrated PC’s to Windows 7 from XP     - Migration from Office 2003 to Office 2010 and Office 365.     - Managed migration project for email change from Sun iPlanet and Lotus Notes to MS Outlook     - Use of Citrix as replacement of full client applications software including Epic, AML, Com Lab, MySys, Copath, Nexus, File Nexus, Allergra, LanDesk, Sun Quest, Directory of Services, Med Speed, What’s Up, etc.   **Managerial Tasks**   * + - Brought customer service survey results from 20th percentile to 97th     - Managed and mentored network engineers, desktop administrators supporting administration and maintenance of servers, desktops, laptops and the applications that ran on them.     - Created structure for applications support team – defined roles and responsibilities for application analysts, clinical analysts and data base analysts.     - Conducted associate reviews, hiring and delegate workload of staff.     - Responsible for implementation of “Green Plan” initiative.     - Liaison to business partners to assure compliance with their needs and wants.     - Research and investigation of new products that could make systems more efficient and cost effective.   2005 – 2006 Tek Systems Inc for Northern Trust Co., Chicago, IL  IS Project Manager – Sr. LAN Admin   * Project Management for the certification of the Companies 190+ vended applications from licensing and, software procurement, through testing to - full deployment. * Responsibilities included: Monitoring Novell and/or NT servers to ensure proper operation and function; Resolving network problems on systems and applications, including Netware/NT Servers and other network devices; Performed daily monitoring of all open calls to ensure that service delivery goals were being met; Functioned as a technical team leader for the LAN/Admin Support staff providing technical direction and assistance where needed; Installed networking software and associated hardware updates; Established parameters related to network configuration, testing and debugging, Prepared all or parts of formal proposals on network hardware and software products; Provided support for Data center, desk side and help desk support in a 7500+ user environment, 7000+ Computers and 900+ Servers. 24 hours a day 7 days a week.   1999 - 2005 Midwest Generation EME, LLC Chicago, IL  Network Support Team Lead   * Level 2 and Level 3 Data center, desk side and help desk support in a 1500+ user environment, 900+ Computer and 125+ Servers. 24 hours a day 7 days a week. * Novell 4.x, 5.x administration, Installation and configuration * Microsoft NT, 2000 and 2003 Server installation, configuration and administration. * Administration of Active Directory and GPO’s. * Hardware support for servers, desktops, laptops and Printers. * Lotus Notes v.4, 5, 6 support and, upgrading. * Disaster Recovery and back-up with SDLT, DLT, 8mm and Optical Disk using ArcserveIT 6.6, Brightstor 9/10 and Backup Exec 8. * Application packaging and deployment using batch routines, Wise Install, MSI Installer, ZENWork’s and LanDesk enhanced package builders. * Backup Citrix Administrator. * Support of all Telecommunications system to include, Meridian phone switch, Octel Voicemail, in-house paging, long range paging, cell phones and all Motorola 2-way radio equipment. * Hardware and software support of security system and video surveillance. * Created a regionalized Windows XP image for desktops and laptops. * Lead engineer on desktop platform migration from Win9x to WinXP and, all upgraded versions of software applications. * Support engineer on Active Directory migration from Novell 4.12 * Supervised and mentored 14 desktop engineers within Desktop Group.   1995 - 1999 Bank One Chicago, IL  Sr. Network Engineer   * Level 2 and Level 3 desk side and help desk support in a 4000 user environment with 2200 PC’s. * Novell 4.x and Microsoft NT 4.x administration * Network documentation and file clean up. * Novell 4.x & 5.x Installation and configuration * Procurement, installation and data migration for 44 offices. * Oversaw and mentored 5 desktop engineers within Desktop Group. * Migrated Chicago office to new facility. * Hardware support for servers, desktops, and laptops * Disaster Recovery and back-up with DLT, 8mm and Optical Disk * Software roll outs and configuration using batch routines and Microsoft SMS Installer. * Novell 3.x network administration * Lotus Notes Administration * Software installation and configuration as well as heading up the roll out of Windows 95 and configuring TCP/IP * Desk side/ Help Desk support as well as hardware support. |
| Skills | * Strong Project Management and, People Management skills. * Experience in managing, directing and, evaluating personnel at lead and, supervisor levels. * IT Budget Management * Training in Coaching and Counseling. * Able to perform quality work autonomously, or with minimal oversight. * Able to analyze problems and situations quickly to resolve system issues. * Able to work on multiple tasks with changing priorities, maintaining a strong customer service work ethic. * Able to learn new technologies, programs and procedures quickly. * Strong customer focus and management of client expectations. * Able to establish and maintain a high level of user trust and confidence in IT’s knowledge of, and concern for users’ business needs. * Effective communication skills, including the ability to accurately analyze problems, explain solutions and present technical solutions to end-users in a non-technical manner. * Effectively deal with conflict situations with customers and peers and to be open to, and honest with, feedback and constructive criticism and guidance. * Able to help others learn while solving problems and getting the job done. * Able to work as part of a collaborative team to solve regional problems and assist other regions, as needed. Able to work with people at all levels within the organization’s structure. * ITIL training and certification * Mac OS support * Great work ethic. |
|  |  |