**5 Halsey Ct**

**Woodridge, IL 60517**

# SCOTT MURPHY

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## PROFESSIONAL PROFILE:

I am a highly motivated, experienced, project focused professional with the ability to provide business leadership, vision and direction to staff and management. I am seeking a project oriented, technology based position in a company where I can leverage my years of experience to increase end-user satisfaction and efficiency. With over 20 years in the corporate environment, I recognize the need for a close alignment of business and technology and encompass all perspectives when creating and implementing solutions to help the business attain their goals. In addition to the many technical proficiencies outlined below, I excel at:

* High quality client service
* Process development and improvement
* Excellent communication skills with technical and non-technical partners
* Change management
* Translating business needs into process and technology goals

## PROFESSIONAL EXPERIENCE HIGHLIGHTS:

## Inte Q (formerly SHC Direct, LLC) 2014-2015

Inte Q is a locally-based loyalty marketing company. I was hired to fulfill the role of a Senior Operations Analyst and promoted to Team Lead three months later. Our team’s responsibility was to maintain the diverse and highly secure systems including:

* Enterprise active directory infrastructure and supporting services (user management, schema administration, group policy creation and deployment).
* Network and infrastructure administration and maintenance: Cisco Catalyst 6500 series datacenter switches and ASA firewalls. Microsoft DHCP and DNS administration.
* Microsoft collaboration and productivity suite applications: Exchange 2010, SharePoint 2010/2013, Lync.
* Web hosting technologies and line-of-business applications within a highly-available, SLA governed environment: Microsoft IIS 7/8/8.5.
* Enterprise database and ETL support and maintenance: Microsoft SQL Server 2005/2008/2008R2/2012, SSIS package management and administration.
* Enterprise patching and system lifecycle management: Microsoft WSUS.
* Enterprise file transfer management/transmission services: FTP, SFTP, FTPS, GlobalScape solutions.

Extensive experience working within highly regulated environments with complex security requirements:

* Payment card processing, PCI DSS Level 1.
* Extensive repositories of Personally Identifiable Information (PII), SSAE16 SoC 2, AT101.

## Legacy Marketing Partners 2012-2014

Legacy Marketing Partners (LMP) is a locally-based marketing company handling various clients such as Navistar, Crown Imports, Pernod-Ricard, and others. I was hired to augment their IT department in this quickly growing company. Responsibilities included support to nearly 300 users at both HQ and at various clients internationally.

Additional tasks and responsibilities at LMP included:

* Overseeing maintenance of and support for line of business and standard applications, end user PCs, BYODs, etc.
* Developing a consistent instructional document policy for users.
* Coordinating the development and rollout of images on new machines.
* Updated user policies from a small organization to a growing mid-size company.
* Updated and improved Help Desk and AntiVirus systems (KAV) across the Enterprise.

## The Rise Group, LLC 2008-2011

The Rise Group, LLC (Rise) is a construction-focused consulting PMO. I was brought on as the IT Manager to support Rise staff (30 users) at their largest client, the Public Building Commission (PBC) of Chicago. Over time my duties have expanded to include supporting PBC staff as well and, at peak capacity I was supporting 150+ users, located at the central office and out in the field at remote construction sites. I developed and implemented streamlined processes to reduce resolution time from days to as little as 15 minutes. Focusing on opening lines of communication with City of Chicago Department of Information Technology, as a team we are better able to efficiently and effectively assist client staff. Due to this effort, I had become an IT Service Coordinator (ITSC), a role usually reserved for City of Chicago employees.

Additional highlights of my tenure at Rise include:

* Overseeing of maintenance and providing support for line of business and standard applications, all end user PCs, BlackBerrys, and wireless modems
* Assisting migration of users from GroupWise to Exchange
* Assisting with migration from Novell network to Microsoft Active Directory
* Assisting in rollout and implementation of additional line of business applications

## Applied Graphics Technologies/Seven Worldwide, Inc. /Schawk Graphics 1998 - 2007

As the Enterprise Network Administrator for AGT/7/Schawk, my role developed and increased over my nine years with this team. Hand-picked by the global CIO as lead member of the technical infrastructure architecture planning and design team, my primary goal was to successfully plan, design and implement the integration of complex systems to bring all personnel to a common platform while minimizing the impact to productivity through change management, training and support, as the company went through several international mergers.

Additionally, I managed relationships with third-party providers, saving the company $4.2 MM over three years via contract renegotiations, problem resolution, billing issue identification and remediation.

Additional highlights of my tenure at AGT/7/Schawk include:

* Designed, developed and delivered change management programs including end user training
* Architected solution and led technical design team and Quality Assurance/Peer Reviews
* Supervised central deployment team and coordinated local resources
* Planned, implemented and maintained enterprise monitoring software for global network of 3000 users across 15 domains and 50 servers
* Led enterprise-wide messaging implementation project to 1000+ users across 15 locations using structured project management techniques and tools
* Directed and maintained messaging hygiene for Exchange servers
* Responsible for development and support of corporate front and back office systems technical environment, including, servers, networks, routers/switches and information security perimeter
* Responsible for managing and maintaining SSL certification systems and processes, Domain Name registrations and all Internal and External DNS servers for enterprise environment
* Managed WAN re-engineering efforts
* Provided Level 3 support for entire network
* Administered Blackberry Enterprise Server
* Liaised with and led external consultants for large scale projects

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| **ADDITIONAL PROFESSIONAL EXPERIENCE:** |  |
| *Elek-Tek, Inc.*  Systems Administrator, Developer for Retail Chain | *1988-1997* |
| **EDUCATION** |  |
| * Latin School of Chicago (1980-83) * University of Illinois at Chicago (1984-1985) | |

## TECHNICAL SKILLS

* Microsoft OS (Client and Server)
* Microsoft Exchange
* Active Directory
* Group Policy
* Microsoft Office
* Spiceworks