1. Facilitated best user experience through continuous support, training classes, webinars, improvements and communication of system changes.
2. Played key role in on-going network design, reevaluation and optimization to keep pace with company growth.
3. Implemented and managed wireless devices, multi-site network infrastructure, business intelligence development and implementation.
4. Identified computer hardware and network system issues, performing troubleshooting techniques for remediation.
5. Analyzed network security and current infrastructure to assess areas in need of improvement and develop solutions.
6. Communicated regularly with customers concerning data exchange and technology integration.
7. Liaised effectively with others to promote on-going network design, reevaluation and optimization that scaled with company growth.
8. Led and assisted technical upgrade projects for clients by working and coordinating with consultants and developers for integrations.
9. Interviewed, hired, trained and mentored [Number] staff by coaching daily, leading performance reviews and offering constructive feedback.
10. Analyzed architecture design, scoping, implementation, testing and deployment needs to define project requirements.
11. Oversaw development and implementation of improvements to support and network operations.
12. Guided implementation of company-wide enterprise security strategy for network and hardware, disaster recovery, data protection and endpoint protection.
13. Led team for software engineering services and supported key clients in development efforts, establishing standards, determining specifications and creating Service and Operational Level Agreements (SLA) and (OLA).
14. Coordinated [Type] projects, including defining scope, managing milestones and maintaining strong relationships with all stakeholders.
15. Delivered effective integrations of warehouse management system software applications to centrally manage tasks.
16. Assessed existing systems including billing automation, accounting and real-time reporting and analytics capabilities, delivering updates for security purposes.
17. Reviewed and assessed architecture design, implementation, testing and deployment needs to identify project requirements and costs.
18. Supported implementation of warehouse management system software applications to enable centralized management of tasks.
19. Coordinated with management teams to plan, develop, align and execute strategies that would meet client's vision, mission and purpose.
20. Worked closely with management teams to plan, develop, coordinate and execute technical strategies aligned to client's vision, mission and purpose.