



- Maintained tracking of multiple, third-party data backup solutions with diverse requirements.
- Worked on interdepartmental team to automate business processes and streamline new revenue.
- Reduced network operation center alert-noise by identifying patterns and applying automation.
- Administered several technology platforms and related departmental procedures.
- Gathered, processed, and visualized metrics for upper management.

Senior Field Technician

New York, NY

Apr 2012 – Apr 2015

*Richard Fleischman and Associates, Inc.*

- Handled multiple onsite requests per day as needed, including overtime and projects.
- Assigned to RFA's highest net-worth client, the restructured investments division of a Fortune 200 company.
  - Maintained accurate documentation as part of a self-implemented, ground-up policy for a new office.
  - Worked with WWHQ and IT vendors to coordinate on Tele-presence, Trading Desk Telephony, Server, and Desktop Support projects.
- Acted as a liaison between company and client executive, managerial, enterprise support, and vendors.
- Answered user inquiries regarding computer software or hardware operations.
- Interfaced with local, national, and global sites in SMB and Enterprise environments.
- Read technical manuals, conferred with users, and conducted diagnostics.
- Installed and performed repairs to hardware, software, and peripherals, following design specifications.
- Managed Active Directory, Exchange accounts, and Access Control Lists.
- Worked with administrators to analyze hardware and software, and recommended changes.
- Referred major hardware or software problems or defective products to vendors for service.

Senior Network Engineer

New York, NY

Oct 2006 – Apr 2012

*Domino Computing, Inc.*

- Handled multiple, simultaneous service requests via phone, remote access and on-site visits.
- Maintained live network systems and client documentation.
- Worked with and pacified chief officers in crisis situations.
- Multiple platform support including Macintosh-PC interoperability.
- Responsible for 40~60% of clients in Brooklyn and Manhattan.
- Trained and supervised new hires.

IT Manager

New York, NY

Jun 2005 – Oct 2006

*Costas Kondylis & Partners LLP*

- Maintained Microsoft OS Versions.
- Handled requests from business and operations staff.

### **Related Technical Experience:**

Proficiency: LabTech, Solarwinds N-Able, Chocolatey, Active Directory, Group Policy, Windows 7-10, 2008-2016, WSUS, Atlassian Jira, Confluence, Kanban, MS Excel, Outlook, Word, Visio, DNS, DHCP.

Programming/Scripting Languages: Windows PowerShell 2.0-5.1, T-SQL, MySQL, Python 3, Batch,

Familiarity: VMWare ESXi, VS Code, Apple OS X, Linux, Unix, Exchange, Office 365, GitHub, SSH, Azure AD, InTune.

### **Education:**

University of Hartford

West Hartford, CT

2000 – 2003

B.S. in Mechanical Engineering with a Concentration in Acoustics

Minor: Mathematics

Status: Graduated with Honors, May 2003

QPA: 3.5 / 4.0

University of New Haven

West Haven, CT

1998 – 2000

B.S. in Industrial Engineering

Status: Transferred, May 2000

\*References available upon request