Emanuel Resendes

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Passionate IT professional with 20+ years of experience managing various IT systems and projects in demanding environments. Seeking a position to leverage strong IT and leadership skills and eager to learn and develop stronger skills in new roles.

EXPERIENCE

Commonwealth of Massachusetts (Bristol Sheriff's Dept.), Dartmouth, MA— *Network Engineer*

April 2022 - Present

- Manage LAN & WAN for various locations.
- Monitor & maintain Nutanix Hyper Converged virtual infrastructure which includes over 40 virtual machines.
- Manage and maintain Cisco Catalyst and other switches.
- Maintain HYCU backup environment for virtual & physical servers.
- Manage Synology Storage Area Network (SAN) at various locations and increased capacity as needed.
- Backup other team members duties on technical solutions as needed.
- Perform monthly server and infrastructure maintenance, including patches, updates, and server planned reboots.
- Interact with various vendors to support ongoing projects including SD-WAN and other initiatives.
- Updated Visio diagrams of network & server infrastructure to replace outdated drawings.
- Configured and maintained encrypted file transfer system to export SQL data from OMS from BSD to State data repository.

Micro Technology Solutions, Fairhaven, MA— Level II *Support Engineer*

November 2021 - April 2022

- Provide world class delivery & support of cloud services to various clients.
- Partner with customers to understand their business requirements.
- Creation of design specifications, templates, reference architectures.
- Implement solutions that address customer's requirements for scalability, reliability, security, and performance in accordance with industry best practices.
- Collaborate with other teams on larger technical solution projects.
- Perform client assessments and workshops to support new customer implementations as well as support existing customer requests.
- Setup & maintain SonicWall firewall appliances for various clients.
- Conducted wireless network surveys utilizing Ekahau Sidekick for network diagnostics & mapping..

Ximedica, Providence, RI— *Director of Information Technology*

January 2014 - September 2021

Responsible for the overall planning, and execution of all IT related activities of the organization. Directing all IT operations to meet customer requirements as well as the support and maintenance of existing applications and development of new technical solutions.

CERTIFICATIONS & LICENSES

CompTIA Secure Infrastructure Specialist (CSIS)

CompTIA IT Operations Specialist (CIOS)

CompTIA Security+

CompTIA Network+ CE

Comptia Project +

CompTIA A+

Microsoft Certified Professional (MCP)

Enterprise Cloud HYCU Admin

Fortinet Network Security Expert level 1: Certified Associate

Cisco Cybersecurity Pathway

Mendix Rapid Developer

Oracle Cloud Infrastructure Foundations Associate

Google Project Management | Specialization

Freshservice Product Expert Certification

Certified Novell Administrator (CNA)

Massachusetts Licensed Real Estate Salesperson

AWARDS

Navy & Marine Corp Achievement Medal (4 awards)

- Managed infrastructure for multiple office locations in Rhode Island (HQ), Minnesota, and two in California.
- Deployed new Firewalls, Switches, & Access Points to replace older technology.
- Deployed Windows 10 to all company workstations.
- Deployed Bitlocker Encryption, SSO & TFA technologies.
- Implemented new Helpdesk System to streamline end-user support.
- Migrated on-premise ERP (Microsoft Dynamics SL) to Microsoft Azure.
- Implemented new Keyscan Card Access System.
- Managed IT Support staff and provided support for about 300 end-users.
- Integrated networks of several companies acquired in California.
- Created IT Policies and procedures.
- Saved over $50K on software licensing costs.

US Navy, Various— Equipment Operator 1st Class (SCW)

August 1992- July 2015

Held several positions through a 22+ year span in the U.S. Navy, Primarily specializing in Combat Engineering with the Navy Seabees. Also using my civilian I.T. skills in Computer & Telecommunications. Spent time both on Active Duty and Reserves.

- Managed my battalion's Communications Platoon.
- Completed USMC Squad Leader Course, Camp Lejeune, NC
- Managed and worked on several construction projects throughout my career in various locations in the US and abroad.
- Held several leadership positions including Officer-In-Charge of NMCB-27 (Detachment 1527), Newport, RI.
- Leading Petty Officer managing my units S6 (Communications) Department and managed 20 service members in this department
- Delivered a high level of IT service for the Combined Joint Operations Task Force in Baghdad, Iraq.
- Setup and maintained Internet & WiFi Network for Multi-National Special Forces base in Baghdad.
- Managed setup of computer, radio, & satellite communications for military exercise in Gulfport, MS.

Ximedica (formerly Item Group), Providence, RI— *Network Administrator*

May 2006 - December 2013

Managed all Information Technology and telecom infrastructure of a medium-sized, multi-site medical product development accelerator.

- Managed multiple facility relocations in RI HQ and MN satellite offices.
- Implemented Office 365 migration from on-premise Exchange infrastructure.
- Performed Windows 7 & 8 Migrations.
- AxTrax Card Access System Implementation.
- Performed various server migrations IT equipment upgrades.
- Strategic Sourcing & Vendor Management for IT Vendors & Services.
- PLM System Management (Enovia SmarTeam).
- Implemented Backup & Disaster Recovery Solution.
- Helpdesk Support for multiple locations.
- Migrated Phone system from NEC to ShoreTel.

LANGUAGES

English & Portuguese

SKILLS

Azure, Windows Server, Oracle Cloud, ShoreTel, Meraki, SonicWall, Freshservice, Spiceworks, Visio, Project, Asana, Jira, Miro, Office 365, SharePoint, MS Office, Firewalls, Switches, Access Points, Telephony, VPN, WAN, IP, DHCP, DNS, Helpdesk, Card Access Systems, Agile, Scrum.

Excellent leadership, Team Building, Collaboration, Interpersonal, Quick Learner, Self-starter, Hands On

Teleflex Medical, Fall River, MA— *Sr. Systems Administrator*

July 2003 - April 2005

Management of an Enterprise IT Infrastructure during Teleflex's acquisition of GZBX-CT business and stayed on until closure of site due to consolidation.

- Assisted in migration of IT services to other sites.
- Managed Backup & Disaster Recovery.
- Managed IT Infrastructure & IT Services.
- Managed Windows Server Environment.
- Managed Helpdesk for multiple locations in the US.
- Leased Equipment Disposition.
- Site Closure Activities after acquisition

Genzyme, Fall River, MA— Sr. *Network Administrator*

April 1997 - July 2003

Managed Infrastructure across 4 sites in North America. Responsible for 20 servers in 2 Data Centers and approximately 500 users.

- Managed Enterprise-wide IT Architecture
- Managed migration from Windows 3.11 -> Win95 -> WinXP
- Deployed Microsoft Exchange system
- Managed Windows NT & Novell Servers
- Merger & Acquisition IT Synergies.
- Managed Backup & Disaster Recovery.
- Managed IT Infrastructure & IT Services.
- Managed Helpdesk for multiple locations in US
- Telecom Administration

EDUCATION, CERTIFICATIONS, & LICENSES

University of Massachusetts, Dartmouth, MA— *BS in Management of Information Systems*

Currently enrolled as Senior with 3.2 GPA.

Bristol Community College, Fall River, MA— *AS in Computer Information Systems*

1997 - 2000

REFERENCES

Available on Request