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## SKILLS & ABILITIES

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I have 19 years of experience in:

- IT operations management (500+ employees, complex systems, multiple ongoing projects.)
- Project management
- Systems support & administration
- Networking & help desk support
- Team leadership & coaching

I have extensive experience with many different information management systems and processes in both corporate, healthcare, and small business settings:

- Active Directory management
- SCCM
- Networking infrastructure
- Cisco administration (VLAN, port configuration, etc.)
- DHCP administration
- NAS & cloud data backups
- Wireless access point & controller management
- Mobile device enterprise management
- Encryption & data security
- Ticketing, incident systems (CA, Remedy, etc.)
- Service desk management
- MMC
- Linux
- Telecom management (Avaya, Cisco, Teleconferencing, etc.)
- Citrix
- VPN, secure access
- VMWare
- IP based security systems (badging, access control, etc.)
- IP camera management
- Data imaging
- Medical record systems (Cerner, Epic, etc.)

I excel at disseminating and communicating all the complicated technical jargon and processes into a language that the end users and shareholders can understand.

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## CERTIFICATIONS & EDUCATION

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- ITIL certified (v3)
- Microsoft Certified Professional
- CompTIA certified (A+)

- Dell Certified Support Professional
- Lenovo Certified Support Professional
- Apple Certified Support Professional
- Currently pursuing:
  - Project Management Certification (PMP)
  - Network+
  - Security+
  - Business Management @ [REDACTED]

A love of learning new things has contributed a great deal to my success in life. I read often, study often, I am a quick and willing learner, but mostly I love learning new things because it's fun!

## WORK EXPERIENCE

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### IT PROJECT MANAGER

[REDACTED]

2017 – PRESENT

- Direct strategic vision and effectiveness of IT operations for the [REDACTED] for the state of [REDACTED]
- Coordinate projects with relevant agencies, departments, and vendors to improve IT workflow, processes, and assets.
- Monitor and analyze data and reporting metrics to identify issues or areas of needed improvement.
- Coaching and mentoring of IT and non-technical executive staff to bridge the communication gap.
- Conduct system and cyber-security audits, and collaborate with relevant teams to implement change improvements.

### IT OPERATIONS MANAGER- CFS - SYSTEMS SUPPORT & ADMINISTRATION

[REDACTED]

2012 - 2017

I am responsible for managing IT operations, policies, financials, infrastructure, and IS products for the [REDACTED] and its employees (as well as other locations when needed). I manage, implement, and support all computer systems, networks, printing servers/services, clinical imaging, surgical systems, and system security for all users and staff (500+ employees and vendors, complex systems, multiple ongoing projects). This also includes:

- Coaching staff (one-on-one and as a team) on proper procedure, technical process
- Coordinate with vendors on the implementation of any IS services to assist in patient care.
- Implement and monitor compliance for users, systems, and devices.
- Ensure that service desk incidents and requests are resolved and documented in a timely manner (SLA).
- Maintain the network currently exceeding 600 workstations, hundreds of printers, servers, surgical & imaging equipment, complex vendor devices, etc.
- Setup IT infrastructure and layout for new clinic builds.