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## TECHNOLOGY LEADERSHIP: VP • Director

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**Strategic technology leader** who leverages deep technical knowledge and strategic business vision to drive consistently positive business outcomes. **Skilled communicator** who serves as the “face” of technology with executive leadership and stakeholders throughout the enterprise to drive business / technology alignment. **Dedicated problem solver** who addresses problems head on and investigates critical issues thoroughly to find cost-effective, actionable, best fit solutions. **Tenacious negotiator** who creates win / win outcomes with key vendors. **Skilled Project Manager** who delivers complex initiatives on time, on budget, and within aggressive time / budget constraints. **Motivational team builder, coach, and mentor** who communicates strategic / tactical IT vision to the team then empowers team members to bring that vision to reality.

*Technology Strategy • Business / Technology Alignment • Cost Reduction • Operational Streamlining • Stakeholder Relationships • Internal Customer Satisfaction • Process Improvement • Program / Project Management • Disaster Recovery / Business Continuity • Negotiations • Issue Resolution • Team Building and Morale • Infrastructure • Telecom • Network / Information Security • Customer Satisfaction*

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## PROFESSIONAL EXPERIENCE

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**VP OF INFORMATION SYSTEMS** 2015-Present

**ACTING VP OF INFORMATION SYSTEMS** 2014

Southdown Abbey Estates, Persephone, NY

**Promoted to spearhead mission-critical, strategic turnaround of troubled IT team.** Direct all technology operations. Evaluate business needs, possible outcomes, and business / technology trends. Identify key issues and recommend best fit IT strategies, policies, and procedures. Partner with other department Directors in planning, budgeting, and implementing new technology initiatives. Review and prioritize project requests and identify appropriate resources for project delivery. Lead, coach, and mentor team of 20.

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### *Internal Transformation:*

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**Analyzed department issues, identified weaknesses and areas for improvement, and presented directly to senior leadership.** Built and presented business case supporting strategic department reorganization. Directed multiple high visibility transformation initiatives.

- Rapidly transformed IT department from a cost center with the reputation of “Dr. No” to a trusted, full partner in strategic decision making.

**Created 1st rolling 5-year technology plan to rationalize server, desktop, laptop, and mobile replacement.**

- Enabled long-term, strategic IT budgeting and provided increased stability to users.

**Built robust, end-to-end security strategy to mitigate risk.**

- Slashed firewall costs by \$1M via replacement of Cisco with Fortigate solution.

**Rationalized 24 / 7 / 365 help desk processes through implementation of domain-level solutions to drive user responsibility for key day-to-day processes**—delivering significant reduction in overtime costs.

- Repurposed engineering talent to high value activities—dramatically improving team morale and simultaneously eliminating \$500K / year in outside consulting costs.

**Currently spearheading implementation of automated purchase order system.**

- Anticipated to eliminate \$250K and hundreds of hours of manual Excel processes —while reducing approval time from days / weeks to hours.

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*Major Strategic Initiatives:*

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***Directed implementation of complete fiber network connecting all facilities within a 3.5-mile radius.***

- Improved speed from 10 MBs / Second to 1 GB with \$350K in annual savings after achieving full project ROI.

***Led buildout of high-speed wireless network for areas too remote from fiber network to be cost-effectively included.***

- Ensured FCC compliance and high security.

***Replaced aging PBX phone system with VoIP.***

- Delivered \$150K in annual savings.

***Spearheaded increase in online presence including online bill payment and permitting.***

- Eliminated 80 hours / a quarter of manual process—cutting costs by \$95K.

***Brought all key GIS data / metrics online.***

- Streamlined new property development processes.

***Eliminated significant USB device breakage / loss through implementation of innovative, non-login Verizon VPN solution with hardened military device.***

- Provided 24 / 7 police location tracking and contact solution.

**DIRECTOR of IT 2007-2014**

***Promoted to direct infrastructure support. Initiated / justified technology proposals and prioritized / project managed technology initiatives within aggressive time and budget constraints.*** Balanced priorities and allocated resources to provide maximum LAN/WAN and application project efficiency. Worked closely with vendors to establish SLAs. Monitored internal / external SLAs to ensure compliance. Led support operations and coordinated Help Desk workflow to ensure maximum efficiency and customer satisfaction. Provided Tier III support for critical issues. Led team of 12.

- Spearheaded strategic restructuring of Help Desk operations including implementation of fully trackable ticketing system—improving turnaround time on trouble tickets from days to <1 hour.
- Established and maintained testing server / workstation lab—significantly reducing post-upgrade issues.

**SENIOR NETWORK ENGINEER 2001-2007**

***Researched HW requirements and installed, configured, and maintained new / existing servers, workstations, peripherals, user accounts, network resources, and storage.*** Delivered regular system upgrades. Provided SW / HW support and diagnosed / documented all issues. Trained end users at 8 locations.

- Improved system efficiency, cost effectiveness, and reliability.

***Military Service*** with the Alliance Army.

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**EDUCATION, CERTIFICATIONS, and TECHNOLOGIES**

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BS Information Systems, Serenity Valley University

ITIL Foundation • IT Service Management • CompTIA A+ • CompTIA Network +

LAN/WAN ATM • Ethernet Switches/Routers • Fast Ethernet • Gigabit Ethernet • Token Ring • Fiber Channel • Cabling • NIC and Associated Software and Diagnostic Tools (Fluke • IXIA Ixchariot • What's Up Gold) • Storage Area Networking (SAN) Equipment • Fiber Channel (Dell Equallogic and Left Hand) • Cisco Unified Connection Manager • Cisco Unity Connection • Cisco / HP DL Server Platforms • Cisco 29xx / 35xx / 37xx-Based Routers And Switches • Cisco Wireless LAN Controller • Cisco Air-LAP1524SB / LAP1141N / LAP1142N / LAP1252AG Wireless Access Points • Fatpipe™ WAN Optimization Device • Barracuda™ Spam Firewall / Email Archiving Solution / Web Filtering Appliance • Symantec EPP • Microsoft Forefront EPP • Microsoft Windows Server 2003 / 2008 / 2012 • Microsoft Office 365 - Exchange • Microsoft Exchange 2007 / 2010 • Windows OS • Track It Enterprise Help Desk / Asset Management Suites