

# Shepherd D. Book

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## Accomplishments

- Eight years of editorial experience in the area of print and online technical communication.
- Eighteen years of experience in the area of network technology, application management and customer service.
- Developed, delivered and implemented a Strategic Technology Plan.
- Developed, delivered and implemented a Disaster Recovery Plan.
- Developed, delivered and implemented a technology Policy and Guidelines manual
- For more than six years managed a support desk which consisted of four network and support technicians tasked with providing level I, II and III support for the Village's data and communications network.

## Project Management

- Replacement of the analog PBX and voice mail system with a CISCO VoIP telephone and voice mail solution.
- Conversion from Novell GroupWise to Microsoft Exchange
- Conversion from Microsoft Exchange to Office 365
- Installation of the Village owned Fiber optic network
- Installation of the Village owned high speed wireless network
- Designed the technology infrastructure for a new Fire Station
- Designed the technology infrastructure for a new Police Station

## Professional Experience

### **VP of Information Systems—Southdown Abbey Estates, Persephone, New York• January 2015-Present**

- Direct the operations of the department to achieve strategic and operational goals.
- Analyze and recommend information technology strategies, policies, and procedures by evaluating possible outcomes, identifying problems, evaluating trends and anticipating requirements.
- Provide day-to-day administrative direction and oversight of key technology/information systems and general support activities.
- Implement policies and define approaches to strategy for specified area of responsibility.
- Manage ongoing expenses to meet budget guidelines for data communications, hardware maintenance, supplies, disaster recovery and data center overtime.
- Manage complex technical and infrastructure projects on our Abbey data/communication infrastructure.
- Review and prioritize project requests and identify appropriate team members from both IT and functional areas.

### **Director of Information Systems—Southdown Abbey Estates, Persephone, New York• March 2007– January 2014**

- Direct the prioritization of technology projects. Provide Project Management with strict deadlines and tight budgets, while balancing and allocating resources to provide maximum efficiency for LAN/WAN and application projects.

- Direct and coordinate the workflow between team members on the Help Desk to ensure maximum efficiency, effectiveness and customer satisfaction.
- Manage the Village's fiber WAN, LAN and wireless LAN infrastructure, directory structure, user (Active Directory, Exchange and VoIP/voice mail) accounts, security and dedicated financial and Public Safety (Police, Fire and Public Works) systems.
- Support team leader responsible for the Village's technology infrastructure. Manage Technical Support/Internal Consulting function and provided 3rd level support.
- Initiate, evaluate, and cost justify proposals to enhance business and presented to top management
- Work with support vendors to establish Service Level Agreements.
- Monitor both internal and external Service Level Agreements for compliance.
- Partner with other department Directors in planning, budgeting and implementing new technology initiatives.
- Design, evaluate and approve troubleshooting procedures as well as updates to troubleshooting SOPs and the user policy manual.
- Manage projects through their full life cycle.
- Set up and maintained a lab of servers and workstations to test upgrades and service packs prior to releasing them in a production environment.

**Senior Network Engineer–Southdown Abbey Estates, Persephone, New York ▪ May 2001– March 2007**

- Perform regular system enhancements and upgrades.
- Install, configure and maintain new/existing equipment and peripherals with the responsibility of answering trouble calls, keeping up with technology changes and making purchasing decisions.
- Maintain network resources, user (Active Directory, GroupWise, telephone and voicemail) accounts and network storage.
- Diagnose Operating System problems and provide software and hardware support as well as individual training for end users at eight (8) Village locations.
- Install and configure network servers in various RAID configurations, facilitate backup and restorations.
- Research and assess hardware and software based on user requirements to determine equipment needs.
- Document all issues using Track IT help desk software.
- Contribute to technical documentation and produce instructional documentation for released products.

**Senior Computer Technician–Serenity Shipping Corporation, Persephone, New York▪ March 1998 – May 2001**

- Provide Level I and Level II end user support for 150 public and staff PCs operating in a Windows 98, Microsoft Office 97 environment.
- Provide support to patrons using Remote Access to dial in to the library catalogs.
- Troubleshoot, diagnose and repair PCs and peripheral components.
- Provide system support for a mixed Novell 4.x/Windows NT LAN including T-1 Internet, ISDN and V.34 Remote Access Server.
- Work independently with Library management, contract support and vendors to resolve, prioritize and document staff and patron support requests.
- Research and assess hardware and software Provide technical training to staff.
- Conducted basic PC troubleshooting classes for staff and volunteers.

## **Hardware and application knowledge**

LAN/WAN ATM, Switches/routers for Ethernet, Fast Ethernet, Gigabit Ethernet, Token Ring, Fiber Channel, cabling, NICs, 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 and LAP1252AG

wireless access points

Fatpipe™ WAN optimization device

Barracuda™ Spam Firewall, Barracuda™ email archiving solution, Barracuda™ web filtering appliance,

Symantec EPP

Microsoft Forefront EPP

Microsoft Windows Server 2003, 2008 and 2012

Microsoft Office 365 - Exchange

Microsoft Exchange 2007, Microsoft Exchange 2010

Microsoft Windows Operating Systems

Track It Enterprise Help desk and Asset Management Suites

## **Education and Certifications**

BS Information Systems, Serenity Valley University

ITIL Foundation •

IT Service Management •

CompTIA A+ •

CompTIA Network +