

INFORMATION TECHNOLOGY DIRECTOR ✦ PROJECT MANAGER

Network Administration ✦ System Design/Development ✦ Process Improvements

Solutions-orientated, bilingual CIO / IT Director with over 15 years of experience developing and implementing complex infrastructures and technical solutions for industry leaders. Distinguished career demonstrating experience in customer service, operations, problem solving, communications, computer operations, software applications, software development, Server and PC management, vendor relations, and budgeting. High expertise in the design, installation and configuration of network systems to drive company growth and technical innovation. Strong project management skills, with proven ability to direct large-scale development and installation projects. Known for sharpening operational performance, driving standardization, and curbing costs as a senior information technology executive focused on long-term viability. Skilled in providing effective leadership in fast-paced, deadline driven environments. Outstanding presentation and communication skills and able to understand business requirements to cross-collaborate and increase profits.

SELECTED HIGHLIGHTS

- Built a responsive IT organization that consistently delivers results by aligning technology initiatives with business goals, with substantial improvement to service delivery, standardization, and business/systems performance.
- Grew Managed Network Services Department from \$150k to nearly \$1M yearly revenue in less than 2 years.
- Instrumental in providing Office Evolution, and its franchises with leading Internet, Networking, Telephone, Print, Database, and Web Systems critical to the success of production systems and company/franchise performance.
- Shepherded cost accounting improvements that brought a new perspective on the relative success of business management practices and capital expenditures, achieving first-time accuracy in maintenance.
- Successful rollout of a Networking solution that resolved critical client management and business needs, including redesign of an open source telephone solution, centralized print tracking/management and full integration into backend systems.
- Led an effort to drive down IT costs while increasing efficiency, effectively moving the company from internally managed IT services to outsourcing relationships with improved systems performance and a minimum cost savings of 30%.
- Strong business acumen with the ability to align IT strategies with business objectives.
- Excellent communication skills proven by the ability to lead and interact with people from diverse backgrounds, and ensure that IT solutions increase bottom-line revenues.

CORE COMPETENCIES

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| ▪ Purchasing / Acquisitions | ▪ Project Management | ▪ Client and Vendor Relations |
| ▪ Organizational Planning | ▪ Initiatives and Direction | ▪ Strategic Planning |
| ▪ Systems Analysis | ▪ Team Building / Recruitment | ▪ Network Design |
| ▪ Employee Evaluations | ▪ Change Management | ▪ Performance Management |
| ▪ Employee Management | ▪ Facilitation | ▪ Systems Administration |

PROFESSIONAL EXPERIENCE

Frontier Business Products ✦ Aurora, CO

2015 - Present

Director of Information Technology

- Plan and manage all IT related functions including connectivity, managed network services, internal systems and sales staff; includes 9 direct reports and total staff of 27.
- Successfully grew managed Services Department through organization of sales staff and backend support technicians. Managed Services has grown by nearly 8 times in size since June 2015; increasing revenue from \$32,000 to over \$300,000 quarterly.

- Provide virtual CIO consultative technical services to 53 managed services clients by analyzing clients and business technology infrastructure and aligning it with business strategic plans, and helping to plan and manage all IT related operations.
- Increase client satisfaction and retention by becoming a valued partner by interfacing with client executives, C-Level staff and designated employees.
- Achieved a satisfaction and retention rate to 98% over the last 12 months.
- Produce business-focused architecture and solution design with technologies including virtualization/cloud computing, web servers, web infrastructure and applications, storage, content management, networking, and security.
- Develop technical solutions by assembling staff, vendor, and service resources to evaluate, design, test, install, and maintain hardware, applications and software.
- Monitor and drive accountability for managed services IT projects and services including delivery, performance, and functionality.
- Leverage cost management, vendor relations and time-lines to ensure all projects stay within, or below, projected budgets ranging from \$50K to over \$1M.
- Direct the Sales Process for Outbound Business to Business Managed Network Services Sales Team. Overall growth in the first 16 months of my employment the FBP MNS department has quadrupled the number of MNS Clients, managing 523% more endpoints, while achieving an uptime of 99.98% across all MNS Client Networks.
- Successfully leveraged vendor assets to achieve a 97% first call resolution of all reported incidents.

Office Evolution ✦ Broomfield, CO

2013 - 2015

Director of Information Technology

- Plan and manage all IT related operations, department staff and corporate/franchise networks throughout the United States for a rapidly growing and expanding executive suite and virtual work space provider.
- Directly responsible for managing franchise projects and budgets from initial concept through build out and final opening process for projects ranging from \$350K to over \$500K.
- Provide direction and insight into reworking and upgrading systems, resulting in increased client satisfaction/retention and manage franchisee projects.
- Responsible for a yearly budget of over \$500,000, managing all expenditures and projects with a focus on future technological growth and planning, serve as the go-to for all C-level IT issues and queries.
- Leverage cost management, vendor relations and timeline to ensure all projects result in using only 85 to 90% of the total projected budget.
- Successfully increase client satisfaction and retention through implementation of new network systems at all corporate and franchise locations; Uptime now continually measured at 99.99%.
- Implement solutions which allow for “on the fly” wired and WiFi VLAN securing client data, and bandwidth limiting/shaping; New client setup and internet usage now monetized by all locations.
- Successfully developed and implemented a virtualized Asterisk/Free PBX system that includes “heart beat” redundant systems providing 99.99% uptime of all phone systems, utilized by corporate call center staff and approximately 80% of clients.
- Greatly increased voice quality while quadrupling the number of simultaneous calls to an average of over 140. Nearly 1500 handsets are online.
- Saved over \$100,000 in yearly software licensing costs by developing and implementing a “big data” solution which optimized and increased productivity of staff and allowed for better tracking of data throughout the environment. Solution include: integration of CRM, ERP, Financial, Franchising, and Marketing cloud solutions.
- Successfully opened 9 franchise locations, cutting time from an average of 8 months to just under 5 months and time to profitability has been reduced, on average, to 6 months. Franchisee surveys show that pre-opening project management and IT as being the number one reason they want to open their next location.
- Led the efforts to define, analyze, and implement technical and functional improvements.
- Managed the process of establishing the scope of projects, business and technology analysis, development, and testing requirements throughout system development lifecycle.
- Produced business-focused architecture and solution design with technologies including virtualization/cloud computing, web servers, web infrastructure and applications, storage, content management, networking, and security.
- Monitored and drove accountability for all IT projects and services including delivery, performance, and functionality.

- Developed technical solutions by assembling staff, vendor, and service resources to evaluate, design, test, install, and maintain hardware, applications and software.
- Managed the requirements gathering processes to support the development of new and enhanced features and functions.
- Served as a liaison between business management, IT teams, consulting and development teams.

American Auto Shield ✦ Arvada, CO
CTO / IT Manager / Systems Engineer

2009 - 2013

- Selected to oversee the implementation of Active Directory solution, virtualize systems, develop a highly available redundant and geo- isolated data system, and increase network efficiency.
- Responsible for management of corporate networks and dispersed IT staff in a multi-office environment of nine offices located throughout the United States.
- Facilitate technological purchases while sustaining annual IT budget of \$300,000+.
- Managed redesign project through completion, saving \$32,000 in unused budget and shaving 3 weeks off originally anticipated timeline.
- Successfully redesigned corporate network saving call center costs and dropped average call time by 30%, Systems uptime increased from 88% to 99.8%.
- Oversaw the implementation of Microsoft Active Directory, new network systems, WiFi access points, virtualization of 23 physical servers to Microsoft Hyper-V, and redundant private geo-isolated cloud solutions were all part of the redesign.
- Retired Windows 2003 servers and replaced with Windows 2008 R2 and Windows 2012 servers.
- Managed server and application-related Helpdesk support and training to internal and external clients.
- Implement, maintain, and oversee all aspects of the information technology systems and solutions.
- Provide high level recommendations on upcoming technology needs and priorities.
- Maintain accurate and timely data on current and past technology operations.
- Facilitate technological purchases while sustaining annual IT budget.

Mission Critical Systems ✦ Denver, CO
Systems Engineer / Consultant

2008 - 2009

- Chosen to specialize in proactive management and monitoring of client systems, project management, help desk, break fix and end user training, responsible for 14 small and mid-sized corporate IT environments.
- Play a key role in several critical areas, acting as CTO, Project Manager, Consultant, Engineer and Help Desk Manager.
- Ensure collaboration and continuity through regular interface with executive staff and stake holders, ensuring highly available IT systems.
- Act as the lead project management resource responsible for redesign and implementation of new client systems and networks.
- Design and direct overhaul and rebuild, as well as wholesale replacement of current systems.
- Configured an open source Linux based monitoring system that monitored systems 24x7x365 and alerted staff to possible remediation needs.
- Leveraged by multiple departments as the “go to guy” for remediating systems and increasing network uptime. Took an active role in mentoring and training all consultant staff to achieve optimal adoption of new technologies and provide ongoing support as needed in client environment to ensure success.
- Achieve record scores, client uptime continually averaged between 98.5% and 99.9%.
- Lead a team of technical support engineers for remote systems support, performance monitoring, and security troubleshooting within a managed support services organization.
- Responsible for hands-on server administration, hardware acquisition, installation, capacity planning and troubleshooting network related issues in a 24x7 support environment.
- Recruited, trained and managed operation support team members. Monitored projects from initiation through services go-live and effectively managed the overall project related issues.
- Maintained systems high availability and performance monitoring with ITIL best practices.

Technical Analyst II:15T-IS Department Lead

- Responsible for all non-North Dakota offices in 8 states, including managing subordinate staff, back end systems, backups, phone switches, break fix and help desk.
- Successfully led team to implement DISA and US government STIGS for lockdown of network systems, servers and end user PC's.
- Directed initiative to ensure company compliance with current HIPAA regulations and guidelines, including 6 months of research and development and completed the project in under 3 weeks to complete.
- Kept accurate records prior to and throughout the process, recording uptime percentages and staff productivity; Uptime increased .2% to 99.8% staff productivity showed no impact and in two departments rose by 3%.
- Worked with business teams to understand and translate business requirements to functional requirements.
- Coordinated the translation of requirements and needs into the forms, code changes, data structures, approvals and tasks.
- Implemented, monitored, and enforced IT-related procedures, processes and practices.
- Managed and assisted other IT team members in system support and integration tasks.
- Communicated the status of key activities, risks, and issues to IT teams and project stakeholders.

Additional Experience:

Echostar Communications Corporation/Dish Network, Littleton, CO: 2004 – 2005, Technical Support

Numerous School Districts, Texas/Colorado and Nebraska: 1990 – 2004: Systems Administrator

TECHNICAL SKILLS

Systems Architecture, Administration, and Operations

- Project time, quality, human resource, communications and risk management
- Strategic planning for technical infrastructure
- Disaster recovery planning and testing, high-availability clusters and disaster-tolerant SAN storage architectures
- Definition and implementation of corporate security policy for IT
- Microsoft Windows 2000/2003/7/2008, Active Directory, VBScript, Microsoft SQL Server 2000/2008, Oracle 7/10g, Microsoft Exchange 5/2003/2007/2010, MS Terminal Services, Citrix (all versions), IIS, Lotus Notes 7, IBM DB2, Oracle 7/8/10, Active Directory, Cisco IOS, Checkpoint.
- Microsoft Office SharePoint Portal Server (MOSS 2003/2007/2010), Microsoft SharePoint Services
- 24x7 operations and monitoring: HP Openview Operations, BMC Control-O, Open Source apps, Nagios
- Cisco, Linux RedHat 3, CentOS, Citrix (all versions)
- BlackBerry Enterprise Server
- Telephone Systems/PBX including: Asterisk, Avaya, Cisco, InterTel, MiTel, NorTel, ShoreTel.

Applications

- All Microsoft Office products: Microsoft Excel, Microsoft Word, Microsoft PowerPoint, Microsoft Project, Microsoft Access, Microsoft InfoPath, Microsoft Publisher, Microsoft SharePoint Designer, Microsoft Visio, Microsoft SQL
- Microsoft Dynamics NAV (formerly Navision)
- Microsoft CRM
- MFG/PRO
- ERP NetSuite, SAP, Oracle

Virtualization

- VMWare ESX Server 2.x/3.x/4.x, ESXi 3.x, 4.x, VirtualCenter 2.x, VMWare vSphere, vCenter, VMWare HA, DRS, vMotion, VMWare Consolidated Backup, VMware Data Recovery, VMware Capacity Planner, VMware ACE, VMware Workstation, VMware vCenter Site Recovery Manager, VMware vCenter Converter, Microsoft Hyper-V, Citrix Zen Server and Zen Desktop

Security

- Microsoft Security Baseline Analyzer, Nessus, Snort network intrusion detection and prevention system, GFI LANguard Network Security Scanner, Network Detective, Wireshark, DarkWeb

Monitoring

- Cacti, ntop, OpenNMS, Zenoss Enterprise 3.0, Nagios, GFI Network Server Monitor, Spiceworks, Auvik

Network Design

- Integration of distributed networks (VPN bridges, VPN gateways, MPLS)
- IP WAN addressing and route plans and implementation
- Internet connections: Firewalls, Proxies, Virtual Private Networks (VPN), Intrusion Detection, traffic filtering

EDUCATION

Colorado Christian University, Lakewood, CO

Masters of Arts in Psychology

The University of Northern Colorado, Greeley, CO

Dual Degree Bachelors of Arts in Education and Bachelors of Music Performance 3.65 GPA

ADDITIONAL CREDENTIALS

ORGANIZATIONS	Leaders in Technology Management, Denver Area NetSuite Users Group, The US IT Directors Forum, and Experts Exchange.
LANGUAGES	English, Russian, Ukrainian & German
ACTIVITIES	Church, Family and Personal Growth.
OTHER	Avid Denver Area sports fan, world traveler, and biker

References: Available Upon Request

