

## VICE PRESIDENT INFORMATION TECHNOLOGY INFRASTRUCTURE OPERATIONS

### Summary

Results-driven IT executive management professional with 20 years of experience in diverse industries, including healthcare and marketing. Expertise includes team leadership, technical architecture, training and development, disaster recovery planning, and information protection analysis. Dynamic, resourceful, and extremely driven individual with a deep passion for creating and delivering programs and solutions that empower a team, company, and customer to meet and exceed desired expectations

### Skills

• Infrastructure Management • Data Center Operations • Project Management • Team Building/Coaching • Vendor Management and Negotiation • Budget Management • Policy/Program Development • LAN/WAN, SAN, Firewalls and Routers

### Experience

Company Name City , State Vice President Information Technology Infrastructure Operations 06/2008 to Current

- Reduced overall network bandwidth costs over 15%, through ISP consolidation and management.
- Manages cloud based phone system (8x8) in multiple remote locations as well as on-premise phone systems.
- Responsible for Infrastructure Operations annual budget, including purchasing new equipment, software licenses, and network equipment.
- Led, mentored and developed a team of infrastructure engineers, architects, and administrators across multiple geographic locations.
- Manages multiple datacenters, on premise network and server, and Cloud presence.
- Responsible for vendor relationships, contracts, negotiating and change management.
- Successfully migrated over 700 users from three different domain On-Premise Exchange servers to MS Exchange online under single domain.
- Planning, and executing migration of all on-prem SaaS servers and application to a cloud based solution.
- Lead, manage, and support all design, development, implementation of infrastructure hardware, software, and network components as well as all disaster recovery and business continuity practices.
- Currently managing infrastructure and IT Operations in an offshore delivery center.
- Document and Execute IT policies company wide.

Company Name City , State Director of Network Operations 07/2006 to 06/2008

- Maintains Nortel BCM telephony servers, including both analog and VoIP phones.
- Provide technical support to designers, marketing and sales departments, suppliers, engineers and other team members throughout the product development and implementation process.
- Monitor functioning of equipment and make necessary modifications to ensure system operates in conformance with specifications.
- Build, test, and modify product prototypes using working models or theoretical models constructed with computer simulation.
- Store, retrieve, and manipulate data for analysis of system capabilities and requirements.
- Setup, maintained, and monitored over 90 remote branch office locations. Each with internet access and tied back to Chicago office through IPsec tunnel to Cisco ASA.
- Responsible for Entrapass Security system allowing access to suite doors utilizing ID badge.
- Setup, configured and supports multiple CRM and ERP Systems (Sage MAS500 and CRM Dynamics), as well as converting QuickBooks DB to Sage MAS 500.

Company Name City , State Information Operations Specialist 02/2005 to 07/2006

- Responsible for administering Microsoft 2000/2003 environment, consisting of 50 primarily Proliant servers, including patch management, account maintenance, and other general system administration duties.
- Maintains Cisco Call Manager Application and Unity Server, providing VOIP services to user community.
- Built new PC deployment image using Symantec Ghost and Intrinsic Swimage, responsible for creating silent install packages for all third party applications.
- Implemented new backup procedures using Legato Networker tape backup systems and a Qualstar Jukebox, bringing the hospital within HIPAA standards compliance.

Company Name City , State Customer Care Representative - Help Desk Technician supporting 09/2003 to 02/2005

- Primarily supported LawInContext, BakerMaks, and Client Matter Intake System (CMIS).
- Active team member providing regression testing of various software builds of a proprietary law document management solution.
- Administering a Linux based system to host an internal Knowledge Base Portal assisting other help desk agents with daily troubleshooting.

Company Name City , State System Administrator 10/1998 to 12/2001

- Administered several enterprise servers running a mixed environment including Sun Solaris, Red Hat Linux, FreeBSD, SCO Unix, and Windows NT/2000.
- Developed and maintained UNIX shell scripts, used to automate daily help desk agent tasks.
- Selected to attend a 15 week IBM Emerging Leaders workshop that included training in breakthrough thinking, team building, team performance, and managing multiple priorities.
- Designed and developed UNIX login reauthorization program using C, Shell Scripting, Oracle, and web development resulting in

approximately 40,000 unused or unauthorized UNIX logins to be cleared from servers.

Company Name City , State Healthcare Systems Specialist 02/1993 to 11/1998

- Maintain records of goods ordered and received.
- Review, evaluate, and approve specifications for issuing and awarding bids.
- Control purchasing department budgets.
- Maintain and administer computer networks and related computing environments including computer hardware, systems software, applications software, and all configurations.
- Perform data backups and disaster recovery operations.
- Design, configure, and test computer hardware, networking software and operating system software.
- Attended Air Force Airman Leadership School, graduating as the honor graduate.

#### Education and Training

Bachelor of Science : Computer Science TROY STATE UNIVERSITY , City , State , Montgomery

Associate of Science : Healthcare Systems Community College of the Air Force , City , State , Montgomery