

Summary	For the past fifteen years, I’ve built and led managed service operations that balance structure, accountability, and results. As VP of Operations, I’ve guided teams through hundreds of cloud and infrastructure projects while keeping delivery aligned with both client goals and profitability. My approach blends technical depth with leadership discipline — clear processes, documented standards, and coaching that helps engineers grow into confident, client-facing problem solvers. I’m now looking to bring that same maturity and momentum to an MSP that values EOS principles, operational excellence, and a culture where people genuinely want to win together.		
Experience	Midsized MSP Vice President of Operations - Lead the service delivery organization supporting 200+ SMB clients across healthcare, hospitality, and manufacturing. - Direct project delivery and security initiatives spanning Microsoft 365, Entra ID, Azure, and Intune environments. - Built standardized delivery frameworks — project templates, documentation playbooks, and governance dashboards — to ensure consistent execution across engineering teams. - Mentor Tier 2/3 engineers through structured 1:1s and growth plans aligned with EOS values of accountability and transparency. - Managed vendor relationships for tools such as Connectwise, Kaseya, Pax8, Sherweb, Keeper, and Huntress, negotiating renewals and ensuring integrations improved automation and visibility. - Oversaw technical roadmaps for infrastructure modernization, cloud migration, and identity management projects, reducing operational overhead and improving client uptime by 20%+. - Developed HIPAA-aligned and CIS/NIST-based compliance practices for healthcare clients, strengthening security posture and audit readiness. - Controlled multi-client IT budgets ranging from \$60K to \$200K+, optimizing resource allocation and aligning spend with strategic outcomes.	2018 to Present Mokena IL	
	Technical Account Manager - Directed service delivery and modernization programs for a multi-industry client base; standardized workflows in ConnectWise Manage / Autotask for SLA accuracy and reporting. - Implemented and administered RMM platforms (Automate/LabTech, Kaseya VSA, Datto RMM, Addigy, Ninja, Atera); scripted maintenance, patching, and onboarding with PowerShell. - Led cloud transitions to Microsoft 365 and identity modernization; improved reliability, security posture, and end-user experience with proactive monitoring and policy automation. - Managed vendor relationships and recurring contracts; consolidated tools to reduce spend and complexity while improving responsiveness and service quality. - Supported ERP/business systems (ConnectWise Manage, QuickBooks Enterprise; Epicor implementation exposure); coordinated integrations, permissions, and user training.	2011-2018	
	Best Buy / Geek Squad / Best Buy Corporate - Progressed from technician to corporate program contributor; co-founded Geek Squad Summer Academy, delivering nationwide tech curriculum and hands-on training. - Built early customer-support processes and technical playbooks emphasizing education, reliability, and measurable service outcomes.	1997 - 2011	
Core Skills	IT Strategy & Roadmapping Vendor & Budget Governance Azure Administration Service Delivery Leadership Automation & PowerShell Scripting RMM Platform Management (Automate, Kaseya, Datto, Addigy, Ninja, Atera) ERP / Application Support (QuickBooks Enterprise, ConnectWise Manage, Epicor) Security & Compliance (HIPAA, NIST 2.0, PCI, SOC 2) Process Optimization KPI & SLA Dashboarding (BrightGauge, MSPBots) Cross-Functional Collaboration Team & Project Leadership		
Certifications	Network+ CompTIA  https://www.comptia.org/en-us/certifications/network/	July 2019	
	Ongoing Continuous Professional Development in Leadership, Security, and IT Service Management		