

Professional Summary

Results-driven IT professional seeking a challenging IT position with a stable company with growth potential and a focus on business ethics.

Technical Scope

- Ticketing tools: Connectwise PSA, limited Jira and Trello.
- Virtualization: Vmware, Hyper-V, Proxmox, limited VirtualBox.
- AI: Gemini, Copilot, ChatGPT, limited Ollama and Crushbank.
- Firewall and Networking Hardware: Meraki, Sonicwall, Ubiquiti, Dell, Cisco and HP, pfSense.
- Email platforms: Google, Microsoft Exchange Server, Microsoft 365.
- Backup Solutions: Datto BCDR & SaaS, StorageCraft, Amazon Glacier, Backblaze, limited Veeam.
- Security: SentinelOne, Microsoft Defender for Business, Malwarebytes Enterprise, ESET Enterprise, Webroot, Blackpoint, ThreatLocker, Senteon.
- Software: Microsoft Office Suite, LibreOffice, QuickBooks, Acronis, Liongard, limited Docker.
- Operating Systems: Windows Servers 03 through 22, Windows XP/7/8/10/11, Mac OS, Android/iPhone. Limited Ubuntu, Debian, CentOS, Tails, and Kali Linux.
- Telephony: VoIP (Allworx, Ring Central), limited PBX.
- Misc: Project Management, Project Planning, Policy Writing, Active Directory, ITGlue, Synology, Troubleshooting/Technical Support, Network Administration, VPNs, Data Center Work, Wireless Networking, Inventory Management, Printer Configuration, Remote Office Support, SPF/DKIM/DMARC, Scrum, Eisenhower Matrix.

Work Experience

Mid-size MSP -- 02/2022 to 07/2025 -- Technology Alignment Manager

Duties: Following the TruMethod MSP framework. Served a diverse portfolio of clients, ensuring alignment between their business objectives and technology solutions. I proactively managed client technology roadmaps and conducted business reviews to ensure service delivery aligned with client expectations and produced desired business outcomes. I cultivated strong client relationships, acted as a trusted advocate for their IT needs within the MSP. Additionally, I trained and mentored new Technology Alignment employees, contributing to the development of the position within the organization. I played a key role in refining the 'MyITProcess' review procedures, ensuring closer alignment with client-specific compliance standards.

Small MSP-- 05/2020 to 05/2023 -- Technical Director

Duties: As the founder and sole proprietor, I gained firsthand experience in all facets of running a managed service provider. Managed all aspects of the business, including client acquisition and relationship management, service delivery, technical support, and administrative functions. This entrepreneurial endeavor provided invaluable experience in developing leadership skills, business acumen, and the ability to manage multiple operational areas simultaneously.

Small MSP -- 9/2018 to 1/2020 -- IT Support

Duties: Worked with engineers and other Project Leads supporting several companies IT infrastructure. Together we acted as the CTO for companies too small to have one, or as a supplement to a small onsite IT staff. Worked in all areas of the IT stack, from fixing a printer to helping plan and maintain the entire campus IT of a multimillion-dollar company's new HQ.

Small MSP -- 1/2017 to 8/2018 -- Systems Engineer

Duties: Worked with other Engineers in fast paced environment maintaining ~55 companies, ~700 PCs, ~100 servers, and 40+ Sonicwalls. Worked with the clients of all levels from working with CEOs, presidents, and other senior staff, all the way down to interns only at a company for a summer. Elevated my role above other engineers by taking control and improving the internal knowledge base used to document past solutions. Increased the knowledge base size by over 300%, cleaned up old entries, imported my own documentation of bizarre issues and their solutions. Managed several projects pertaining to companies being bought onto our platforms, e.g. Moving a company from being a Google shop to using all Microsoft services.

Media Company -- 1/2012 to 1/2017 -- IT Manager

Duties: Worked closely with the COO and Director of Site Operations to ensure the reliability, efficiency, and security of the IT environment. The role involved developing and managing the company's first annual IT budget, which exceeded \$250K, and oversaw vendor relationships and contract negotiations. Managed the helpdesk operation and provided both direct and indirect support to over 100 employees across six offices, utilizing tools like Jira and Trello for ticketing. Maintained the Windows/Linux server environment, Active Directory, and network security, leveraging PfSense for monitoring, ensured operational stability. Designed and implemented the backup and disaster recovery plan that achieved ROI within 16 months. Designed the server room for the new HQ, including multiple rack placements, new network design, cooling, and power requirements.

Additional employment information dating back to 2004 is available upon request. As well as specific info about projects lead to completion.

Education: Saddleback Community College, Mission Viejo CA.

- Associate of Science in Computer Information and Management
- Received a Certificate of Network Administration alongside degree

Professional Certifications and Additional

- Network+, and Security+
- MCP Windows 7, & Microsoft Specialist
- Allworx and Ring Central Certified Professional
- Eagle Scout