
Senior IT Operations Manager & Engineer with 11 years of experience in delivering innovative, efficient technical solutions and providing exceptional user support. Proven expertise in IT infrastructure, cybersecurity, cloud solutions, and network design. Adept at managing complex projects, driving process improvements, and leading high-performing teams of technicians to achieve organizational goals and enhance system performance.

Professional Experience

Technology Solutions Manager

2018 - Present

Allen, TX

Small MSP

- Deliver IT on-site and remote support services for 34 small-to-medium businesses, managing 600 end-users, 1,000 devices, and 40 servers and networks
- Lead a team of technicians to foster skill development and operational excellence
- Resolve an average of 15 support tickets daily, from troubleshooting to high-level escalations, boosting system uptime and ensuring seamless operations
- Independently complete projects to meet client needs, including:
 - Design, configure, and manage RingCentral phone systems
 - Migrate up to 5TB of data from on-prem to SharePoint
 - Transition servers from on-prem to a datacenter environment
 - Architect wired and wireless network plans, configure servers, and set up hardware and software technology to meet business needs
 - Develop SaaS solutions to fortify cybersecurity and streamline operations across client networks
 - Engineer automation solutions to increase efficiency in routine tasks
- Lead team initiatives, including:
 - Optimize network infrastructure performance through strategic hardware upgrades and configuration refinements, reducing system bottlenecks
 - Drive rapid cyber incident recovery, minimizing business disruption and restoring client operations through targeted response protocols
 - Implement Huntress and AutoElevate to strengthen security, detect advanced threats, and prevent unauthorized access
 - Manage multi-site projects, guaranteeing timely delivery and alignment with business goals
- Streamline troubleshooting processes by creating and updating network diagrams, asset inventories, and standard operating procedures to maintain compliance and efficiency
- Support customers' IT needs in various fields of industry including accounting, tax, and law services
 - Familiar with applications such as Drake Tax, Drake Accounting, and Quickbooks (Online and Desktop)

Systems Technician

2013 - 2018

Allen, TX

Small MSP

- Provided technical support to various businesses, achieving high customer satisfaction levels
- Installed CAT 5e cabling, maximizing network reliability and performance across multiple sites
- Spearheaded AV system installations for classrooms and auditoriums, facilitating smooth integration of technology
- Executed workstation setups and configurations, enhancing user experience and productivity

Technical Coordinator

2012 - 2022

Allen, TX

- Conducted sound checks and fine-tuned EQ and levels in real-time
- Engineered live sound ensuring balanced, high-quality audio for speakers, vocalists, and musicians
- Provided regular technical support and maintenance across all campus buildings
- Developed educational resources and trained volunteers on equipment usage and troubleshooting
- Coordinated volunteer schedules, ensuring adequate coverage and efficient operations

Education

BAAS, Leadership Development

University of North Texas

- Specialization in Learning Technologies
- Focus in Information Technology

2019

Denton, TX

AAS, Computer Networking Technology

Collin College

2018

Plano, TX

Certifications

Microsoft Certified Solutions Expert (MCSE)

Microsoft Certified Solutions Associate (MCSA)

AZ-900

MS-900

Technical Skills

IT Infrastructure Management

- Backup & Disaster Recovery - *Acronis, Datto BCDR, Veeam*
- Cloud Services - *Azure, AWS, Google Workspace, Microsoft 365*
- Networking - *Access Points, Firewalls, VLANs, VPNs, Switches, Routers*
- Virtualization - *Hyper-V, VMware*
- VoIP Systems & Unified Communications - *3CX, Cytracom, RingCentral*
- Windows Server Administration - *Active Directory, Group Policy, DHCP, DNS*

Endpoint Support

- Software & SaaS Support - *Clio, QuickBooks, SaaS Backup Solutions, SmartAdvocate*
- Remote Access - *ScreenConnect*
- RMM Tools - *Addigy, Continuum, DattoRMM, LabTech, NinjaOne*
- Mobile Device Management - *SimpleMDM*
- TVs, projectors, phones, multifunction printers, and other peripherals
- Windows & Mac

Security Systems

- Climate Control & Smart Office Tech - *IoT*
- Email Security - *AppRiver, Barracuda, Datto SaaS Defense, IRONSCALES, INKY, MailProtector, Octiga*
- Endpoint Security - *Huntress, SentinelOne*
- Password Management - *Keeper*
- Privileged Access Management - *AutoElevate, CyberQP*
- Security Systems - *Access Control, Alarm Systems, CCTV Cameras*

Automation & Communication

- Basic Scripting - *PowerShell, Bash*
- Communication - *Slack, Microsoft Teams, Microsoft Outlook*
- Documentation - *ITGlue, SharePoint, Liongard*
- Ticket Management - *AutoTask, ConnectWise Manage*

Interpersonal Skills

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| • Active Listener | • Flexible | • Patient |
| • Attention to Detail | • Growth Mindset | • Proactive |
| • Client Focused | • Honesty | • Problem-Solver |
| • Collaborator | • Mentoring | • Reliable |
| • Efficient | • Ownership | • Respectful |