

PROFESSIONAL SUMMARY

As an IT Manager with over 15 years of experience, I bring expertise in both the security and hospitality sectors and I am looking to for a challenging role in a growth-oriented organization. I have exceptional customer service and effective problem-solving skills, while exceling in trend analysis and developing successful solutions. My strong communication skills and proven ability to exceed goals make me a valuable asset to any team.

SKILLS

- Operations Oversight
- Policy Development
- Security Reporting
- Administrative Management
- Employee Assessment
- New Security Technologies
- Technology Integration
- Risk Reduction

EXPERIENCE

Director of Security Operations

August 2018 - Current

MSP- Security Focussed

- Consistently monitored security software for all clients, remediated threats to hotel environments using EDR software and coordinated with firewall team to resolve external attacks.
- Ensure SOC is up to date and fluent on all known attack types.
- Integral part if designing and implementing serval VM server farms for internal use and our client's needs.
- Developed, implemented, and refined process and technology controls.
- Obtained detailed reports of incidents involving security and kept administration informed of incidents and developments.
- Facilitated department procurement, vendor selection and inventory management.
- Project lead for many Office365 email migrations.
- Ensure Tier-1 and Tier-2 Support technicians are trained and skilled with all tools used by SecValMSP
- Ensure all clients receive superior level of service and that all issues are resolved to the satisfaction of the client; respond to client requests in a timely manner and in a fashion consistent with SecValMSP/core values; learn and develop skills required for SIEM operations and vulnerability management; maintain data center and office servers for optimal performance.
- Forged and maintain relationships with hospitality management companies to ensure their satisfaction with contracted services.

- Consistently reviewed major hotel brands for IT standards to ensure compliance; played an integral role in gaining 65 firewall contracts because of stellar performance.
- Lead helpdesk analysts to achieve 9 months of positive client satisfaction survey results.
- Preferred contact for MSP's remote services and onsite installations including direct communication with executive level vendors and hospitality firms.

Supervisor of Support Services

November 2014 - August 2018

Hotel Management Company| Irving, TX

- Maintain technology needs and monitor networks of three corporate offices and 120 hotel properties; selected as IT brand standard expert for all major hotel brands (Hilton, Marriott, IHG, Choice, Wyndham) to assist in ensuring all branded properties maintain compliance with current and upcoming standard changes; maintain and assess computer inventory from procurement to end of life; troubleshoot from desktop level to networking devices; work closely with vendors for troubleshooting; ensure tier 1-3 technicians are performed effectively and efficiently; conduct yearly performance evaluations of support team members; ensure monthly technician reports were accurately reported to VP of IT; develop training documents and conduct training classes for new supporters

IT Administrator

June 2014 - October 2014

Logistics Comp.Frisco, TX

- Maintain all locations using remote desktop tools; configure, maintain and support VoIP phone systems; implement IT info structure in all new markets; assist implementation team on all new markets with all IT needs; test and develop new ways to expand all forms of communication; enter, update and maintain delivery routes into main fleet tracking system; manage all computer systems from corporate office to all remote locations

Desktop Support

September 2013 - April 2014

Municipality | Denton, TX

- Assisted on new roll out of 450+ computer systems; complete assigned tickets in timely manner with complete resolution of issue; ensure all county wiring closets were organized to desired specifications; confirmed all county computers systems were operating at peak performance; worked closely with Help Desk to resolve county wide issues

Network Administrator

September 2011 - June 2013

IT Services | Beaufort, SC

- Trained and managed all new employees; assisted in set up and performance of all on-site requests; helped build client base and maintain relationships; repaired in-house networks and computers; assisted on existing and new network\server installs; assisted in setting up workstations and servers; troubleshooting issues via remote support using RSS and RDP

Shift Supervisor

June 2009 - August 2011

| Naperville, IL

- Resolved in-house and on-site job requests with 95% satisfaction rating; handled client complains or concerns with 90% satisfaction rating; supervised bench technicians while meeting completion deadlines; assisted on remote and telephone support calls; researched new products and ideas to maximize profits; ensured all products on sales floor were correctly priced

EDUCATION

High School
Beaufort High School, Beaufort, SC

June 2004

ADDITIONAL INFORMATION

- Spirit of ONE Award Winner- 2nd Quarter 2015
- Fortinet - Certified Associate in Cybersecurity
- Fortinet - Certified Fundamentals Cybersecurity
- CrowdStrike Falcon 100 Certified
- CrowdStrike - Falcon 105 Certified
- Netskope - Certified Cloud Administrator
- Attended Fal.Con 2023
- Certificate of Completion ISC2 - Certified Cybersecurity