

MCP, WCSP, VTSP, VCA-DCV, ITIL

Profile

As an experienced Information Technology leader, I am a strategic thinker with a passion for utilizing technology to drive business success. With a strong technical background in various IT systems, technologies and managing people, I design and implement innovative solutions that enhance operational efficiency and increase productivity. I excel in managing cross-functional teams and am committed to providing leadership and mentorship to ensure that all team members are working towards common goals. I possess excellent communication skills and am able to effectively convey complex technical information to stakeholders at all levels. My approach to project and client management is grounded in proven methodologies, and I have a track record of delivering projects on time, within budget, and to the highest standards of quality. Additionally, I am dedicated to continually staying abreast of emerging technologies and leveraging these advancements to deliver sustainable and scalable solutions to meet the evolving needs of the organization.

PROFESSIONAL EXPERIENCE

mid-size MSP
_____ (MSP) – 09/2024 – Present

Project Engineer

- Responsibilities include Project Management & Coordination, System Design & Implementation, Technical Support & Troubleshooting, Vendor & Stakeholder Management, Security & Compliance, Budget & Resource Management, Documentation & Reporting, Team Leadership & Collaboration, Testing & Quality Assurance ensuring they are completed on time, within scope, and budget.

Cybersecurity Company
_____ – 03/2024 – 09/2024

ITSA – IT Solutions Architect

- Architectural Design: Develop and maintain the architecture framework for applications, systems, and data to ensure alignment with business objectives.
- Requirements Analysis: Collaborate with business analysts and stakeholders to gather and analyze requirements and translate them into architectural solutions.
- Technology Evaluation: Research and evaluate emerging technologies, tools, and trends to recommend solutions that enhance the organization's capabilities.
- Documentation: Create and maintain detailed architecture documentation, including design specifications, workflows, and best practices.
- Collaboration: Work closely with development teams to ensure adherence to architectural guidelines and standards throughout the development lifecycle.
- Performance Optimization: Identify and implement strategies for optimizing performance, scalability, and security of IT solutions.
- Risk Management: Assess risks associated with architecture decisions and propose mitigation strategies.
- Mentorship: Provide guidance and mentorship to junior team members and cross-functional teams regarding architectural best practices.

Large MSP
_____ (MSP) - 01/2022 – 02/2024

Systems Engineer T3

- Responsible for all aspects of systems engineering and networking for our client.
- This includes but is not limited to review and ongoing improvement of system architecture, implementation and documentation of all hardware and software systems, backups and DR, move services, infrastructure monitoring, vulnerability reporting for 2 US locations as well as UK, Paris and Milan sites.
- We are a mixed environment using Azure, AWS and on prem hardware as well as MS InTune for device management, AutoPilot for new and repurposed devices, Meraki infrastructure, VMware and veeam for backups, etc.
- Additional software used Rapid7 monitoring, MECM and SCCM for patch management and policy deployment, Netrio for monitoring and NextThink for a deeper dive.

Large MSP

. (MSP) - a Ricoh Company - 05/2016 – 07/2021

Tier 3 Escalation Engineer

- Ricoh Star Award winner 2020 and team lead
 - Working remotely on our national tier 3 escalation team, we are responsible for the most difficult and problematic issues.
 - Teamwork helps us utilize all our cumulative skills to troubleshoot and resolve cases, our team is the last line of defense for our clients 'needs.
- Frequent vendor interactions and management as well as assisting with project-based work are a few of our responsibilities

same MSP above **(MSP) Oasis Legal Team Engineer – On site network engineer for Klehr, Harrison, Harvey, Branzberg LLP - 08/2014 – 10/2015**

- Currently supporting 90 attorneys, 160 users at 3 locations managing a 6 server citrix farm
 - Front line engineer role to resolve user requests, provide back end support for hosted citrix farm, interact with client vendors and all other aspects of a single on site systems engineer
- Desktop apps published via citrix xenapp as well as full desktop vdi experience. Applications supported, WorldDocs, Workshare Pro, Summation, MS Office 2013, iManage, Lexus and Westlaw

same MSP above **(MSP) - Network Systems Engineer – Gold Team - 10/2007 – 08/2014**

- A premier IT management services and IT support company for organizations that absolutely depend on their technology.
- Primary business focus is the small to medium sized under 500 desktop business market using ConnectWise IT management software
- On site daily at client locations reporting directly to CEO, CIO, CTO,CFO or other POC's providing a range of services from network engineering support to project planning and management as well as technology steering, network design and implementation
- Identify areas that need attention through a documented proactive process where we recommend solutions and implement technologies
- Provide proactive overall network diagnostic and health reports for multiple clients on various systems across many platforms
- Assist and spec client related project work as well as day to day systems troubleshooting

PC NETWORK. a LANUSA COMPANY

Contract Outsource Director of Information Technology for the County of Salem NJ

- Working with the Salem County Government administration office, responsible for all aspects of creating and managing the IT department as well as overall responsibility and management of the entire county network infrastructure as well as the security and integrity of all County Information Systems
- Other responsibilities include budgeting, staffing, asset and resource management, day to day operational challenges, long range planning, project creation, oversight and implementation of all projects and all other duties as assigned
- Co-authored the Counties first Continuity of Operation/Continuity of Government plan (COOP/COG) County wide Disaster Recovery and Business Resumption Initiative
- Helped implement the Counties first computerized helpdesk and inventory/asset management system
- Participated in the creation and implementation of the Counties first unified GIS system
- Oversight of the implementation of the Counties first EDMS system (electronic document management system)
- Helped with the Counties first fleet management system
- Assisted in the successful completion of the Counties first unified law enforcement MDT system for all townships and municipalities police patrol vehicles

INSTITUTE FOR SCIENTIFIC INFORMATION (ISI), a Thompson Scientific Company

Contract Network Server Support Engineer

- Administered 20+ Novell networks 3.12, 4.11, 5.1 servers.
- Created an identical test lab with Netware 5.1 and duplicated all processes of the live network to prepare for migration. Once testing was completed, responsible for migration of all Netware 3.12 servers over to 5.1 and troubleshooting any migration problems.
- Used Visio/Auto CAD, created documentation of the entire network, i.e. all workstations, servers, configurations, software, hubs, routers, switches, patch panels, connections, IP addresses, floor plans etc.
- Installed and configured Zen Works for desktop inventory control, desktop remote control and for launching and updating desktop applications.
- Exchange 5.5/ Outlook 2000 administration and installations.

FIRST USA BANK

Contract Network Server Support Engineer

- Responsible with a team for routine maintenance and servicing of 700+ enterprise servers in 4 data centers in a Microsoft NT 4.x/2000 and Novell Netware 3.x/4.x mixed environment
- Installation and configuration of new servers (NT and Netware) being put in the FUSA domain.
- Created maintenance documentation for IT department to follow for all scheduled and unscheduled maintenance on all enterprise servers.
- Documented all configurations and recommended configuration changes for the Netware servers to prepare for Win2k migration.
- Created all enterprise documentation in Visio format for all networked equipment (LAN, WAN, etc).
- Trained on, installed and used IBM Tivoli network management software.
- Prepared 35 Novell servers for migration to Windows 2000 server.
- Responsible with two other team members for all Customer Care and RTE servers. □ On-call pager for the enterprise-wide rotation for 24/7 support.

SAINT GABRIEL'S SYSTEM – Dual role with ARCHDIOCESE of PHILADELPHIA

Chief Information Officer

- Responsibilities included an eight-location educational/administrative WAN with 450+ users.
- LAN/WAN Coordinator in charge of budgeting, purchasing, planning and provisioning network equipment and software, and all infrastructure changes and upgrades. Re-architected the local and wide area networks.
- Supported server systems: Netware 4.x/5.x and Windows NT 4.x/2000.
- Installed and configured GroupWise 4.1 to migrated to 5.0 and finally 5.5.
Data center and systems management for NT and Netware systems. Also responsible for database development and management of Access databases. Administration of the HR packages Abra and PeopleSoft.
- Internet and Intranet management: established policies and monitored internal use of the Internet for the schools and St. Gabriel's staff.
- Desktop distributed computing management: planned, initiated, and implemented installation and/or upgrade from Novell Netware to Windows NT and Office 2000. Supported o/s Windows 2000, 98,95 Mac o/s.
- Responsible for system backups and disaster recovery schemes involving tape rotation system.
- Served as telecommunication and cellular communications director with responsibility for the evaluation of equipment and services, including carriers. Upgraded the telephone hardware and voicemail systems for three sites, as well as implementing a new carrier. The upgrades resulted in bottom line savings.
- Hardware supported Cisco and Motorola routers, Intel switches, 3com hubs Dell and Compaq servers, Nortel, Avaya and Expanets telecom equipment.
- Documented all locations floor plans in AutoCAD, all network equipment and architecture in Visio 2000. □
Managed in house IT staff as well as outsourced consultants in all aspects of the network infrastructure

ARCHDIOCESE OF PHILADELPHIA, Catholic Human Services

Director of Operations

- Served the AOC in a dual role capacity as CIO of St. Gabriel's System and Director of Operation for CHS
- Responsibilities include network operations center creation and management.
- Responsible for all NOC planning from the ground up. 3000 square foot facility with 30+ servers including a Windows/Netware mixed environment.
- Server Systems management and maintenance
- Served as Telecommunications Coordinator in the selection of PBX, voicemail and related telephony technologies, lines and carriers.
- Integration and consolidation of all cellular and telecommunications.

EDUCATION

In-depth experience ConnectWise and ServiceNOW systems, as well as all Windows platforms including Windows server 2019, 2016, 2012, 2008, 2003, 2000, NT and Windows 11, 10, 8, 7, Vista, XP, 2000, AD, Azure AD, MS365, AWS, VMware, V-Sphere and VCenter Site Recovery Manager, MSCCM, PowerShell as well as Microsoft Hyper-v virtualization technologies. Additionally, a secondary focus on mixed environments including MAC o/s 8, 9, 10.x, 11.x Novell Netware 3.x, 4.x, 5.x, 6.x, OES and some experience with SUSE Linux, Red Hat Linux, Ubuntu technologies.

InfoTech Inc.; Mount Laurel, New Jersey
MCSE Windows 2000 Training (January 2000)
CCNA Certification Training (August 2000)

Nettrain Inc.; Cherry Hill, New Jersey
CNE Certification Training (March 1997)
A+ Certification Training (March 1997)

The Richard Stockton College of New Jersey
Currently pursuing BS in Computer Science

Cherry Hill High School East; Cherry Hill, New Jersey
High School Diploma (1984)

Other Trainings Completed

AWS and Azure certifications to be completed (2018)
ITIL Foundation training (aug 2016)
Sonicwall Security Administrator training (July 2015)
Watchguard Certified Systems Professional WCSP (aug 2014)
VMWare Certified Sales Professional VTSP (aug 2014)
Cisco Certified Network Associate training (dec 2013)
Microsoft MCSE 2008 Training – (Nov. 2008)
Microsoft Exchange 2007 Training – (June 2008)
NJDARM/PARIS Grants Training Program – (Nov. 2006)
FEMA COOP/COG Program Manager Training – (Sept 2006)
FEMA COOP/COG Train the Trainer – (Aug 2006)
Department of Homeland Security COOP/COG Planning Training – (July 2006)
NJDARM/PARIS Disaster Recovery Preparedness Training – (June 2006)
SLES 10.0 Enterprise Training – (Sept 2005)
Novell Open Enterprise Server Training – OES - (Mar 2005)
Certified Linux Professional – CLP - (Nov 2004)
Novell Linux 9 Desktop Advanced Technical Training - (Nov 2004)
Certified Linux Sales Professional CLS 2004 - (June 2004)
Novell Zen Works 6.5 Boot Camp - (May 2004)
Microsoft Active Directory Advanced Training - (Jan 2004)
Microsoft Exchange 2003 Technical Training - (Nov 2003)
Microsoft Windows 2003 MCSE Technical Training - (Oct 2003)
Certified Novell Sales Professional CNS 2004 - (Sept. 2003)
Novell Cluster Services Advanced Technical Training - (Aug 2003)
Netware 6.5 Advanced Technical Training - (Aug 2003)
E Directory 8.7 Advanced Technical Training - (July 2003)
GroupWise 6.5 Advanced Technical Training - (May 2003)
Zen Works 4.0 Advanced Technical Training - (August 2002)
GroupWise 6.0 Advanced Technical Training - (June 2002)
Netware 6.0 Advanced Technical Training - (April 2002)