
Summary

Service driven professional who develops strategies for delivering the highest quality customer service while constantly growing his skill via job experiences or virtual trainings. Highly organized and independent; able to effectively coordinate tasks to accomplish projects with timeliness and creativity. An effective team member, skilled in enlisting the support of all team members in aligning with project and organizational goals.

Top Skills:

- Customer Service
- Process Improvement
- Procedural Documentation
- Root Cause Analysis

Highlights

- Windows 10, Windows 11
- Smart Phones – IOS, Android
- Microsoft Office 2016, 2019, O365
- Microsoft Server - 2016, 2019, 2022
- Remote Tools – Dame ware, LogMeIn, TeamViewer ConnectWise Control
- Ubiquiti switches and wireless access points
- Firewalls – SonicWALL, Unifi Security Gateways
- Software support for DocView, OGSys, Create a check, Spotfire, Aries, Kingdom, Geographix
- Virtual – VMWare, Hyper-V, Citrix, Azure
- RMM – ConnectWise Automate, SolarWinds N-able.
- Backup Appliances – Unitrends, Datto

Experience

Mid-size MSP

Houston, Tx

IT Manager

3/2022 to Current

- Maintain Servers, network, and pc's for customers and partners.
- Perform monthly maintenance.
- Push software via scripts through ConnectWise Automate
- Write project plans for ongoing infrastructure projects.
- Manage Office 365, Entra, and Azure for our customers and partners.
- Manage VMWare environments for multiple customers
- Deployment and Support of SonicWALL Firewalls.
- Office 365 email, OneDrive, and SharePoint migration using Bittitan
- Automated patching via ConnectWise Automate
- Review backups for all clients. Unitrends and Datto appliances.
- Track time, tickets, and projects in ConnectWise Manage
- Configure, Setup, and Support for Azure VPN and SonicWALL Global VPN Client
- Drive process improvements for the technical team.
- Monitor and Track team calls and response times.
- Develop onboarding training for new employees then implement that training.
- Evaluate tools for operational improvement.
- Implement after hours call queue to reduce the hold time for afterhours support.
- Mentor technical staff to grow their skills.

Mid-size MSP

Humble, TX

IT Consultant

12/2015 to 2/2022

- Cathexis project – Network map, hardware discovery, application deployments, Amazon Workspace deployment to all users. Migration of Piracle software from old server to new replacement.
- Provide desktop support for Crosswood Group customers. This includes executive, office, and field personnel.
- Support for Windows 10 environment, Office products, managed Exchange (Intermedia), Active Directory requests, Windows server 2008, 2012, 2016, and 2019, SonicWALL's, and other requests that come in.
- Provide full IT support for Earthstone Energy. This includes but is not limited to OGsys, Docvue, Aries, Spotfire, Kingdom, Network hardware, Wireless network, Full server support – VMWare – Dell Storage array, Virtual Servers, AD, Desktop, video conference, and phones (both desk and mobile).
- Box to production build out of VMWare and Citrix environment for one of our new customers. Leaned on Citrix Support for some issues but was able to complete in a two-week window successfully.
- Work with Internal and External Auditors to complete Earthstone's Sox compliance audits.
- Integration of Earthstone's acquisitions. This includes but not limited to server migration, domain trusts, data migration. O365 Migration to a new tenant. User migration. Asset and office closures. Assisted the office manager with divesting the office furniture for the old corporate office.
- Provide support to the Cathexis Office. This includes but is not limited to on prem servers and to an extent AWS virtual servers. Support for AD, Azure AD Sync, O365. Desktop Support, Network, VPN, Docvue, and audit.

Furniture Manufacture Company

Houston, TX

Desktop Support (Contractor)

08/2015 to 11/2015

- Proposed, designed, and implemented an imaging process via Microsoft Deployment Toolkit. This allowed for consistency when building all new and replacement computers reducing the build time from 7 hours to 35 minutes.
- Training current staff on how to for building and maintaining MDT in the future.
- Assisted with other projects whether in desktop or infrastructure. Supported the desktop environment of Windows 7 and Office 2010.

Energy Company

Houston, TX

Lead Desktop/Executive Support

11/2013 to 07/2015

- Project Owner – Consolidation of Print Servers. Replaced printer server name with DNS alias which allowed us to redirect print traffic in case a print server was down for an extended period.
- Designed and implemented imaging checklist for consistency with building pcs.
- Managed all Print Servers for US Southern division. This included queue creation, management, and problem resolution.
- Mentored and trained current desktop team and new technicians.
- Identified, documented, and implemented policies and procedures that would deliver better service to our customers.
- Provided support to the Executives for all IT needs including AV, mobility, and after hours support.
- Coordination with facilities on all people, desk, or floor moves.
- Audio/Visual Support for Town halls, Trainings, and meeting rooms located at the main office as well as offsite.
-



Products Company

Seymour, IN

Supervisor – Field Support Specialists

07/2001 to 11/2013

- Managed the Northern Region Desktop team which included annual performance reviews.

- Identified, standardized, and implemented procedures for the region.
- Mentored and did annual training for the desktop team to keep up with technology and company policy changes.
- Designed a Northern Region SharePoint site for maintaining information about our region including asset inventory and documentation.
- Lead a QA team that tested all pre-production pc images to ensure consistency and reliability.

Certifications

- A+ Certified - 1998
- Managing and maintaining a Microsoft Windows Server 2003 Environment – July 6, 2007
- Windows 7, Enterprise Desktop Administrator – March 26, 2011