**Information Technology Professional**

Progressive hands-on experience in IT Management and Network Operations in various industries.

Service oriented with proven ability to interact well with all levels. Expertise includes:

* Infrastructure design
* Installation, maintenance and operations
* Implemented ERP and CRM to full life cycle
* Managed internal technical support on multi distributed client server platforms
* Lead Technical resource for all projects

**Technical Proficiencies**

|  |  |  |  |
| --- | --- | --- | --- |
| **Operating Systems/Databases** | **Networks** | **Hardware** | **Software** |
| Windows 95/98/NT4.0/2000 Professional  Windows NT 4.0 Server/Enterprise Server/Terminal Server/2000 Server/ Advanced Server  Novel 3.xx  Unix AIX4.33/AT&T/Solaris 2.6  MS-DOS  SQL Server 6.5/7.0 | Peer to Peer Networks  Windows PDC/BDC/Stand alone  Novell User and Queue administration  Managed an un-managed switches and Hubs  Cat 5 drops with termination  TCP/IP/WINS/DNS/IPX/SPX/Netbui/Gateways  VPN  Beta Testing VoIP  Video Conferencing | Compaq Server/Desktops/Laptops  Dell Server/Desktops/Laptops  IBM RS/6000 Servers/Thinkpad Laptops  Toshiba Laptops/HP Laptops  RAID Configuration  Media Library backup units  APC uninterruptible Power Supplies | Microsoft Office 95/97/2000  Microsoft Exchange 5.5  Visio 5/2002 Professional/Technical/ Enterprise  Acrserve Novell/NT  Seagate Backup Exec NT  Citrix Meta Frame 1.8/2000  Enterprise Resource Planning JDEdwards  Customer Relationship Management  Pegasystem  Norton Antivirus Managed  Norton Ghost |

**Professional Experience**

**Company A 20xx – 20xx**

**Senior Technical Consultant**

*Handled installation of software and interfaces and code refreshes and upgrades. Also technical liaison for presales and technical lead for all projects including resource management and managing the full-life cycle of all projects.*

* Conducted needs analysis, utilizing AIM methodology, at client companies and recommended to workflow architects technical specifications required to customize the software to meet the business requirements.
* Communicated with all business units to determine their requirements and identify problems to be rectified and improved on the system.
* Presented to Client Company the solutions outlining server sizing, capacity planning and scalability using either existing or recommended hardware.
* Developed test plans to identify and troubleshoot potential problems and performed stress testing and parallel runs prior to launch into production.
* Analysed data and performance utilization of the server and determined if hardware upgrade was required prior to installation of new system.
* Achieved quarterly revenue targets by being utilized over 80% along with completing projects under budget and on time.

**Company B 20xx – 20xx**

**Manager of Information Technology and Network Operations**

*Managed operations at 16 locations internationally, with a staff of 13 employees. Controlled an IT resource budget of $1.5M, which included hiring of internal staff and outside contractors, along with a hardware and software budget of $1M for all local and international locations.*

* Negotiated all service level agreements with external vendors and Microsoft Select class A server license agreement, which included T1 connections, shadow services and managed VPN. This resulted in a $100K savings over a two-year period.
* Designed, planned and implemented corporate Windows NT4 network environment, including domain planning, and planning of DHCP, wins servers, Terminal Server solution using Citrix Meta frame 1.8 for the specific use of JDEdwards ERP application.
* Provided global support on an on-call basis for escalation issues.
* Hired and developed a well-trained and motivated technical team.
* Planned a secure VPN solution to international locations.
* Developed and implemented corporate standards for all security hardware and software.
* Implemented video conferencing solution between three sites along with a disaster recovery solution.

**Company C 20xx – 20xx**

**Senior Technical Specialist, Executive Support Group**

*Provided installation, maintenance, upgrades and training of systems and equipment for 350 executive users. Also provided Windows operating system support.*

* Performed hardware and software evaluations to meet the needs of senior executives.
* Managed the installation, administration and maintenance for IIS4, exchange 5.5, SQL6.5 and Novell and NT servers and cc:Mail database.
* Managed and performed data backups with accurate logs and regular testing.
* Performed capacity planning management and performance tuning.
* Developed and maintained accurate and clean records of all LAN documentation.
* Prepared technical and training documents and provided one-on-one training for all senior executives.
* Provided 24/7 service while on pager for all senior executives.

**Education**

**DeVry College of Technology**

Electronics Engineering Technology Diploma 20xx

**Certifications**

* Microsoft Certified Systems Engineer
* Microsoft Certified Professional
* Microsoft Certified Professional + Internet
* Networks & Networking Specialized Certificate
* Electronics Engineering Technology Diploma