

## PROFESSIONAL SUMMARY

Experienced Information Technology Manager with a robust proficiency in infrastructure architecture, security strategy, project governance, financial planning, and operational oversight. Demonstrated aptitude in implementing cost-efficient system enhancements, operational optimizations, and effective leadership. Profound technical acumen spanning System Engineering, Networking Infrastructure, Network Architecture, Routing and switching, Hyper-converged Computing, and Technical Documentation.

## TECHNICAL SKILLS

- **Networking:** Proficient in Cisco Switching and Routing, Fortinet, Meraki, VLAN Configuration, Subnetting, Access Control Lists (ACLs), VPN Deployment, Firewall Rule Management, VTP, and Switch Stacking.
- **System Engineering:** Extensive experience with Veeam, Datto, Netapp, Storage Area Networks (SANs), Windows Server Administration, DNS/DHCP Management, Active Directory Services, FTP Server Configuration, SQL Server Administration, High Availability Systems, and Zabbix Monitoring.
- **Leadership:** Proficient in Change Management Practices, Project Lifecycle Management, Vendor Relations, Budgetary Planning, and Team Leadership Strategies.

## EXPERIENCE

### IT Infrastructure and Operations Manager – CMS Nextech | Melbourne, FL | March 2022 – Present

- Established and chaired the Change Advisory Board and Major Incident Response Team, ensuring rapid and effective response to critical infrastructure events.
- Orchestrated the strategic roadmap for infrastructure enhancements, resulting in notable improvements in system reliability and performance.
- Architected and managed a large-scale enterprise network leveraging Cisco technologies, encompassing Software-Defined Wide Area Networking (SDWAN), Local Area Network (LAN), and Wireless LAN (WLAN) deployments.
- Negotiated vendor contracts and sustained collaborative partnerships to align technology procurements with budgetary directives.
- Oversaw the successful integration of technology systems during large-scale acquisitions, ensuring minimal disruption to business operations.
- Defined and enforced IT policies and procedures to fortify departmental efficiency, regulatory compliance, and cybersecurity posture.
- Managed and maintained a hybrid infrastructure encompassing on-premises, cloud, and private cloud environments.

### IT Infrastructure Manager – Tuff Torq | Morristown, TN | Apr 2019 – March 2022

- Identified and evaluated emerging technologies to modernize infrastructure and enhance operational agility.
- Orchestrated vendor relationships and formulated a comprehensive annual budget of \$2.5 million.
- Formulated and executed disaster recovery protocols to safeguard infrastructure integrity and availability in the face of major disruptions.
- Collaborated with Cisco and Dell to architect scalable and cost-effective infrastructure solutions.
- Facilitated onboarding and mentorship programs for new personnel while ensuring optimal network performance.
- Deployed and managed Virtual Private Networks (VPNs), firewalls, and anti-malware solutions.
- Addressed critical technical challenges beyond the purview of technicians.
- Led technical upgrade initiatives, liaising with consultants and developers.
- Managed the expansion of infrastructure within a manufacturing environment.

**Lead IT Solutions Architect (Contract)** – PDS Consulting | Morristown, TN | Mar 2018 – Apr 2019

- Reviewed project requirements and devised tailored technology solutions.
- Delivered technical presentations and offered expert guidance to clients.
- Collaborated with clients to swiftly resolve technical issues.
- Analyzed technical data to optimize workflows for clients.
- Implemented robust information security protocols to bolster client defenses.
- Successfully managed up to 5 concurrent projects, achieving 30 project completions on schedule, fostering high client satisfaction.

**Infrastructure Manager** – FACE Amusement | Johnson City, TN | Jan 2016 – Mar 2018

- Engineered and implemented a medium-scale network infrastructure for the entertainment sector.
- Deployed systems such as Embed Card, security cameras, access control, and alarm systems.
- Managed and secured a diverse ecosystem encompassing servers, workstations, switches, and firewalls across 20 sites.
- Delivered 7 projects on time and within budget.
- Enforced network security utilizing SonicWall Firewalls, including multiple site-to-site VPN configurations.
- Supervised a team of 15 staff members.

**Sr. Network Engineer** - Unbound Digital | Johnson City, TN | Jan 2013 - Jan 2016

- Managed extensive network infrastructure, enforcing policies for optimal utilization and maintenance.
- Established performance metrics to ensure adherence to industry-standard networking practices.
- Conducted rigorous network testing to validate reliability and resilience.
- Provided technical support for network hardware and devices, including hubs, bridges, and routers.
- Developed comprehensive network documentation and training programs.
- Led procurement and implementation of core networking equipment to enhance performance.
- Implemented robust security measures, including VPNs, firewalls, and intrusion detection systems.
- Monitored network activity for prompt identification and resolution of operational and security issues.
- Implemented automated frameworks for scalable, cost-effective network management.
- Resolved complex network issues with multi-vendor service providers.

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**CERTIFICATIONS**

ITIL Foundation v4	CCNP
CITM	CompTIA Project+
CompTIA CIOS	CompTIA Security+
CompTIA CSIS	Zabbix Certified Specialist

B.S. Information Technology Management – Purdue Global | 2018-2020