

Driving business productivity with cutting edge technology solutions

IT LEADER, INTEGRATOR, ARCHITECT, and WILDCARD maximizing productivity while driving teams to success by leveraging, and developing the talents of my team and colleagues through the use of efficient, timely, and cost effective technology solutions. **I Manage Technologies; I Lead people.** Implementing and optimizing cloud, network, and server technologies that allow users to communicate effectively and companies to perform at unprecedented levels is what I consider success. I secure intellectual property and digital assets by leveraging hardware and software packages selected according to industry best practices paired with outside the box thinking. I engage daily with technical and non-technical peers to better understand user needs, continuously improve systems, and build organizational excitement and value.

AREAS OF EXPERTISE

Team Leadership and Development ▪ Intra and Extra Organizational Communication ▪ Enterprise Contract Negotiations Amazon Web Services ▪ VMware ▪ Microsoft Servers & Operating Systems

Physical Infrastructure Management ▪ Office 365 ▪ MExchange

Linux Technologies ▪ Digital Security ▪ ERP ▪ Network and Application Monitoring Systems

Scripting Languages: Python, Powershell (Office 365, Server 2016, Azure AD)

Frameworks/Methodologies: ISO 27001, ITIL, Agile/Scrum, PCI, HIPAA, DevOps

Virtualization/Cloud: VMware: Vsphere, Vcenter, Vcloud.

Amazon Web Services: Amazon EC2 Instances, Elastic Block Storage, S3/Glacier Storage, Virtual Private Cloud across Direct Connect.

Microsoft Azure: Office 365, Azure Active Directory, Azure Private Cloud

PROFESSIONAL EXPERIENCE

M&T Bank – Buffalo, NY 9/2018 – current

Understanding What's Important

Assistant Vice President/Platform Reliability Manager

PremCom - Amherst, NY

11/2017 to 8/2018

Communications is everything

CTO, Solutions Architect

- Enlivened a company based on telecommunications and Cabling to put focus on managed service providing, bringing that from the third largest income provider, leveraging the cloud, building high level architecture in both Azure/Office 365 and AWS, to place MSP as top seller.
- Instituted a Tier IV datacenter, 3-2-1 data protection solution, establishing a partnership with VEEAM as backup software of choice and OffSiteDateSynch as our multi-availability zone storage solution

- **Worked on a daily basis with the salesforce as the subject matter expert to interface with clients and build excitement and enthusiasm about both cloud durability and ROI.**

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Delaware North – Buffalo, NY

9/2014 to 7/2017

Providing inspirational solutions for hospitality around the world

MANAGER IT CORPORATE INFRASTRUCTURE

- **Instrumental member of daily and hourly conferences engaging leadership including board members, directors, and management, both technical and non, to develop corporate strategy as well as long and short term technical and overall strategic goals**
- **Eliminated existing technical silos, both informational and intellectual, bringing together the Corporate Solutions Team and the Corporate Networking Team** to better facilitate close collaboration, increase brand value, and modernize customer experience.
- **Lead and developed this Infrastructure Team of direct reports engineers**, numbering twenty-nine, with daily Agile and Scrum stand-ups to align goals and to architect new designs and initiatives.
- **Architected and began the retirement of onsite physical equipment** to be replaced with a hybrid cloud model soon to encompass all 160+ field locations held by Delaware North, mimicking Corporate HQ, continuing the bleeding edge technological approach championed by the leadership team.
- **Sourced, designed, and implemented an Enterprise Scalable backup strategy**, taking an agile approach to identifying issues and affecting their resolutions; conducted site testing and scripted automated implementations.
- **Core member of the Datacenter Migration team responsible for the migration to Amazon Web Services and implementation of a new, copperless, PON** bringing the company's technology to the forefront of the industry.

MANAGER IT PRODUCTION SERVICES

- **Negotiated numerous multi-million dollar contracts** including MS Enterprise Agreements, high durability and high availability WAN provider contracts from AT&T and Level 3, as well as enterprise a scalable cloud platform delivery from AWS.
- Negotiated the first Direct Connect to AWS on the east coast outside of NYC.
- Implemented a world first running Skype for Business, completely wirelessly, across a Passive Optical Network. Principle envoy in said negotiations.
- **Confederated disparate Corporate and Field Systems Engineering Teams** creating a single, svelte and well balanced aggregation of skillsets and personalities, operating now as the Corporate Solutions Team.
- **Molded this team of nineteen direct report engineers** (ranging in skillsets from entry level to top industry experts) into an agile and proficient engineering force following ITIL practices.

Lead Systems Engineer

- **Established lines of communication between engineers and executives**, delivering daily presentations to level set expectations and outline achievements to board members and directors.
- **Led a team six direct report engineers, operated on a peer level with senior executives, and integrated with leadership from all facets and levels of Delaware North IT**; designs weekly roadmaps for the Corporate Systems Team's output.
- **Architected change and release management program overhaul** by more clearly defining release plans, streamlining the change management process, defining back out plans, and implementing after action, post-mortem, reviews.
- **Trained, mentored, and developed** engineers and colleagues to both increase company value and the advancement of individual careers.
- **Successfully implemented Unified Communications Solution**; migrated corporate Nortel PBX to Skype for Business 2015.

- **Migrated one hundred thirty-six sites, including headquarters, from Novell GroupWise to Office 365**, minimizing customer downtime, increasing functionality, and optimizing efficiency of the email platform as a whole.

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Advanced Cyber Promotions– West Seneca, NY

9/2013 to 9/24/2014

Providing simple, affordable, and reliable technology solutions to business.

SENIOR SYSTEMS ENGINEER, TIER III

- **Led a team of nine Tier I, II, and III engineers to manage the day to day technical operations for 22 major Western New York Businesses** while monitoring system performance and recommending logical upgrades and enhancement paths.
- **Designed and Optimized Routing and Remote Access Solutions** that adhered to the needs of clients in terms of security, conformed to available budgets, and operated on new and existing equipment.
- **Architected Disaster Recovery Plans and ensured that system performance matched organizational requirements.** Worked with a wide array of backup technologies including traditional tape and disk, cloud systems, and hybrid approaches.
- **Analyzed technology environments and configurations to ensure HIPAA (and other regulatory) compliance**, notified appropriate parties in the event of risks and policy violations, and remediated situations that brought about non-compliance.
- **Attained master certification in the company selected IT Management Platform** and led the successful implementation both inside the organization and throughout the customer base.
- **Implemented a Property Management System Replacement** for a leading local Hospitality Enterprise which enabled new interfaces, functionality, and communication features that immediately improved booking and occupancy rates.
- **Redesigned a network file sharing environment**, assessed end user access methods, corporate security standards, and back-end delivery methods. Proper planning and execution ensured no business disruption.

INSPIREDIT, LLC. – Depew, NY

12/2012 to 9/2013

Providing technology solutions for Western New York business clients.

LEAD TECHNOLOGY CONSULTANT, TIER III

- **Led a team of three Expert Engineers** in a hands-on consultant enterprise serving over 100 clients
- **Managed and optimized virtual server environments** consisting of Microsoft Exchange, Microsoft SQL, Microsoft SharePoint, Domain Controllers, System Management Platforms, Linux Application and Database Servers.
- **Successfully migrated all internal IT systems** from a stand-alone domain network to a remote location on the existing network of an acquiring organization within a 3-day period, resulting in no business interruption.
- **Deployed Enterprise Security solutions** to protect workstations and servers from automated and manual threats and viruses.
- **Designed a custom Network Application Monitoring System** that increased visibility and allowed for statistical analysis, issue and problem tracking, management reporting, and automated advanced warning and response.
- **Supported users in multiple companies across diverse industries** ensuring that individual and departmental goals were being achieved, systems were operating efficiently, and service level agreements were being met.
- **Personally engaged with non-technical clients** to deliver training, gauge effectiveness, and answer workflow questions.

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FOUNDER, SENIOR SYSTEMS ADMINISTRATOR, TIER III

- **Managed all projects and ensured that solutions were delivered on-time and within budget.**
- **Contracted with a well-known, major national restaurant corporation** to complete the installation and configuration of their national remodel
- **Partnered with and Consulted for a leading national direct online and catalog retailer** of computers and consumer electronics to provide solutions and keep current on IT trends and products.
- **Administered a Citrix VDI infrastructure** that enabled the realization of a zero-fail/no downtime solution, maximizing the experience of network and remote users.
- **Oversaw the user experience of a SharePoint Server Farm** that allowed internal users to better collaborate on projects, access information, and track changes to critical information.
- **Managed the installation of new cabling infrastructures**, trouble shot issues with existing installations, and mapped client environments to provide telecommunication and connectivity visibility and documentation.
- **Provided complete hardware and software administration** to restaurants, property management groups, professional services firms, fitness centers, and IT hardware and software vendors.

EDUCATION

Political Science/German Language Majors – North Carolina State University – Raleigh, NC

ADDITIONAL INFORMATION

Fluent in English and German ▪ Silver-Pin Sommelier

Heavily involved Volunteer and Foster with Awesome Paws Animal Rescue ▪ Passion for Guitar of all Genres

Avid Backpacking Enthusiast