PAUL KROON paul@paulkroon.com / 609-576-3720 / Ambler, PA

An IT professional with over 15 years of communication and leadership skills as well as extensive, direct technical experience. I am energized by the opportunity to organize people and technology in dynamic, agile environments to efficiently solve business challenges.

WORK EXPERIENCE

**Tyndale Company, Inc., Pipersville, PA**

IT Manager **December 2013 - Present**

*Key Responsibilities*

* Lead, coach, and mentor team of 20+ employees, including Systems Administrators, Database Administrators, Help Desk Technicians, Business Analysts, QA Analysts, Developers, DevOps Engineers, an Infrastructure Supervisor, and a QA Supervisor
* Create and manage $2M+ IT budget; defined policies and controls to stay on budget for 24 consecutive quarters
* Architect and maintain infrastructure supporting 400 company employees and over 200,000 customers
* Oversee software development, leading the design of SDLC processes and SOPs; created a DevOps role to support sustaining an average of 4.8 production releases per business day with 0.03% rollback rate
* Direct multi-tiered customer service support system covering help desk/infrastructure as well as custom application support, completing a yearly average of 4,500 support tickets with a 98% satisfaction rating
* Maintain and present IT KPIs to company Directors to drive transparency, accountability, and continuous improvement of IT performance
* Design and implement company-wide project portfolio management system; conduct project management for an average of 30 in-flight projects at a time
* Analyze data privacy laws and other IT regulations to ensure compliance; implement relevant policies/controls
* Spearhead communication initiatives to bridge the gap between IT and the rest of the business: weekly advisories, monthly newsletters, regular in-person “Ask IT Anything” meetings, and project status presentations

*Major Accomplishments*

* Grew IT department from 5 employees to over 20 after taking on management role, expanding on the infrastructure, QA, and engineering teams, as well as creating supervisor roles within IT management
* Replaced legacy IT ticketing system with modern, ITIL-compliant, cloud-based ITSM tool for better efficiency for the team and new Service Level Objectives (SLAs) with metrics based on the customer experience
* Accrued high-impact set of responsibilities across multiple cross-departmental company-wide yearly initiatives
* Designed and executed year-long ERP database upgrade project with 1-day successful go-live cut-over

**Tyndale Company, Inc., Pipersville, PA**

Systems Administrator **February 2011 – December 2013**

* Served as senior admin for network and infrastructure used by over 300 employees across multiple locations and over 200,000 customers
* Implemented and maintained all enterprise systems at over 99.9% uptime: VMware vSphere, SAN, WAN/LAN, Microsoft Active Directory/Windows/Exchange, file and print services, mobile device management, VOIP phones
* Architected and implemented Linux systems to supplement our Microsoft C#.Net/MS SQL software stack, including MySQL, Redis, RabbitMQ, HAProxy/Stunnel, and Nginx
* Mentored junior admins, and collaborated with development team in a devops role to improve software development lifecycle pipeline, increasing average release velocity from 2 per month to 3 per week

PRIOR EXPERIENCE

**Tyndale Company, Inc., Pipersville, PA**

Junior Systems Administrator/Help Desk **June 2008 – February 2011**

**Sungard, King of Prussia, PA**

Web Developer/Project Administration **March 2008 – June 2008**

**Redlasso, King of Prussia, PA**

Web Developer/Database Administration **January 2008 – March 2008**

**Ivory Tower Group, Conshohocken, PA**

Web Developer/Project Support **May 2007 – January 2008**

**Ursinus College, Collegeville, PA**

Associate Systems Administrator **January 2007 – June 2008**

**Tek Translations, El Plantío, Madrid, Spain**

IT Department Intern **October 2006 – December 2006**

**Eggland’s Best, King of Prussia, PA**

MS Access Database Developer **September 2005 – May 2006**

KEY SKILLS AND PROFICIENCES

**Management/Leadership:** Communication / Influence / Project management / Team development

**Software:** Windows (Server 2003-2019,XP-10) / Linux (Ubuntu, Debian, Gentoo) / MacOS / Amazon Web Services (API gateway, Aurora, CloudFront, EC2, Quicksight, RDS, S3, Glacier, VPC) / Backup software (BackupExec, Acronis, Veeam, Idera SQLSafe) / HAProxy / Jenkins / Microsoft Active Directory / MS Exchange and O365 / MS SQL server, Reporting Services (SSRS), SSIS / MySQL / Nginx / PostgreSQL / RabbitMQ / Redis / Stunnel / Version control software (Subversion, Git) / VMWare (vSphere infrastructure, Horizon/View)

**Programming:** ASP.Net / C# / BASH / PHP / PowerShell / SQL / VB script

**Hardware:** Aruba wireless / Cisco switches and routers / Dell PowerConnect / Dell PowerEdge / HP ProCurve / Storage Area Network (Dell/EMC, Nexenta, Pivot3, Starwind) / SonicWall / Supermicro SuperServer

EDUCATION / CERTIFICATIONS

**Ursinus College**

Bachelor of Science in **Computer Science** and **Mathematics** **May 2008**

**Microsoft Certified Systems Engineer (MCSE)**

**MCSE: Security+**