

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 PROFICIENCIES

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+	