

Sr. IT MANAGER

SYSTEMS ADMINISTRATION ▪ LEADERSHIP ▪ SYSTEMS DESIGN & DEVELOPMENT ▪ IT STRATEGY ▪ SYSTEM UPGRADES
 PROJECT MANAGEMENT ▪ SOFTWARE & HARDWARE SUPPORT ▪ CRITICAL PROBLEM SOLVING ▪ SYSTEMS DOCUMENTATION
 SYSTEM INTEGRATION ▪ CLIENT RELATIONSHIP MANAGEMENT ▪ MULTI-SITE OPERATIONS

| EXPERTISE | PROFILE |
|---|--|
| Management Budget MS Exchange Active Directories DNS/FTP/ WWW (IIS, Apache) | Detail and task-oriented professional with an exemplary background in conceiving and developing unique initiatives to propel technology to the limit and optimize performance. Capable of developing teams who can tackle the most challenging networks and delivering results. Creative and visionary, recognized for keeping on the leading edge of technology and utilizing the latest applications and hardware, results and performance-driven, thrive in an environment of constant change and diversity, articulate; break down the technology barrier and act as the conduit between the business and technical experts. Industrious; exude energy and confidence, motivate and mentor team members to succeed and deliver quality work within strict specifications, timelines, and budgets. |
| EDUCATION | CAREER HIGHLIGHTS |
| Associate of Science Degree, Information Technology Platt College ▪ 2000 Eagle Rock, CA <i>Courses included:</i> Microsoft Certified System Engineer (MCSE), Microsoft Office Specialist, Novell, Redhat, Linux, A+ <i>* Served as a teacher's assistant for the Microsoft Office classes and A+ classes</i> | CHRISTIE DIGITAL SYSTEMS, INC. (1,800+ employees) ▪ CYPRESS, CA Sr. MANAGER INFRASTRUCTURE SERVICES, GLOBAL 2008/PRESENT INFORMATION SYSTEMS <ul style="list-style-type: none"> ▪ Lead, develop, and direct Infrastructure and Cyber Security teams in multiple locations (19 employees) ▪ Manage team that is responsible for Servers and applications globally (26 locations) ▪ Administer and manage a team that is responsible for major server and communication platforms which include Microsoft Exchange servers (1.8k+ users/4k+ mailboxes), SharePoint, file servers, VMware, SCOM, and Teams. ▪ Manage large project implementations/migrations ▪ Develop and maintain policies, procedures and process documentation and programs ▪ Lead project to implemented Change Controls for company auditing purposes and ITSM alignment ▪ Manage and participate in 24/7 On-Call responsibilities for all production infrastructure and cyber security incidents in Canada, Asia, USA, Australia and South America ▪ Level 2&3 support for various business applications ▪ Responsible for creating and presenting reports, data and trends to the executive team/business leaders ▪ Hire, Mentor, and train employees as well as track progress of their development ▪ Procurement, budgeting (contributed to 7-million-dollar IT budget) and asset management |
| Major in Business and Telecommunications Pasadena City College ▪ 1996 Pasadena, CA <i>Courses included:</i> General Education, Business Law and Telecommunications | GATEWAY, INC. (2,000+ employees) ▪ IRVINE, CA Sr. SYSTEMS ENGINEER 2004-2008 <ul style="list-style-type: none"> ▪ Supervise all servers in the Irvine co-location, install, troubleshoot, and create images for production enterprise servers (700+ Windows and 200+ Linux) ▪ Administer all Corporate Exchange servers (2K users), SharePoint servers (3K users) and File servers. ▪ Manage active directories, DNS, FTP and Blackberry Servers ▪ Integrate VMware and project manage a P2V (Physical to Virtual) project, which virtualized 100+ servers on 4 physical servers ▪ Collaborate with the LAN/WAN team for setting up a new data center from concept to realization, which saves the company by \$1M annually ▪ Functioned as the primary Exchange Administrator and shared the on-call responsibilities for applications used by the enterprise: Terminal Servers, Patchlink, AD, NDS, Symantec, VERITAS Net Backup, DFS, etc. ▪ Performed as the primary administrator for the corporate legal and executive teams collecting data and administering all C-level executive servers. |
| TRAINING | PRYM SOLUTIONS (2 employees) ▪ WEST COVINA, CA INFORMATION TECHNOLOGY CONSULTANT 2003-2004 <ul style="list-style-type: none"> ▪ Consultant for multiple clients which included the setup and configuration of servers and applications ▪ Level 1-3 Support for end users ▪ Web design and development for smaller companies ▪ Web hosting and maintenance for clients ▪ Responsible for implementing backup solutions for very little cost |
| VMWare Exchange Linux MCSE SCOM | FREE-PC, INC. / EMACHINES, INC. / GATEWAY, INC. (165 employees) ▪ IRVINE, CA NETWORK/SYSTEMS ADMINISTRATOR 1999-2003 <ul style="list-style-type: none"> ▪ Administered server installation, configuration, and optimization using Linux and Windows platforms ▪ Managed testing of new product for the production deployment of the IT department ▪ Served as Patchlink administrator for pushing out patches to the servers, managed the helpdesk application and functioned as tier 2 helpdesk ▪ Configured VPN concentrator, PIX firewall, and all telecommunications (BCMS, Lucent Switch, punching down lines, etc.) ▪ Performed entry-level SAP administration. Primary Exchange administrator, Sharepoint installation and admin, as well as managed internal and external DNS, FTP and WINS ▪ Spearheaded the upgrade project from Windows 98 and NT 4.0 to XP and Windows 2000 and Exchange 2000 ▪ Collaborated with the developers for web and SAP systems |
| AWARDS & HONORS | Star Award Recipient - Gateway (5 times) IT Recognition Award - eMachines |
| COMMUNITY INVOLVEMENT | VMUG Leader vExpert 2018-2021 Confirmation teacher, St. Dominic's church in Los Angeles, CA for 2 years Helped start the youth group and served as a Youth Counselor for the group for 5 years |