
Education

Kent State University, Kent Ohio

Bachelor of Business Administration: Computer Information Systems

Highlights

- Project planning
- Analyzing needs
- Developing relationships with vendors
- Use of technology to accomplish goals faster and facilitate better communication for all parties
- Budget creation and management
- Community engagement and involvement
- Strong analytical skills
- Project follow through; ensure project moves along to all departments involved
- Self-starter, seek out potential projects by looking where there is a need

Experience

May 2013-Currnent - Oriana House, Inc. – Akron, Ohio

Systems Administrator

- Administer the IT systems for a large non-profit consisting of over 20 physical locations and over 750 users.
- Researched, analyzed and installed a new firewall and network security system for all locations within the budget constraints.
- Planned and implemented multiple domain and Exchange upgrades
- Wrote new IT policies for the organization, policies reviewed by VP of Legal Counsel and approved by the organization's board
- Write and compile scripts for automation and efficient user management
- Analysis of IT usage trends regarding email, storage, and software usage
- Research and purchase of Servers, Firewalls, Routers, and a new SAN
- Vetting and choosing new vendor for private fiber interconnection between physical sites and Gigabit + internet connections
- Automated routing networks between physical sites
- Manage Amazon Web Services VPC that hosts our production environment
- Analyze AWS usage and trends and maximize cost savings based on those trends
- Work with development team to leverage advances in AWS infrastructure such as moving workloads to AWS Lambda and implementing gathering of metrics
- Administer users and user security in all systems including Active Directory, Custom ERP system and Document Management System
- Planned and configured a modern Wi-Fi system for multiple buildings, a first for the agency
- Responsible for IT security including compliance with HIPPA rules and regulations and the American Correctional Association

September 2010-April 2013 - RJ Matthews Company - Massillon, Ohio

Network Administrator

- Manage and administer a corporate network consisting of servers, managed switches, desktops, thin-clients, printers, POS stations, LANs and WLANs, and Motorola hand-held terminals
- Work with business system vendor (DMA associates) to optimize use and functionality of business system
- Support four remote sites in Ohio with automated remote monitoring technology
- Administer corporate firewall (Sonicwall) and SSLVPN appliance allowing secure remote access
- Recommend, purchase and install all aspects of IT equipment (PCs, Printers, Servers, Network Equipment)
- Responsible for PCI compliance, business continuity and disaster recovery
- Implemented robust new continuous backup system for servers with offsite storage system

- Manage servers running Server 2003 and 2008, Windows XP and 7, 32 and 64 bit
- Manage Exchange Server 2010 and email security appliance (Double Check)
- Troubleshoot problems ranging from server issues, desktop support, and Microsoft Office
- Configure and administer Avaya phone system and brought real time reporting to the call center
- Maintain compliance with software licensing vendors
- Provided substantial cost savings by managing procurement of IT equipment
- Set up system to manage network inventory and track assets
- Established helpdesk on Intranet to better manage and prioritize user requests

Jun 2008-September 2010 - Superior Dairy Inc. – Canton, Ohio

Systems/IT Department Assistant

- Experience with MS Server 2003, Active Directory and Group Policy user account management
- Editing PL/SQL reports in the VI editor of the Unix Business System running Solaris, resulting in reports with better formatting of information to meet user needs
- Implemented OpenDNS on the network preserving bandwidth via DNS filtering of blocked content and providing statistical information about network usage
- Repair and maintenance of plant communication/phone system
- Troubleshoot servers, workstations, and wired/wireless networks as issues arise
- Set up and maintain 30+ AXIS IP Camera System and streaming video server enabling management to monitor essential equipment leading to reduced downtime
- Researching cost effective solutions for new phone/data service, drug testing software, and open source Business Intelligence system
- Responsible for maintaining current documentation in an online knowledgebase
- Installation of Cat5 cable, RJ45 wall jacks, and termination of cabling

May 2008-September 2010 - Massillon Public Library – Massillon, Ohio

Technology Center Assistant

- Help patrons with MS Word, Excel, and PowerPoint, IE, Firefox, Scanning, Email, research databases and printing issues
- Teach and assist teaching computer classes to the public on topics such as email and Microsoft Office
- Compile usage statistics for computer use (frequency diagrams, graphs) and made recommendations to Library Director based on outcomes
- Responsible for supervising public and their use of the public computers
- Spearheaded initiatives such as bringing community art into the library and participating in an under 30 panel to bring younger users to the library.