

**CORE STRENGTHS**

- IT Department Management
- Strategic Planning & Execution
- Budgeting and Forecasting
- Enterprise Project Leadership
- SMB & Large Company Expertise
- Continuous Process Improvement
- Integrating Technology & Business
- Cross-Functional Team Leadership
- IT Operations Management
- Service Desk & Help Desk
- Technical Support Operations
- Coaching, Training & Mentoring

**INFORMATION TECHNOLOGY STRATEGIST****WITH BOTH AN EXPIRED GOVERNMENT YANKEE-WHITE AND SECRET CLEARANCES****IT Operations Management - Enterprise Project Management - Strategy & Leadership**

An established IT leader with proven experience overseeing all aspects of IT operations for small, mid-size, and large enterprise organizations. Expert in defining IT strategy, processes, and programs, as well as providing hands-on guidance and leadership to cross-functional teams through implementation and execution.

- **IT Department Management:** Developed and managed a \$16M CAPEX and OPEX budget while leading a team of 24 total reports.
- **Enterprise Project Management:** Served as SME on a \$257M enterprise migration project that transformed a major corporation's IT operations.
- **Team Leadership & Management:** Strong leader, serving as Chief in the US Marine Corps, and also have led numerous IT teams and departments.
- **Service Desk & Help Desk Leadership:** Ensured continuous support of enterprise hardware, software, and licenses for 4,500+ end users.

**PROFESSIONAL EXPERIENCE****MKS CONSULTING, INC.**, Burtonsville, MD

1998 – Present

**Senior IT Advisory Consultant | Senior IT Project Manager**

Serve as a strategic partner to companies ranging from small and mid-sized businesses to large enterprise organizations across the public and private sector. Develop and implement solutions that optimize IT operations, streamline processes, unify programs, and integrate technology and business solutions, including sole source contract awards at Federal and State levels

**IT Operations Management, Strategy, and Leadership**

- Built relationships and guided the end-to-end lifecycle of projects with major clients such as the White House, General Services Administration (GSA), Veterans Affairs (VA), US Customs & border patrol, (CBP) and Comfort Suite Hotels, among others.
- Partner cross-functionally across all levels of client organizations to identify, recommend, and execute cost effective technology solutions, serving as a partner throughout the project lifecycle.
- Developed and implemented new processes, policies, procedures, and best practices that met near-term operational Key Performance Indicators (KPI), as well as that were aligned with the overall mission and vision of the organization.
- Certified Microsoft Solutions Provider, delivering network integration services to both small and mid-sized businesses; provide hands-on training to teams across multiple departments and business units.
- Improved profitability and margins among IT organizations by leading full analysis and recommending hardware and software purchases, as well as leading vendor license negotiations.
- Established Tier I, II, and III Service Desk and Help Desk operations to support medium to enterprise-scale projects over multiple sites worldwide; operated as the highest point-of-escalation for incident management.
- Maximized quality, productivity, margins, and efficiency as an Agile Certified Scrum Master; led numerous Lean Six Sigma projects to deliver creative and engaging solutions to Local, State, Federal, and Private organizations.

**Selected Project Highlights & Achievements**

- Secured \$1.6M in contracts within the first 12 months of operations for a startup Customer Relationship Management (CRM) business by shaping the RFP process for the IT organization.
- Guided the end-to-end project lifecycle of a configuration and change management initiative, including designing and constructing a test lab Virtual Private Network (VPN).
- Served as SME on a \$257M enterprise migration project that transformed a major corporation from dumb terminal mainframe twisted-pair technology, to the microcosm of the 21<sup>st</sup> century of PCMAC desktop technology.
  - Integrated all technology, software, tools, and systems, with Intel file servers, mini-computers, and added gigabit fiber optic communications speeds to desktops.
  - Designed and installed the company's Intranet, allowing access to legacy applications and COTS applications on mainframes.

- Provided big picture strategy and leadership, as well as hands-on enterprise IT management for a national Fortune 100 healthcare firm; ensured alignment with PMBOK and ITIL methods.
  - Featured in Insight Magazine for a successful effort spearheading the deployment of 110+ servers in a healthcare environment.

**KAISER PERMANENTE, Rockville, MD**

1992 – 1998

**Information Technology Manager**

Promoted to oversee IT operations for the Kaiser Permanente Health Plan Foundation, including leading a cross-functional team and managing both LAN/WAN and Desktop Research & Development.

- Led a team of 16 direct reports and 16 indirect reports supporting 4,500+ end users of a Tri-state LAN/WAN across 36 sites, and acted as the last point of contact for all user escalation issues.
- Partnered with sales by authoring and introducing Statements of Work (SOW) and Request for Proposals (RFP), as well as Service Level Agreement (SLA) requirements.
- Improved performance at the individual, team, and department levels by writing technical training manuals, and by introducing new policies, procedures, and processes across the organization.
- Developed and optimized a \$16M annual CAPEX and OPEX budget for procurement of enterprise hardware, software, and licenses in support of 4,500+ end users to include Coordination of External Vendors.

**ADDITIONAL EXPERIENCE****Manager, LAN/WAN Support**, Kaiser Permanente**Service Desk Supervisor and PC Support**, Kaiser Permanente**Senior Network Engineer**, Kaiser Permanente**Field Technician**, Kaiser Permanente**Terminal area Security Officer, TASO**, United States Marine Corps**Chief, HAWK Missile Systems Maintenance**, United States Marine Corps**EDUCATION & PROFESSIONAL DEVELOPMENT**

CONCORDIA COLLEGE AND UNIVERSITY

**Bachelor of Science (BS) in Information Technology Management**

SOUTHERN ILLINOIS UNIVERSITY OF CARBONDALE

**Bachelor of Science (BS) in Electronics Management/Management Information systems, (MIS) candidate**

CRAVEN COMMUNITY COLLEGE

**Associate of Arts (AA) in Business Administration**

CALHOUN COMMUNITY COLLEGE

**Associate of Science (AS) in Missile Munitions Technology/ Small computer systems repair****Member of Project Management Professional, (PMP) Project Management Institute (269814)**

UNITED STATES MARINE CORPS

**Staff-Noncommissioned Officer Leadership Academy**

SCRUMSTUDY.COM

**Certified ScrumMaster, (CSM)—75822, and Lean Six-Sigma,****TOOLS, TECHNOLOGY AND SOFTWARE****OS and Software Applications:**

Windows thru 10, v170X, Exchange server and ZenWorks, Windows NT-4, Server 2008 with Active Directory Services, LDAP application functionally, MAC/OS, VMware, Banyan, Citrix, Visio, MS Project, Ghost, MS Office, DOS, and UNIX/AIX terminal emulators, and Linux tools. for the HR the legal departments have installed and configured HRMS software such as PeopleSoft, and for the legal services department have installed and configured legal research platforms such as LexisNexis.

**Networking:**

TCP/IP class A, B, C setup with subnet masking familiar, 802.x/wireless standards, Terminal emulators, DNS configuration, VPNs, DHCP, Firewalls, NDS troubleshooting.

**Hardware:**

IBM i5, AS/400 RISC 6000, Cisco router, switches hubs, & concentrators 10Base-T punch down from riser to RJ-45/11 jack, RAID disks controllers, WYSE and Link terminals, Optical and tape drives, IBM, and Dell servers.

**Check Point Security System:**

SMTP IMAP, POP3 and 39 email portals, Amazon Web Services, (AWS) cloud Administration Essentials; TCP/IP, LAN Switching, DNS, Routing, and Routing Protocols; Intermediate knowledge of Firewalls, Access Lists, NAT, VPNs, and Network Security; Expert in Spanning Tree, VTP, Etherchannel, VLANs, and Trunking/Tagging; Dynamic Routing, BGP, OSPF and Route Redistribution; IPsec Site-to-Site VPNs, MPLS, Fiber Optic, and Gigabit and Metro Ethernet; Strong knowledge of Network Systems including Routers, Switches, Firewalls, and Servers; Experience with VMware ESX Server experience with F5 Big IP, ASM, and FirePass, and training as an Amazon Web Server (AWS Admin).