OBJECTIVE

A dynamic, team-based, responsibility-driven position that capitalizes on over **fifteen years of experience** leading **systems and network operation, planning and support**.

SUMMARY OF QUALIFICATIONS

- Extensive and comprehensive knowledge of a **wide and diverse range of hardware and software**
- Broad and knowledgeable perspective from **significant engineering and user support background**
- Specialized and in-depth understanding of **IT needs within educational environment**
- Reliable and responsible team player with **outstanding people skills** and high levels of patience

EXPERIENCE

NEW YORK UNIVERSITY   New York, NY
Information Technology Administrator, Gallatin School of Individualized Study   2011-Present

- Liaise with University departments and schools to develop and implement university-wide technologies, including migrating courses from Blackboard to Sakai for university-wide adoption of Sakai.
- Run IT department for extended periods of time with no supervision as necessary, maintaining efficiency and no major interruptions, as well as excellent communication and customer support levels.
- Provide ongoing support and training to faculty, staff and students, including teaching workshops on wide variety of topics including Google Apps for Education, Sakai, and Box.net, as well as personal support to VIP staff and faculty and Associate Deans and in-home support for Dean of Gallatin School.
- Establish and maintain backups of all virtual servers using multiple methods to ensure data security.
- Research and recommend emerging technology and draft technical documentation for end users, faculty and staff.
- Converted physical Windows servers to virtual servers and migrated virtual servers without available redundancy, and converted physical Windows print server on its own Active Directory domain to Windows Server virtual machine joined to university's domain for single sign-on.

C2 MEDIA, INC.   New York, NY
Systems Engineer   2008-2010

- Supported 250 employees across 6 locations with issues relating to data migration, new hardware implementation, malware remediation, account management, and technical questions and needs regarding workstations, servers, printers, networks, and smartphones.

UNIVERSITY OF VERMONT   Burlington, VT
Senior Information Technology Professional

- Delivered tier 3 support for all IT professionals and clients, orchestrated 24-hour support for threat outbreaks, and provided IT leadership for the largest university in Vermont, with over 14,000 total community members.

CORNELL TRADING   Williston, VT
User & Network Support Technician   2000-2002

EDUCATION AND TRAINING

- **Learning and Training Development Certificate**; New York University, 2015
- **New York University Technical Leadership Certificate**; MOR Associates, 2012
- **Bachelor of Arts, French**; University of Vermont, 1997