



Objective

Provide outstanding quality Information Technology support that ensures continual access to mission critical applications and data.

Relevant Expertise

- Experience across multiple industries
- Employs ITIL and ITSM best practices for methodical quality driven IT support
- More than 30 years of combined IT experience in the Michigan market
- Flexible, professional and dedicated
- Understands how to capitalize on technology for greater business benefits

Work Highlights

Industry – Manufacturing/Retail

- Supports the ongoing operation of an International e-commerce site
- Maintains the infrastructure to ensure availability of data to global customers
- Ensures the business data is properly backed and available to protect against disasters

Industry – Logistics

- Instrumental in rapid relocation of entire infrastructure to ensure continuity of business for displaced IT equipment of a national logistics corporation.
- Provides ongoing maintenance, monitoring, and management of all aspects of corporate infrastructure
- Maintains access to network services, business applications, and critical data for over 300 end users across the nation.
- Designed and implemented an enterprise class Access Infrastructure based on Citrix© Presentation Server 4 and VMWare© Virtual Infrastructure v.3.

Industry – Medical

- Implement enterprise-class storage solutions that provide HIPAA compliant storage for electronic medical records.
- Full-time on-site engineering expertise to assist with the day to day operations of a multi-location urban clinic.

Industry – Human Services

- Complete IT operations management and support.

Industry – Banking/Financial

- Provided true ROI (Return on Investment) by reducing network costs and consolidating services.
- Designed and implemented WAN (Wide Area Network) to support critical transaction processing.
- Provide proactive maintenance of key network elements to ensure maximum uptime.
- Conducted full Business Impact Analysis to determine current risks, viability of Disaster Recovery plans and best case for RTO (Recovery Time Objectives) and RPO (Recovery Point Objectives).
- Architected Business Continuity Management plans to FFIEC IT specifications



Corporate Resume
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Industry – Education

- Serve as “virtual” CIO guiding private school in the Southwestern US in all technology initiatives.
- Provide secure, reliable Internet access with content filtering for the majority of the K-12 districts in West Michigan.
- Implemented complete build-outs of campus infrastructure to support district technology.

Education and Certifications

Microsoft Certified Systems Engineer (MCSE)
Master Certified Novell Engineer (MCNE)
Certified Novell Instructor (CNI)
Certified Novell Engineer (CNE)
Citrix Certified Enterprise Administrator (CCEA)
Citrix Certified Administrator (CCA)
Cisco Certified Network Associate (CCNA)
Cisco Certified Network Professional (CCNP)
Cisco Certified Design Architect (CCDA)
Network+
Security+
Project +
A+
APP
Microsoft Certified Solutions Architect (MCSA)
ASP
HP ASE
Server+
EMC PP
VCP
Certified XIOtech Engineer (CXE)
Advanced CXE
Watchguard Certified Professional
Symantec Product Specialist
Certified Linux Professional (CLP)
ITIL Foundations
Neverfail – Sales Engineer

References

<http://www.trivalentgroup.com/Masterpages/Testimonials.aspx>