Profile:
I am a results-driven **IT Director / Technical Project Manager / IT Engineer** with extensive experience in Change Management, using LEAN processes to deliver technical solutions, and transforming IT Cost Centers into IT Profit Centers! I have over fifteen years of managing multiple project teams that provide innovative Information Technology, Telecommunications, & Customer Service Solutions. All my clients rave about my ability to "get the job done!" ahead of schedule, under budget, and with 100% customer satisfaction!

Executive Technical Summary: (A short list of items I can technically configure, implement, and deploy without outside assistance!)
Virtualization experience includes VMWare ESX 3, 3.5, 4, 4.1; ESXi 3, 4, 4.1, 5.0, 5.1 & Microsoft HyperV 2008-2012. SAN knowledge includes both iSCSI & Fiber Channel from a wide variety of vendors including Equal Logic PS 6010/6510 series, EMC CX3-10, and Net Apps 3100 series. Windows System Administration includes Server 2000-2016; Active Directory 2000-2016; SQL 2005-2012; SBS 2003-2011; Windows Storage Server 2008-2012, Exchange 2003-2010; and implementing/managing Office 365 for Enterprises. Enterprise IT Management Systems include SCOM 2007 R2, SCVMM 2012, SCCM (System Center) 2012. Telecom System Experience includes, Avaya IP Office, Toshiba Strata/DK, Cisco IPT, Mitel ICP, 3Com, Shortel, Virtual PBX, Ring Central, Voicent, EPIC/CCM Call Centers and various Auto Dialers for AR purposes. Ticket and Patch Management experience includes Kasaya, Logmein Central, Jira, Bomgar, Packet Trap and Atera. I also have in depth knowledge of Microsoft Volume Licensing and EA agreements for global corporations.

Note: VERY Important: ALL Project Management / Program Management roles on this resume, *with the exception of the work performed at SHELL*, required me to physically touch the equipment and utilize my technical skill set as a Systems Engineer, IT / Telecom SME, Networking Guru, or Technical Consultant **in addition** to being responsible for Project Management processes.

Experience: *"The guy you call to get the job done… when no one else can!"*   4/2010 – present

Texas Technology Support, Inc (Formerly; Remote IT For SMB Inc.)**, Houston and Austin, TX**
Senior IT and Telecommunications Consultant Extraordinaire~
Texas Technology Support Inc.., is a Managed Service Provider and Staffing Firm that provides Senior level IT/Telecom Consultants on a Corp to Corp basis. I have worked for them for 8 years and below are some highlights of various assignments I have performed.
NOTE: A complete project list with Project Names, Companies, Industries, and Dates can be found here: http://goo.gl/4EkOhs
> **Baker Hughes, <u>Program Manager</u>** of 40K Windows XP to Windows 7 Migration Project. Brought in to "mitigate risk" on Portfolio of Projects encompassing the Windows XP to Windows 7 Migration Program. Solved complex issues using the following:
> - Developed a new communications plan using Voicent "Broadcast by Phone" (Auto Dialer) and "Broadcast by SMS".
> - Developed flow charts for identifying "killer apps" and contacting application owners to provide upgrade paths.
> - Performed "Cost – Benefit Analysis" to show ROI on using the Nomad Tool (1E) vs. standard depot migration.
> - Worked with Dell to distribute new computers for retiring units across the globe. (Over 10 million dollars in purchases!)
> - Managed a Portfolio of projects, Vendor/Contractor relations, and multimillion dollar budget in a GLOBAL environment.
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> **Crane World Wide Logistics, <u>Project Manager and Director of IT</u>**. Brought in to implement multiple Information Technology and Telecommunications projects for a portfolio of "Crane" owned companies including:
> - Global Help Desk / Call Center implementation to provide 24/7/365 coverage for over 78 sites in 22 countries.
> - MSP Realignment bringing remote monitoring (Solarwinds) in-house and saving the company 20K per month.
> - Century Link MPLS Contract renegotiation to allow multiple site moves saving the company a potential 15K per month.
> - Paetec to Level 3 conferencing conversion for international LD calling rates saving the company over 10K per month.
> - System Center 2012 Configuration Manager Implementation for worldwide new user & software deployment.
> - Multiple projects to reduce "Single Point of Failure" both at individual sites and the data center in Austin, TX
> - *Worked with United States Secret Service to secure Crane Network at the Floridian during President Obama's vacation.*
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> **AT&T/SHELL UA, Canada <u>Program and Project Manager</u>** of multiple Information Technology and Telecommunications projects for Shell UA, Canada Region on behalf of AT&T Technical Services. Oversaw construction of multiple Gas Refineries from "green field" to production including Building, Electrical, Trenching, Structured Cabling, Phone Systems, Security, CCTV, Two-Way Radio, Routing, Switching, and Connectivity (using MPLS, AVPN Fiber, and Microwave Radio equipment). Managed multiple vendors and third party contractors to deliver bandwidth to both GI and SCADA/PCD networks. Additional job duties included:
> - Implemented projects using the Shell Product Delivery Framework (SPDF) and PMI based methodologies.
> - Responsible for Change Control Processes, Timelines, Quality Control, Resource Requirements, and budgeting.
> - Maintained Project Quality by managing risk, tracking progress, and providing effective leadership for job completion.
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> **Dell, Round Rock, TX, <u>Project Manager and System Engineer.</u>** Brought in to support hardware and software testing for multiple software platforms Dell purchased through acquisition. Managed a team of software testers using Agile / Scrum methodologies. Maintained and managed Dell Round Rock 3 server farm / lab with over 1000 servers. Additional job duties included:

- Used virtual environments (VMWare & HyperV) to simulate deployment in data center environments.
- Deployed complex AD, and Multiple OS's (Windows and Linux based) infrastructures while using testing software such as SCOM (System Center Operations Manager 2007 R2), SCVMM (System Center Virtual Machine Manager 2008), and Vfoglight to measure performance variables (load, data rates, etc.) on high end server / storage (Fiber & iSCSI) clusters.

Republic Plastics, McQueeney, TX, Project Manager and Telecom Engineer brought in to design, and implement multiple IT and Telecom projects including a multi-site VOIP PBX (Analogue Avaya to Digital Shoretel) multi-site Document Scanning solution for Paperless Office, Inventory Process Improvement using Intermec scanning guns/barcode printers, and Disaster Recovery plans using multiple VPN gateways, VMware ESX 4.1, and HP Falconstor CDP Appliances. (To view the document I submitted for this project visit: http://goo.gl/SSFuOD.

Tara Energy Inc., (bought by Fulcrum Power) Houston, TX   4/2007 - 4/2010
Network Operations Manager / Systems Engineer
Responsibilities included: Managing the Network Operations Center and directing Information Technology / Telecommunications staff, contractors, and partners. Creating and implementing Information Technology and Telecommunications standards, procedures, and processes for the entire company. Development and execution of contingency plans for disaster recovery and business continuity.
Additional job duties included:
- Designed and implemented hardware and software solutions to meet the needs of all departments (Customer Service, Collections, Business Development, Information Technology, Telecom, Finance, Human Resources, and Accounting.)
- *Hands On* Project Management for implementing multiple Information Technology and Telecom projects including Call Center transition, Physical to Virtual server farm migration, PBX change over, Disaster Recovery implementation, etc. etc.
- System Administration of all Windows Based 2003/2008 Servers, SQL 2005/2008 Servers, and Mixed Mode Architecture.
- System Administration of clustered VMware ESX 3.5 (Linux Based) virtual server farm and dual EMC CX3-10 SANS.
- System Administration and Maintenance of all aspects of the Network Infrastructure including; Active Directory, Exchange 2003/2007, BlackBerry Enterprise Server, Trend Micro Business Security Server, and GFI MailArchiver environment.
- Maintenance and administration of additional network related equipment including; Cisco Routers, HP Procurve Switches, Monowall Firewalls, Cisco ASA Security Appliances, Internet failover gateways, and Konica Minolta Enterprise Printers.
- Network and System Administration of disaster recovery solution using a combination of VMware's native HA and DRS
- services, Double Take for data replication to off-site data center, and Virtual PBX for recovery of call center functionality.
- Management of all telecommunications equipment including 3com PBX, Mitel PBX, EA Predictive Dialer, IAT Predictive Dialer, Callrex Voice Recording Server, CXM Call Recording Server, EPIC Call Center Server and CCM Call Center Server.
- Vendor relations, department integration, budget management, data security, capacity, expansion, and growth planning.

Major Accomplishments:
- ❖ Saved the company from imminent disaster during hurricane IKE, with an untested disaster recovery system. Performed "first responder" duties during the relocation of the business infrastructure from Houston, TX to Austin, TX. Restored corrupted Exchange mail store and returned CRM, and Billing databases to fully operational.

North Forest Independent School District, Houston, TX   3/2006 - 4/2007
IT Project Manager / Information Technology Analyst
Designed and implemented multiple Information Technology & Telecommunications projects using e-rate funding to optimize the Network Infrastructure of the North Forest Independent School District. Created cost savings by eliminating outsourcing of IT Functions and bringing solutions "in-house". Assigned duties, responsibilities, and scope of authority to Information Technology associates, techs, and contractors of the district. Provided Tier 3 IT and Telecom support for all aspects of the network infrastructure.
Additional job duties:
- Implemented and managed an Active Directory Infrastructure for over 2500 employees.
- Administration and maintenance of an Exchange environment supporting over 2500 users.
- Configuration and operation of all Cisco technologies (routers, switches, VPNs, Telcom, Firewalls, etc. ect.)
- Managed Storage Area Network, and Disaster Recovery equipment using Symantec Backup Exec.
- Provided technical training, mentoring, and continuous education for NFISD Information Technology Staff.

Major Accomplishments:
- ❖ Saved the district 30K per year by implementing a Cisco PIX firewall box and a Barracuda Spyware/Content Filtering Appliance.
- ❖ Project Manager using Dell Professional Services for the implementation of the Exchange Migration Project.

Quantum-Net Inc., Houston, TX   6/2003 - 1/2006
CEO/Director of IT: Quantum-Net Inc.
Primary Functions: Provided Information Technology solutions for SMB market space including: Project Management, Network Infrastructure Design, Active Directory/Exchange Implementation via SBS, Computer Sales/Service, Phone System Sales/Support, Security Systems with Remote Monitoring and Structured Cabling (Cat 3 and 5).
Secondary Functions: Server Rental, Web Design, Hosting, and ISP (reselling bandwidth) via our quarter mile Wireless Access Point.

- Directed Staff of 15 employees (5 engineers, 4 technicians, 3 outside sales reps, and 3 web designers).
- Maintenance and Administration of the Data Center, LAN Center, WAPS (Cisco Aironet 1300's) and related equipment.
- Performed General Business Management (accounting, payroll, advertising, marketing, sales, and service).

TXU Communications, (formerly Ft. Bend Communication) Katy, TX   5/2001 - 6/2003
Network Operations Training and Technical Support Manager
Responsible for the technical training of the Network Operations Group. Designed curriculum and testing procedures and managed the certification progress of fellow employees. Performed classroom instruction for a wide variety of IT / Telecom hardware and software. Examples include: Nortel and Lucent phone switches, Toshiba Key Systems and PBX's, Cisco Routers and Switches, Alcatel ASM, Lucent ASM, Solaris, Unix, PeopleSoft, and several custom software applications used in the course of business.

Comforce Telecom Training, Raleigh, NC   6/2000 - 2/2001
Training Manager / Technical Trainer
Responsibilities included: Trained students and other trainers to install, configure, turn-up, test, troubleshoot and perform maintenance on a wide variety of telecom products. (Nortel Networks DMS 100/200/250/500 and Fiber Optic OC-3/12/48/192 systems; Initia/Madge ISDN Access Switch Models 20/60/200 and various IP cameras/codecs used for video conferencing.

Nortel Networks, Morrisville, NC   2/1997 - 5/2000
(Multiple roles and positions held, listed from last held to starting.)
Broadband Remote Validation Engineer: Responsibilities included remote testing, turn-up, upgrading, patching, and troubleshooting a wide range of data and optical products including: Nortel's Data Access, Passport, UE 9000, OC 3, 12, 48, and 192 product lines.

Education:
- Bachelor of Science, **Education**, 1997 [University of Central Florida, Orlando, FL]
- Associate of Arts, **Business/General Studies**, 1994 [Arkansas State University, Beebe, AR]
- Associate of Applied Science, **Electronics Technology**, 1990 [Seminole Com. College, Sanford, FL]

Technical Certifications:
(NOTE: many more not shown please see http://www.shofkom.com/technical-resume/ for a complete list.)
- SIX SIGMA BLACKBELT PROFESSIONAL (SSBP), 2015 [Management and Strategy Institute, Downingtown, PA]
- CHANGE MANAGEMENT SPECIALIST (CMS), 2014 [Management and Strategy Institute, Downingtown, PA]
- SIX SIGMA LEAN PROFESIONAL (SSLP), 2014 [Management and Strategy Institute, Downingtown, PA]
- PMP Boot Camp (35 Contact Hours), 2013 [The Knowledge Academy, Houston, TX]
- SYSTEM CENTER 2012 CONFIGURATION MANAGER ADMINISTRATION, 2012 [CTREC Hilton, Houston, TX]
- SYSTEM CENTER 2012 CONFIGURATION MANAGER DEPLOYMENT, 2012 [CTREC Hilton, Houston, TX]
- MITEL 3300 ICP REL 9.0, 2009 [Mitel University, Atlanta, GA]
- VMWARE INFRASTRUCTURE 3.5, 2008 [VMWARE at TX Training & Conference Centers, Houston, TX]
- GFI MailArchiver Certified, 2008 [GFI Partner Portal, Raleigh, NC]
- DELL DCSE Desktop and Portables Certified, 2007 [Dell Technical Training Center, Austin, TX]
- DELL DCSE Wireless Technology Certified, 2007 [Dell Technical Training Center, Austin, TX]
- DELL DCSE P1500, S2500, and S2500N Enterprise Printer Certified, 2007 [Dell Technical Training Center, Austin, TX]
- DELL DCSE EMC CX400 Product Certified, 2007 [Dell Technical Training Center, Austin, TX]
- DELL DCSE Associate Server Certification V5 Part1, 2007 [Dell Technical Training Center, Austin, TX]
- MCP Microsoft Small Business Server 2003, 2007 [New Horizons, Austin, TX]
- MCSE Microsoft Exchange Server 2003, Implementation and Managing, 2007 [New Horizons, Houston, TX]
- Alcatel 7300 ASM Operations, Administration, and Maintenance Certified, 2003 [Alcatel Technical Training, Plano, TX]
- Lucent 5ESS OneLink Manager ASM and Applications Certified, 2002 [TXU Technical Training, Katy, TX]
- Toshiba Strata Voice Mail and DK Key Systems, 2001 [Toshiba Technical Training, Dallas, TX]
- MCSE Microsoft Windows 2000 Track, 2001 [CompUSA Technical Training, Raleigh, NC]
- CCNA, Certified Cisco Network Associate, 2000 [Comforce Training Center, Raleigh, NC]
- INITIA Certified Trainer and Network Design, 2000 [Comforce Training Center, Raleigh, NC]

Nortel Technical Education Centers; Raleigh, NC and Montreal, CA (taken between 1997-2000):
Over 15 Certifications on Nortel Telecommunications equipment including; DMS 10, 100, 200, 250, and 500, Optera LH Optical Transport, Passport 7000, OC12, 48, and 192, Universal Edge 9000, and Access node Operations, Maintenance, and Provisioning.

Veteran Status: Honorable Discharge United States Army - 1996, MOS: 93 Delta – Air Traffic Control Systems Equipment Repair.