**INFORMATION TECHNOLOGY (I.T.) PROFESSIONAL**

**Global Networking | Operations Management | High-Performance Teams**

**Exemplary record in organizational goal attainment through high-quality system administration.**

Accomplished, self-motivated, and hands on I.T. professional with over 15 years of experience helping companies to achieve their revenue-generation goals by architecting, communicating, and implementing effective technology visions. Deep hands-on experience with building a global network from the ground up that seamlessly enabled remote work for over 1,000 employees during the COVID-19 crisis. Solid record of success in creating healthy, stable, and secure I.T. environments, interpersonal communication at all levels, and coordination of departments and teams. Strategy and data-driven professional known for organization, excellent judgment, and critical-thinking abilities. A true leader capable of balancing results-oriented environment with professional growth of subordinates.

Project Management | Strategy Development | Analysis | Cloud Environment | Data Migration | Multi-million-dollar budget Management | Creative & Innovative | Goal Oriented | Leadership through Empowerment | Persuasive Communicator | Personnel Management | Help Desk Management | Staff Development | Problem-Solving | Storage Area Networks (SANs) | Virtual Private Networks (VPNs) | Local Area Networks (LANs) | Wide Area Networks (WANs) | Firewalls | Virtual Machines | Access Points | Switches | Disaster Recovery (DR) | Information Technology Infrastructure Library (ITIL) | Voice over IP (VoIP) Systems | Hardware & Software

**Professional Experience:**

**MedMen,** New York, NY

Director, of I.T. Infrastructure, 09/18 – 05/20

* Directed the strategy, implementation, management and support of company-wide network, data centers and hosted cloud systems. Developed technology roadmap for enterprise solutions.
* Architected and implemented a robust and redundant private network infrastructure utilizing Palo Alto Firewalls across over 40 locations.
* Architected and implemented cloud architecture that traversed AWS, Azure, and on-prem datacenters.
* Managed global infrastructure team consisting of team members across North America while maintaining a hands-on approach for all systems.
* SME for all network related changes such as Palo Alto Firewall, Meraki, and Network Routing.
* Established a disaster recovery plan and business continuity capabilities.
* Developed Information Technology security policies and breach remediation procedures.
* Forecast and developed budgets for all hardware, software, and third-party services.
* Led Accelerated OKTA Deployment integrating SSO, MFA, IP Restrictions, Auto-Provisioning rules, and other security and access controls across 90 applications, 26 departments, and 1900 employees in a 3-month period, resulting in Vendor Recognition for stand-out deployment (Standard 1-2 years).
* Deployed and managed all security systems with hundreds of cameras and access controls while maintain regulatory compliance defined in each location.
* Worked with key stakeholders to define, build and manage DevOps workflows including employee systems, risk, security, compliance, legal, purchasing, change management, identify KPIs for success/failure of business processes, and created runbooks documenting end to end IT information flow for each business process utilizing IT Infrastructure.
* Managed auto scaling Cloud Infrastructure for proprietary point of sale system primarily hosted in Azure and AWS, utilizing technologies such as Azure App Services, Elastic Beanstalk, EC2, App Gateway (WAF), Azure Kubernetes Service, Key Vaults, Log Analytics, Storage/Backups (S3), NSGs and AWS Route 53, CDN (CloudFront and Azure CDN), RDS, Azure Functions/AWS Lambda and more.
* Represented Information Technology in the design and deployment of over 40 facilities which included retail stores, corporate offices, and cultivation which consisted of but not limited to IT room buildouts, rack elevations, power requirements and network architecture utilizing a standardized template.
* Built complex integrations between multiple human resources information systems using Azure Runbooks (PowerShell) and RESTful API.
* Implemented MedMen’s Change Advisory Board for all Technology Changes following ITIL best practice.
* Completed ISP Standardization across all locations to reduce cost and provide redundant service.
* Negotiated numerous contracts with vendors.
* Mentored, coached and provided leadership to the I.T. Operations team to create a cohesive customer focused team.

**MedMen,** New York, NY

Infrastructure Manager, 03/18 – 09/18

* Built and managed a secure and scalable infrastructure consisting of Cisco, Meraki, Palo Alto, Dell/EMC, Microsoft, Azure, and AWS technologies.
* Deployed Panorama to manage over 40 Palo Alto Firewalls.
* Architected and deployed Palo Alto Globalprotect to enable secure connections to corporate network.
* Designed and supported virtual environment consisting of VMware, Azure, and AWS stacks.
* Implemented numerous security improvements such but not limited to Cylance, LAPS, Palo Alto SSL Decryption.
* Deployed imaging/ endpoint / patch management for macOS and Windows endpoints using JAMF and SCCM respectively.
* Deployed Mobile Device management consisting of Intune for corporate devices and Meraki MDM for Retail equipment.
* Migrated over 1000 mailboxes from Google Cloud to Office 365 with Mimecast for email filtering.
* Hardened facilities, endpoints, and network infrastructure with minimal business impact.
* Provided training and mentorship for both junior and senior staff.
* Handled all technical ticket escalations that could not be resolved by the technical support teams.
* Created and managed backend infrastructure for multiple tier 1 .com websites which consisted of app services, load balancers (DNS, Cloud LBs and Kemp), web access firewalls (Cloudflare, Azure Web Application Firewall), CDN (CloudFront, Azure CDN and Cloudflare).

**CIM Group,** New York, NY

Infrastructure Engineer, 05/16 – 03/18

* Managed company infrastructure (Storage systems, Cisco networking stack utilizing ASA, switching, and Meraki Wireless, Palo Alto Firewalls, etc...) to adhere with company standards.
* Secure systems by developing system access, monitoring, control, and evaluation;
* Established and tested disaster recovery policies and procedures; completed backups (Veaam);
* maintained documentation.
* Installed, troubleshot, configured and maintained desktop/server software and hardware; phones and phone systems; network switches, routers, and firewalls.
* Maintain security and privacy of the information systems, communication lines, and equipment.

**Hatch Mott MacDonald,** Iselin, NJ

Systems and Network Analyst – Specialist V, 02/09 – 04/16

* Responsible for day to day operation and support of network infrastructure assets across 68+ company locations and corporate datacenter while coordinating with 3rd party vendors to ensure the highest quality, delivery, and support.
* Coordinated network infrastructure configuration during an acquisition or expansion of corporate offices.
* Point of contact with ATT on service rollouts, testing, and changes to the MPLS and AVTS networks.
* Deployed and managed virtual machines using Microsoft Hyper-V and VMware ESXi technologies.
* Managed various role type servers such as but not limited to DHCP, Domain Controllers, File Servers, Print Servers, DNS and others.
* Scheduled and rolled out security patches using WSUS, firmware updates, and other server upgrades while minimizing server downtime for Microsoft Windows servers.
* Managed Active Directory user accounts, designed and deployed group policies, while running monthly health checks.
* Develop, review, and certify all backup policies within Commvault.
* Managed and configured remote access tools such as Citrix VDI and DirectAccess.
* Responsible for inventory management and monitoring the distribution of company owned equipment.
* Managed, configured, and troubleshot enterprise telephony systems such as Lync and ShoreTel.
* Documented all changes in line with ITIL policies.

**Alliant Technologies,** Morristown, NJ

Part-Time Network Technician; 3/07 – 7/07

**New Jersey Institute of Technology: Computer Management Facility,** Newark NJ

Computer Technician; 5/06 – 3/07

**Skills & Abilities:** Amazon Web Services (4 Years), Azure (8 Years), Networking (10 years), IT Management (3 Years), Disaster Recovery (7 years), PowerShell (5 Years), Load Balancers (5 years), Information Security (5 years), Google Cloud (2 years), Office 365 (10 years), Windows Server (10 years), Palo Alto Firewall (5 Years), Globalprotect (5 years), Storage Systems (6 years), Active Directory Federated Services (ADFS) (5 years), OKTA (2 years), Genetec Security Center (2 years), Automation (4 years), RESTful (3 years), JAMF (2 Years), SCCM (10 Years), Commvault (5 years), Rubrik (2 years), Veeam(3 Years), NetApp (3 years), Pure Storage (3 years), Hyper-V (7 years), VMWare (7 years), Cisco ASA (5 years), Cisco Switching (5 years). Panorama (3 years), Citrix VDI (3 Years)

**Certification: ITIL Foundation v3**

**Education:** **New Jersey Institute of Technology**, Newark, NJ
Bachelor of Engineering in Computer Engineering, Graduated May 2008. GPA 3.38

**Honors:** *Phi Eta Sigma Honor Society*, N.J.I.T. Honor Society Inductee and Member.
*Dean’s List*, Academic Years 2004-2008.

**U.S. and E.U. Citizen. References Available upon request.**