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### **Summary:**

More than 20 years of experience in large-scale system administration and automation.

- Coordinated cross-platform groups to meet company-wide goals
- Broad and deep background in different disciplines (phones, networks, applications).
- Experienced in both service and manufacturing industries
- Modernized and expanded IT systems to meet new markets and new demand.

### **Work Experience**

#### **REDCOM Laboratories, Inc - 2017 to present, *IT Manager***

- Built tools and processes to manage internal development.
- Led efforts to support a software development team and a manufacturing facility.
- Rebuilt network and software infrastructure for multiple departments.
- Managed mixed staff of system admins, helpdesk, and phone techs.
- Led efforts to introduce new business processes for CRM, purchasing, and support.
- Worked to meet security requirements under ITAR and NIST 800-161.

#### **American Rock Salt, LLC - 2009 to 2017, *IT Manager***

- Re-aligned IT department and developed staff of IT professionals, covering 6 sub-companies.
- Managed IT contracts, budgets, software evaluation and purchasing for the company.
- Led cross-team planning for ERP evaluation, management, and replacement.
- Developed expense reporting, CRM and other new internal products.

#### **Nukote International - 2008 – 2009, *Senior Systems Engineer***

- Coordinated with Product Management and Warehouse staff to implement new labeling and processes in different production centers in several states.
- Led multiple groups to create an online e-commerce system, integrated with the company's legacy ERP system.
- Created new procedures to track customer requests, internal and external.
- Managed a phone system with call centers in multiple states and countries.

#### **Current Communications, 2004-2008, *System Engineer***

- Built multiple labs for new power line products, for use by all departments.
- Created tools to provide data from over 10,000 field units and 50,000 customers.

**Time Warner Communications**, 1998-2004, *System Engineer*

- Launched, managed and produced all local websites for Time Warner Rochester.
- Built new internal tools, including the content management system for the 50-person 'R News' 24-hour news channel, and abuse tracking system for Rochester Road Runner customers.

**Education:**

Winter 2015 HBX | Harvard Business School CORE: Credential of Readiness, Pass with Honors

PMP: Project Management Professional certification, 2012

Rochester Institute of Technology - M.S., in Information Technology, 2002

Rochester Institute of Technology - B.S., (Cum Laude), Industrial Design, 1997

**Other Experience:**

DragonFly BSD – committer, open source operating system project, 2003-present.

Rochester Institute of Technology, associate professor, 2013.

Google Summer of Code, project administrator, 2008 - 2013.

Google Code-In, project administrator, 2011.

Flour City Bakery, baker. Lean and enriched breads, other foods. 2016-present.