
PROFESSIONAL STRENGTHS

Strategic Business Planning • Solution Design • Process Redesign & Change Management • Relationship Management
Technology Integration • Policy Planning, Implementation, Impact Analysis, & Contingency Planning • Client/Server Technologies
Financial & Contract Negotiations • Budgeting & Cash Flow Optimization • Project Management • Team Building & Leadership

SELECTED ACHIEVEMENTS

- Lead RUCDR's COVID technology operations. Increasing our lab testing/processing instrumentation by 40 units, taking our daily testing capabilities from 4,000 test daily to 40,000 in 3 weeks.
 - Lead Felician University's leadership to analyze technology support services in place and worked to revamp help desk with ticketing system and tier level support system, increasing end-user satisfaction by 20d% over a 6-month period.
 - ~~Implemented a Disaster Recovery program at Felician University through the emergency preparedness program for the State of New Jersey. Evaluation of data backup procedures and setting up a redundancy process between two data centers. I was able to reduce University liability and to guarantee uptime in case of an emergency.~~
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PROFESSIONAL EXPERIENCE

Director of Information Technology

August 2020 to Present

Rutgers University, Human Genetics Institute of NJ, Piscataway, NJ

Oversee and manage the delivery of technical support for all aspects of the department.

Lead all IT Systems administrative tasks.

- Windows Active Directory Management
- Manage Dell/EMC Cluster - 1 Petabyte of Data
- Quantum/Artico NAS Tape backup system.

Coordinating efforts with central IT to ensure the best combination of reliability, support and cost controls are in place.

- Migration & administration of cloud-based services for the department: Office 365, Box Storage, and AWS.

Oversight for projects, staff and budgets to ensure successful completion of all assigned tasks.

Investigate and recommend new technologies for organization.

Associate Director of Information Technology

March 2019 to July 2020

Rutgers University, RUCDR Infinite Biologics, Piscataway, NJ

Oversee and manage the delivery of technical support for all aspects of the department.

- Establishment of technical support services for a demanding 24/7 production environment.

Support all technology components of Scientific Instrumentation for all labs.

- Hamilton Microlab/Chemagen Star, Thermofisher Quantstudio, Genetians, & PerkinElmer Chemagic 360

Led the creation of Information Technology policies and SOPs.

Director of Information Technology & Security

February 2018 to March 2019

Felician University, Lodi, NJ

Oversee & manage two divisions at the University: Technology Services & Technology Infrastructure.

- Hire, train, & supervise 7 to 10 direct reports.
- Provide & supervise support to two campuses & over 3000 end users.

Oversee the Operation of two Datacenters with more than 90 servers using industry standard technologies.

- Lead automation efforts for Disaster Recovery & Systems Maintenance.

Oversee the Operation & Maintenance of Classroom/AV technology for the University.

- Built AV & University relationships to properly plan & implement new AV technology.
- Develop upgrade plan for University Classrooms & Common Areas.
- Deploy video conferencing technology for distance learning & University meetings.

Lead all IT Security related functions.

- Identify and Implement controls to mitigate breaches.
- Review of Old & Creation of New IT policies and procedures as per SOC functions.
- Development & Maintenance of the Business Continuity & Disaster Recovery Plans.
- IT Audit & Risk Assessment

Development and Maintenance of University relationships with all IT vendors.

- Performance Oversight.
- Contract & SLA Management.

Project Manager on all Information Technology Projects, including building construction & remodels.

- Microsoft Office 365 Migration
- Upgrade of Network Service, from 50 Mb to 1 Gb
- Remodel of School of Business, \$300,000 of new technology
- Remodel of 80 Seat Lecture Hall, \$95,000 of new technology

Information Technology lead in strategic thinking & planning for University.

- Work with Vice Presidents & Deans of Schools on all technology aspects of projects.

Assist Vice President of Information Technology with \$1.2 Million-dollar budget.

- Coordinate budget with strategic plan & University IT needs.
- Establish & maintain relationships with vendors & help approve purchases of new IT equipment & software.

IT Security & Help Desk Manager

September 2015 to January 2018

Felician University, Lodi, NJ

Operate & manage University Helpdesk support across two campuses.

- Setting & Implementing ITIL framework & ITSM principles.
- Implementation of Helpdesk Ticketing System

Hire, train, & supervise 3 to 5 direct reports.

Oversee, lead, & establish enterprise-wide information-security program.

- Oversee efforts to identify & evaluate all critical systems through risk assessments.
- Design & implement security processes & procedures.
- Collaborate with external auditors to conduct in-depth compliance audits & penetration testing, presenting results to University management.

Oversee & lead the creation & implementation of IT policies for the University.

- IT Security Policy
- Change Management Policy
- Disaster Recovery Plan

Technology Assistant

March 2011 to August 2015

Montclair State University - School of Business, Montclair, NJ

Operate & manage the School of Business Technology Services Office at Montclair State University.

- Hire, train, & supervise tech team of 7 to 10 persons.
- Provide & supervise support to over 125 School of Business faculty & staff.
- Provide & supervise support to 40 mediated classrooms & conference rooms.

Operate & manage more than 15 physical & virtual servers using industry standard technologies.

Project lead of \$700,000 VDI Project for new state of the art School of Business at Montclair State University.

Project lead of CRM Solution for the School of Business.

Onsite Support Technician

September 2006 to January 2011

Montclair State University – Office of Information Technology

EDUCATION

Montclair State University, Montclair, NJ

Bachelor of Science in Nutrition & Food Service – Food Management

Minor in Business

Ethical Hacking & Countermeasures V8 Course Completed

Security Awareness Training from SANS

Eagle Scout

Technical Skills –

VMware ESX/ESXi, VMware vSphere, VMware View, Server/Workstation, Veeam Backup, HP Tape Backup, Dell/EQL SAN Administration, EMC/Dell Isilon, HP 3PAR Setup & Administration, Cisco Routers, Cisco Wireless: Switches & Access Points, LAN/WAN Design & Configuration, TCP/IP networking, DNS config & troubleshooting, Checkpoint Firewalls: Setup & Configuration, Windows Servers – All Versions, Windows 7/10, MAC OS, Microsoft Exchange 2010/2013, Office 365, Microsoft Office Suite 2013/2016, Microsoft Project & Visio 2013/2016, PC & Server hardware Build/Service, Thin client technology – Wise, HP, Software Systems Implementation, Salesforce/TargetX, ERP Software Design & Configuration, ITIL & ITSM Design & Implementation, IT Service Design, Help Desk Ticketing System, PaperCut, Sony, NEC, & Epson Projectors, Crestron/AMX/Extron hardware & software, Zoom & Skype