

## Experience

### TW Enterprises

#### *Chief Technology Officer*

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As the CTO, I collaborated with the CEO/President to offer our Managed IT Services customers best in class products and services. In addition, I worked to reduce our expenses and increase efficiencies with the net effect of increasing overall revenue. Most notably introduced a new product offering to our customers that further increased our bottom line.

My other responsibilities included Tier 3 Escalations Support for our Field Service Staff and customers as well as NOC Engineer, Data Center Operations, Disaster Recovery Operations and VoIP Engineer.

### Director of Technology

#### *Texas Military Institute/TMI - Episcopal*

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I managed the day to day operations of the Information Technology Department to include budgeting and purchasing, inventory control, IT Helpdesk, Network Operations, Educational Technology, campus databases, access control systems and video surveillance, HVAC systems, vehicle tracking, radio repeater systems and more. I was responsible for the overall Technology Vision for the school. I managed all of our procurement projects and oversaw the transformation of our network and infrastructure to an enterprise level with high security and redundancy.

Additionally, I worked daily with our Risk Manager and Facilities Manager to ensure the safety and security of our campus. I conducted lock down and fire drills as well as provided communications during emergency situations. My Department was responsible for all campus fire alarm, burglar alarm, access control, and video surveillance systems.

## Prime Lab (Blockchain)

*Information Systems Manager/Jira Master (Former SRE Team Lead)(Contract)*

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My responsibilities included forming policies and procedures for our Helpdesk and ticket escalations as well as assisting with ticket assignments to our Developers. I also performed QA reports to our Developers whenever a new application build was released noting any bugs that I found or issues with UI/UX. Additionally, I co-designed and setup our virtual office environment for all employees.

As SRE Team Lead I worked with the team to manage and monitor our AWS infrastructure as well as our colocation infrastructure and led team meetings and discussions as we worked to further scale.

## Velonex Technologies

*VoIP Engineer (Contract)*

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As the only VoIP Engineer I work on all PBX related issues for customers ranging from small 20 phone systems to very large 4100 phone systems (10,000 phone numbers). I handle all monitoring, maintenance, backups, and Disaster Recovery for these systems.

### Systems I Have Experience With

#### *Servers and Hypervisors*

HyperV	Windows Server (All Versions)
VMWare Esxi 7	Linux Server (Ubuntu, Debian, CentOS, Rocky)
Virtualizor	Active Directory
Microsoft Exchange (All Versions)	Microsoft SCCM

### *Desktop Operating Systems/Mobile Operating Systems*

Microsoft Windows (All Versions)	ChromeOS
Mac OSX (All Versions)	Android (All Versions)
iOS (All Versions)	

### *Cloud Services*

AzureAD	Office365 (Exchange, Teams, Sharepoint)
Google Workspace	Amazon Web Services
Azure	OVHCloud
Skytel	Vultr

### *RMM, Data Backup, Endpoint Security and Ticketing Systems*

NCentral (Nable/Solarwinds)	NinjaRMM
Cove Data Protection	MSP Manager
Atlassian/Jira	OSTicket
SentinelOne EDR	Automation Manager (Nable)
Zendesk	McAfee Enterprise
Connectwise (Ticketing)	Syncro (Ticketing)

### *Databases, Access Control, HVAC Systems*

Education Edge (Blackbaud)	Raisers Edge (Blackbaud)
Ccure9000 (Access Control)	VideoEdge/Victor
Automated Logic (HVAC)	Tacer Summit (HVAC)
TracerES (HVAC)	SQL Server (Administration)

### *Other Systems and Software*

Asterisk (All Versions) (VoIP)	Lucid App
Gather (Virtual Office Space)	Figma
Slack	Teams
Android Studio	Visual Studio Code
Microsoft Power Automate	Microsoft Visual Studio
Aruba Airwave	Aruba Clearpass
Quickbooks	Mas90/Sage 100
Zello (Network Push to Talk)	WalkieFleet (Network Push To Talk)
ReportExec	

### *Networking Infrastructure*

HP Aruba Switches	HP Aruba WiFi
Netgear	Omninet (Firewall/SDWan)
Sophos (Firewall)	Ubiquiti Networks