

IT Director

Detail-oriented and results-driven IT professional with extensive experience in managing enterprise-level IT systems, cloud infrastructure, and cybersecurity frameworks. Proven expertise in deploying and maintaining 50+ servers, optimizing Active Directory for 150+ users, and implementing security policies that achieved HIPAA, PCI, and HITRUST compliance. Skilled in leveraging technical proficiencies in Windows Server, VMware, networking protocols, and advanced troubleshooting tools to deliver IT solutions that improve efficiency and reduce costs. Adept at leading cross-functional teams, completing complex IT projects on time and within budget, and delivering exceptional technical support with a 95% SLA resolution rate.

Top Skills

- **Technical** – MS Office, Active Directory, Windows Server 2022, Windows 10/11, Linux, Ubuntu, Red Hat, Fedora, LAN/WAN, TCP/IP, DNS, DHCP, HTTP, SSL, OSI Model, Switches, Routers, Firewalls, VPN, PACS, SCCM, ServiceNow, Epic, Citrix, HeartLab, BCC Mail Manager, Fusion Pro, Heidelberg Prinect, Caldera, Splunk, Wireshark, Metasploit, Nessus, Avaya, Dell, Cisco Networking, HPE, Xerox, Fujitsu, Fortinet, Ubiquiti
- **General** – Customer Service, Effective, Efficient, Technical, Dependable, Multitasking, Critical Thinking, Decision Making, Problem Solving, Analytical, Conflict Resolution, Leadership, Detail Oriented

Education and Certifications

Joliet Junior College, Joliet, IL

- Associates of Applied Science, Computer Networking Security Specialist

Certified Wireless Network Professionals

- Certified Wireless Technology Specialist (CWTS)

CompTIA

- CompTIA A+, CompTIA Security+

Work Experience

Liberty Creative Solutions Inc., Tinley Park, IL

06/2019 – Present

IT Coordinator/Security Engineer

- Manages and optimizes all internal information systems, overseeing the maintenance of 50+ servers across local and cloud environments (Microsoft Azure/AWS) and provisioning over 100 employee workstations.
- Spearheaded the development and implementation of internal security policies, procedures, and training programs, achieving compliance with HIPAA, PCI, and HITRUST security frameworks.
- Directed deployment and management of cloud solutions in Microsoft Azure and AWS.
- Administers Active Directory for 150+ users, ensuring accurate and timely creation of user accounts, role assignments, and access controls, improving onboarding efficiency by 55%.
- Leads the Disaster Recovery Team, designing and implementing a disaster recovery plan that reduced recovery time objectives (RTO) by 40% and ensured zero data loss.
- Successfully quoted, planned, and deployed 50+ IT projects, managing budgets of up to \$500,000 and delivering 100% on time while exceeding stakeholder expectations.

COTG (Chicago Office Technology Group a Xerox Company), Chicago, IL

03/2018 – 05/2019

PC Refresh Team

- Installed and configured 500+ computers, across Franciscan Alliance hospitals, ensuring seamless integration and adherence to hospital IT infrastructure standards.
- Deployed software for hospital devices with 100% accuracy, minimizing downtime and ensuring compliance.
- Upgraded operating systems across 3,000+ devices, implementing the latest updates and patches to improve security and operational efficiency.
- Resolved 95% of employee support tickets within SLA timelines, improving overall IT response times and employee satisfaction scores.
- Configured and deployed 200+ printers to meet customized customer needs, reducing hardware setup time by 20% through standardized processes.

Front End Service Desk/Bookkeeper

- Supervised daily shifts for a team of 20+ employees, managing schedules and break periods to ensure seamless operations and 100% shift coverage.
- Delegated tasks strategically to team members, increasing productivity by 15%.
- Provided exceptional customer service to 250+ customers daily and resolved customer inquiries and merchant concerns in a polite and professional manner, achieving a 95% customer satisfaction rating.
- Accurately balanced cash drawers and reconciled daily safe totals exceeding \$10,000.
- Applied bookkeeping principles to prepare detailed financial statements and reports, reducing discrepancies by 25% and ensuring compliance with company standards.