

# Paul Reese

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## Objective

Senior technology professional with diverse technological background, including Microsoft-based OS experience, including directing, designing, implementing, managing, supporting various information technologies with responsibilities including project management, leadership, and participating as a member of the organization's senior management staff.

## Summary of qualifications

- Advanced technical knowledge of various current technologies, including virtualization, cloud computing, mobile computing devices, and high-speed Internet connections aligning technologies with business and organizational needs.
- Managing various vendor relationships, including professional services vendors, telecommunications vendors, and hardware vendors.
- Managing a staff of system engineers and business analysts with varying levels of technical expertise, educational, and professional backgrounds, through department growth and reduction phases.

## Professional experience

10/13 – 11/19

Quincy Engineering, Inc. Rancho Cordova, CA

### Senior IT Manager

- Strategically planned, guided, led the development of the IT infrastructure, and improved the customer service of the IT department.
- Planned and conducted the move of the corporate office to a new location, ensuring that all computers and network services were available at the start of the next business day.
- Conducted a hardware refresh, replacing nearly all computers used by the engineering staff, principals, and project managers at lease-end.
- Planned and executed the opening of satellite offices, including data service, offices, network wiring, and vendor coordination.
- Implemented an IT helpdesk, including internal process, numbers to call, and web-based solution.
- Primary response to company-wide service and system interruptions.
- Planned and implemented the virtual infrastructure, including physical-to-virtual migrations.
- Migrated users from old mobile devices to new mobile devices.
- Answered, documented, and resolved issues raised by the employees.

07/02 – 05/13

Roebbelen Contracting, Inc. El Dorado Hills, CA

### Information Systems and Technology Director

- Strategically planned, guided, and led the development of the IT systems and the information systems department from a 10-server environment to a 30+-server environment, including 2 Microsoft clusters, multiple SANs, Cisco VoIP, and VMware vSphere, and the growth and reduction of the information systems department staff.

**Professional  
experience  
(continued)**

- Developed and maintained the IT-related parts of the company's Disaster Recovery and Business Resumption Plan.
- Devised the server room remodel and reconfiguration, including the implementation of a 5-ton HVAC cooling unit, and 30 kVA UPS.
- Implemented an IT helpdesk including staff, call queue, and web-based trouble ticket system.
- Primary response to company-wide service and system interruptions.
- Prepare and execute annual Information Systems and Technology budgets.
- Applied SDLC methodologies for in-house-based information systems based on .NET programming and iOS and mobile platforms.
- Interacted with executives and other department directors as a member of the Senior Management staff.

3/00 – 07/02                      Meridian Project Systems, Inc.                      Folsom, CA

**ProjectTalk.com Operations Manager/Senior Technical Engineer**

- Principle technical infrastructure architect during creation of ProjectTalk service, aiding in creation of infrastructure, directing software modification, and managing implementation team during startup phase.
- Managed technical staff responsible for maintaining 24 x 7 ASP operation, including performance appraisals. Also, lead technical engineer for hard-to-solve technical problems and difficult customer interactions.
- Established repeatable processes for applying software upgrades, operating systems patches, and management software.
- Successfully juggled multiple high-priority tasks
- Established department goals and lead department in pursuit of achievement of multiple objectives.
- Managed vendor relationships including hosting vendor, professional services vendor, and hardware platform vendor.
- Use of project management techniques (thought mapping, project vision/scope statement, etc.) for various projects.
- Aided executive in preparing yearly department budget addressing department needs and forecasting future capacity.

10/99 – 03/00                      Recom Systems, Inc.                      Sacramento, CA

**Senior Account Manager**

- Consult and inform customers on new computer-related technology, including Windows 2000, MS IIS, VPNs, and xDSL.
- Plan and implement customer network installs, including topology, technology, T1, ISDN, and remote connectivity issues.
- Provided senior-level diagnostic skills to other team members to resolve long-standing customer support issues.
- Delegated and assigned new support issues to support staff.
- Provided support to E-commerce development team.
- Train current and new customers on MS Outlook, MS IE, MS networks, and other computer related-topics.

8/97 – 10/99

Meridian Project Systems, Inc. Sacramento, CA

**MIS Administrator**

- Performed installs, hardware and software upgrades of all new servers, including multi-domain and MS Windows Terminal Server.
- Planned and implemented network installs, including topology, technology, T1, ISDN, and remote connectivity issues.
- Consulted and informed management on new computer-related technology, including Windows Terminal Server, MS IIS, VPNs, and DSL.
- Implemented fax server solution with integration with MS Exchange Server.
- Assisted with company's PBX phone system.
- Made recommendations for hardware purchases, including servers, workstations, and laptops.
- Corrected and repaired MS Exchange Server crashes both independently and under guidance of Microsoft support staff.
- Continued on-going anti-virus updates of scan engines and data files.
- Trained current and new employees on MS Outlook, MS IE, MS networks, and other computer related-topics.
- Provided second-level hardware and software support for office staff, including remote.

**Education**

University of Phoenix

Online

**Masters of Information Systems Management**

Wright State University

Dayton, OH

**Bachelors of Science in Computer Science**

- Concentration in Electrical Engineering

**Operating Systems/Network Operating Systems**

- Citrix XenApp, VMware vSphere; Microsoft Windows; Microsoft Windows Server, Apple Mac OS X, Apple iOS

**Storage Arrays**

- DELL MD3000i (iSCSI); EMC Clariion x300 (Fiber Channel), EMC Celera Clariion CX4-120 (iSCSI), Drobo FS

**Server-based Application Platforms**

- MS IIS, MS Exchange Server 2003, MS SQL Server 2000/5, Fax Server

**Microsoft Client/Desktop Applications**

- Office 365, Office 2016, Internet Explorer

**Internet/Network Topics**

- SonicWALL Loadbalancer, Cisco routers, Frame Relay/T1 circuits/fiber

**Programming Topics**

- T-SQL, HTML, ASP, command/visual basic scripts, C/C++

**Hardware Platforms**

- DELL servers, desktops, and laptops, Apple MacBook & iOS mobile devices, Android mobile devices, Windows Mobile devices.

**Summary of Skills**