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Paul Reese

Senior IT Professional Summary

- 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.

Areas of Expertise

Management

Direct Reports and Supervisors	Network and Server environment	Budgets, Projects, and Vendors

Technologies

vmWare Virtualization	Windows Sever	Linux

Professional experience

08/21 – Present   Conduent   Mather, CA

Senior Manager, IT Operations

- Supervise the system operations and direct staff to ensure milestones, deliverables and performance standards are met.
- Lead the on-site information technology team and interact with various members of the off-site information technology team, including software developers, network engineers, telephony engineers, security, server management and desktop support.
- Direct or perform the work necessary to comply with audit and contract monitoring requests and requirements.
- Update, revise, and create contract-related documents by stated deadlines to include updates to processes and technology.
- Provide updates and status reports to senior management and client on a regular, frequent basis.
- Participate and coordinate change orders from client and review new project work for other business units.

06/20 – 08/21   Experis/Yolo County   Woodland, CA

Systems Software Specialist – Contractor

- Assisted with the enhancement, maintenance, and technical support of the Enterprise Resource Planning (ERP) software, INFOR.
- Worked and collaborated with County staff throughout the organization, create and maintain documentation related to enhancements, scripts, configurations, reports, and other changes to the systems.
- Coordinated work to be performed with the other Systems Software Specialists.
- Monitored, diagnosed, analyzed, and resolved computer system hardware and software problems.

Professional experience (continued)

- Contacted and consulted with software vendors for upgrades and fixes to problems.
- Integrated, installed, configured, and upgraded administrative utilities and diagnostic tools.

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.
- Developed and maintained the IT-related portions 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.

Professional experience (continued)

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.

- 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.

Education

University of Phoenix   Online

Masters of Information Systems Management

Wright State University   Dayton, OH

Bachelor of Science in Computer Science

- Concentration in Electrical Engineering

Summary of Skills

Operating Systems/Network Operating Systems
- Citrix XenApp, VMware vSphere; Microsoft Windows; Microsoft Windows Server, Apple Mac OS X, Apple iOS

Server-based Application Platforms
- MS IIS, MS Exchange Server 2003, MS SQL Server 2016, Fax Server

Microsoft Client/Desktop Applications
- Office 365, Office 2016, Internet Explorer

Internet/Network Topics
- SonicWALL Router & 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.