

Experience

Contracting

Remote Contractor For La Clinica de Familia – Bristol, CT (2019-present)

- Working as a private contractor assisting with support of systems and transition to new IT director.

La Clinica de Familia

Chief Information Officer – Las Cruces, NM (2016 – 2019)

- Member of the Executive Leadership Committee for an organization of approximately 400 employees, covering 20 locations and multiple services including, but not limited to Medical, Dental, Behavior Health, Women's Health and Pediatrics.
- Provide technology vision and leadership in the development and implementation of the organization's health information technology (HIT) program.
- Project Management and oversight for entire organization.
- Offer senior level leadership, planning and managerial direction to the Health Information Technology (HIT) department.
- Lead the department in the 2 year implementation and conversion of electronic health records system.
- Responsible for Security and Risk assessments for the company.
- Oversee HIT, IT, Network Administration and Training Departments.
- Supervise 11 staff.
- Manage an IT budget of approximately \$1,000,000.00.
- Participate in the leadership team to define the strategic direction for LCDF.
- Provide input and guidance at the executive level.
- Develop and enforce policy and procedures to ensure the protection of the organization's IT assets and the integrity, security and privacy of information.

Director of HIT – Las Cruces, NM (2015 – 2016)

- Oversaw HIT, IT, Network Administration and EHR Super Users and Trainers.
- Supervised 8 staff.
- Network Engineering duties; including phone system, call center and all network infrastructure.
- Wrote and maintained custom call scripts and programming for Cisco Call Center.
- Ensured that security measures followed all policies and procedures.
- Integral member of Behavioral Health Services acquisition in August of 2015.
- Participated in the planning and implementation of the acquisition of OBGYN and Pediatrics practice in November of 2015.
- Key project member in the remodel of the Cervantes Central Medical Complex. A 44,000 square foot abandoned location completely remodeled and restored.

Director of IT – Las Cruces, NM (2014 - 2015)

- Supervised 5 staff.
- Included many of the same duties as the Network Administrator, including:
 - Automation of many systems.
 - Installation and maintenance of all networking and server systems.
 - Managed all phones systems and related hardware.

- Configured and maintained the call center software and hardware.
- Budget management for the department of approximately \$300,000.
- Responsible for hiring / termination of staff.
- Project management for many large network projects.
- Participated in 5 clinic remodels and network upgrades.
- Key member of the team that worked to build the new Santa Teresa School Based Clinic.

Network Administrator – Las Cruces, NM (2013 – 2014)

- Supervised 3 staff.
- Extensive rebuild and reconstruction of the networking and server computing environments.
- Developed, document and implement IT processes and procedures.
- Ensured that the IT department was within compliance and meeting all audit requirements
- Implemented standardized computer management.
- Automation of many systems.
- Installed and maintained of all networking and server systems.
- Managed all phones systems and related hardware.
- Configured and maintained the call center software and hardware.
- Installed and maintained VMWare virtual systems.

Hitachi Cable America Inc.

IT Administrator - Pensacola, FL (2011 - 2012)

- Installed and maintained all networking and server systems.
- Extensive involvement in merger planning and implementation team.
- Responsible for budgeting and planning for yearly IT expenditures of approximately \$250,000.
- Developed, documented and implemented IT processes and procedures.
- Ensured the IT department is within company compliance and meets all audit requirements .
- Custom group policy management for Citrix based clients.
- Setup new email domain and server configuration for US automotive locations (pre-merger).
- Configured ASA 5510 firewall, VPN tunnels to peer sites and Anyconnect SSL VPN clients.
- Upgraded internet connectivity from T1 to new high speed 20MB fiber installation.
- Implemented redundant failover for external connectivity to ERP system.
- Managed Citrix XenDesktop Environment serving dedicated 200 thin clients and web clients.
- SSL configuration for Exchange OWA and Autodiscover services.
- As part of merger of US companies, moved all users to new Exchange email servers and configured new email routing rules and DNS changes.
- Administer VMWare ESXi with 5 servers migration from Windows server 2003 to 2008 R2.
- Installed SQL 2008 and Sharepoint 2010 Professional for new intranet.
- Installed and managed TrendMicro OfficeScan Corporate anti-virus.
- Configured 802.11n wireless network to support new plant automation systems.
- Administered and supported IBM AS400 based ERP system.
- Configured and managed Intermec hand scanners for use with ERP system.
- Configured and managed DNS external and internal locations.
- Installed and configured new Cisco network at the Indiana location serving about 500 employees.
- Provided extensive additional remote support for other US based locations.

- Received Exceeds Expectations on all skills on employee reviews.

Advantage Credit International / Avantus

Network Engineer & System Administrator - Pensacola, FL (2007 - 2011)

- Installed and managed all network hardware and Windows servers.
- Configured and implemented all VPN services for employees and connections to the credit bureaus.
- Served as the IT Security Officer - Responsible for all network security and maintenance.
- Programmed and administered Cisco Call Center and IPCC (Contact Center) phone system.
- Maintained the Cisco Unity voice mail system.
- Installed and maintained McAfee Enterprise anti-virus solution.
- Designed and wrote all IPCC Express phone scripts for the call center.
- Recorded, edited and customized all voice prompts for the phone system.
- Redesigned and upgraded network data center comprised of over 100 different systems.
- Reduced IT expenditures by \$6000.00 a month with conversion of dedicated Frame-Relay circuits to VPN tunnels.
- Converted all Windows based servers from Windows 2000 to Windows Server 2003 / 2008.
- Upgraded production database system from Microsoft SQL 2000 to Microsoft SQL 2008.
- Designed and implemented a new DMZ configuration for more secure environment for Internet facing systems.
- Replaced outdated Foundry switch with Cisco Catalyst 4507 switch.
- Implemented new multi-subnet network company-wide to improve security and performance.
- Wrote custom web sites for internal use within the company.
- Trained over 100 employees on usage of custom web tools developed for the call center.
- Managed all licensing for Cisco, Microsoft and other systems.
- Installed and supported approximately 100 desktop workstations.

Self Employed

Consultant - Pensacola, FL (2004 - 2007)

- Setup several small companies with networks, servers & workstations.

Cirrus Logic International

Network Engineer - Austin, TX (1995 - 2004)

- Hired, trained and managed approximately 10 help desk employees.
- Designed, implemented and maintained all international wide area networks using Frame Relay and VPN technologies.
- Key team member in design, planning & implementation of new 6 story headquarters:
 - Specified and managed cabling installation.
 - Developed and implemented the move plan for network and hardware cut-over.
- Created redundant network connections to maintain up-time for critical manufacturing.
- Installed new LAN / WAN / Wireless network for world headquarters
- Designed & installed a new 200 cabinet data center which included full generator, UPS, HVAC, cabling and security.
- Implemented and maintained VPN (client and router based), remote access and all networks.

- Reduced overall IT annual expenditures by 11 million dollars.
- Designed, installed and maintained all local area networks for all domestic locations.
- Installed and managed McAfee Enterprise anti-virus solution.
- Performed all network security and maintenance.
- Converted corporation of 3000 employees to Microsoft Exchange server.
- Planned and implemented the disaster recovery site for the corporation.
- Mentored, trained and consulted with peers in the department.

Texas Department of Mental Health & Mental Retardation

Network and Statewide Email Administrator - Austin, TX (1994 - 1995)

- Designed and installed new physical cabling plants at major facilities throughout the state.
- Implemented and maintained all email systems for agency state-wide.
- Received extensive training in network hardware and software based technologies.
- Converted 3 large campus networks from Arcnet to Ethernet networking.

Automation Coordinator - San Angelo, TX (1988 - 1994)

- Brought first PC based computers to the campus.
- Created custom software for handling client program management.
- Designed and installed a new ARCNET network for the campus.
- Setup 200 station Novell Netware based network.
- Provided all employee training for software and hardware.

Skills

- Expert troubleshooting and problem solving
- Excellent Team Leader
- Passionate about collaboration and working within a team
- Network design and implementation
- 25 years of hands on experience with Cisco and Windows based technologies
- Mentoring to peers
- Grasp concepts quickly
- Extensive project management experience
- Very detail oriented
- Web development using HTML, CSS, Javascript & PHP
- Great written and verbal communication skills
- Communicate technical concepts in layman's terms very well

Extensive Experience with the following:

- eClinicalWorks administration and support
- All Cisco based technologies; VPN, PIX/ASA Firewall, Frame-Relay, T1, MPLS, Hardware Installation and Configuration, Software Image management, Cisco IOS / Switch OS / Switch IOS
- Cisco Unified Call Manager
- Cisco IPCC Express
- Cisco Unity Voicemail system

- Microsoft Active Directory management
- Microsoft Active Directory Group Policy administration
- Microsoft Cloud services integration and configuration.
- All Microsoft server operating systems - NT through server 2019
- All Microsoft desktop operating systems - Windows 1.5 through Windows 10
- VMWare ESXi server management
- Citrix XenDesktop server
- Adobe Photoshop
- DNS and domain name management
- IP Address configuration and management
- DHCP management
- Network Design and configuration
- Microsoft Web server hosting and configuration
- Web development with a focus on HTML5 and Javascript
- Wordpress installation, configuration and administration
- Microsoft ISA Firewall
- Microsoft SQL server 2000-2014
- SNMP Management systems
- Network monitoring and maintenance
- Microsoft desktop applications - Office, Visio, Excel, Word
- Backup and recovery solutions

Relevant Training & Certifications

- Cisco Certified Network Associate (CCNA)
- Introduction / Advanced Cisco Routing
- Introduction / Advanced Cisco Switching Technologies
- Introduction / Advanced classes in Ethernet networks
- EIA/TIA - Copper and Fiber Optic Cable standards and termination
- Introduction / Advanced Windows NT/2000 Server Administration
- Introduction / Advanced Microsoft Exchange Server 5.x / 2000
- Administration Keane - Project Management Training Class - Series 1 & 2

Education

- Texas Tech University - Lubbock, TX 1981-1987
- Major: Computer Science / Programming

References

- Excellent references available upon request