RESUME

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OBJECTIVE To use my technical, analytical, customer service and management skills to advance the efficiency, productivity, and profitability of a leading company.

RELATED EXPERIENCE

RI Drug Testing, Warwick, RI, Manager & field Technician, Jan 1990 to Present

Provide services to marine shipping companies to preform drug and alcohol testing for safety and Coast Guard regulations. Manage schedules, inventory, and coordinate paperwork. Travel to ports on the east coast of the US to preform on site testing and advise boat crews and companies on regulations and actions to take after accidents.

Children's Friend and Services, Providence, RI Network & Systems Engineer, April 2014 to February 2017

Managed a team of IT professionals to maintain functionality, provide support, and identify user needs in a multi-site environment. Designed and implemented new network and server infrastructure including WAN upgrades. Streamlined help desk functionality. Identified reoccurring issues and created permanent fixes. Coordinated and executed training plans. Ran projects having to identify users' needs and design and implement solutions. Provided customer service supporting a 450+ user base of diverse ability. Implemented virtualization using VMware and Hyper-V. Created an imaging lab to quickly upgrade and deploy over 300 workstations. Implemented upgraded VoIP phone system.

RI Sports Elite, Inc., Coventry, RI President / CEO, October 2008 to February 2014

Created a company to provide athletic training to youth in the area. Set up a Gymnastics training facility and hired coaches with Olympic experience as well as support coaches and administrative staff. Competitors regularly won competitions and was the only facility in New England to place gymnasts on the US National team. Provided community support to municipal cheer programs by helping with space and coaching. Started wrestling program and recreational gymnastics program. Enrollment growth was between 30% - 50% each year. Created a scoring program for use at competitions and provide gymnastics meet management services using the scoring program at 20 competitions annually.

D.A.B., Inc., Warwick, RI President / CEO, September 2000 to Present

Created company to provide technical and logistical IT support for small to mid-size businesses and provide marine electronic installation and service to local boating community. Designed and implemented servers, networks, backup systems, and workstations for small to mid-sized businesses using Microsoft, Mac-OS, and Linux with experience in many different versions over 20 years, including exchange, active directory, and disaster recovery strategies. Provided on-call IT support for many local businesses. Services include technical and operational support to a revolutionary advertising company including automating graphic manipulation, computer service, internet database design and coordination of deliverable and installation teams. Manage systems in small to mid-size companies including network hardware and firewall configurations, IT security, Cloud based systems including Office365, AWS, and Azure. Virtualization using VMware, Hyper-V, and VirtualBox on Cisco UCS boxes and storage.

Aim High Academy, East Greenwich, RI Operations & Efficiency Manager, December 2003 to October 2008

Duties include logistical coordination of a leading gymnastics training facility encompassing relocating equipment to increase efficiency, managing personnel and other resources to increase productivity while controlling expenses. During my involvement, revenues grew by 18% while expenses decreased by 6%; Manual paper systems were replaced by applications that I either acquired or created; I organized and implemented departmental oversight to insure consistency and redundancy; I designed and implemented systems to track and measure effectiveness of marketing efforts that resulted in an 18% increase in revenues with no increase in the marketing budget.

New York City, HRA, New York, NY Project Manager & technical development leader, November 2000 to December 2004

Duties include full cycle project management of several different solutions. Lead project manager of a team of 35 programmers, workflow analysts, and field techs to design, develop, and implement automation solutions. Projects include: ⍰ Real-time legacy data synchronization to parallel case management software for 1,500 users at 13 different sites using MSSQL & ORACLE databases. Development of an automatic computer inventory system to report back hardware, software, and user information for 10,000+ computers at 37 different sites. Development of a utility to remotely push new software and manage 10,000+ desktop computers at 37 sites to augment SMS. Development of a hotel management package to automate a manual system and produce reports for productivity analysis. Implementation and customization of new case management software. Oracle & MSSQL administration and structure design. Designed network and created procedures for maintenance

Daticon Systems Inc., Gales Ferry, CT CIO & IS & Technology Manager, January 1997 to November 2000

Duties include managing all technology departments in a 300+ employee document imaging and database development company. ⍰ Senior project manager of integration and support supervising daily hardware and software solutions including development of in-house help desk, Y2K issues and rebuild of multiple servers from Novel 3.12 to Windows NT 4.0 without loss of production. Senior project manager of production facility creating procedures for all client projects and developing Q.C. functions to improve quality of deliverable products. Senior project manager of programming group creating proprietary software for client searches of image databases and in-house production control functions. Project manager for design, development, and implementation of plan to create generic programs to reduce the hours of reprogramming with each new client.

Marketing Management, Inc. & Nature's Formula, Inc, Exeter, Information Technology manager, April 1997 to June 1999

Office manager duties included project and resource management, managing shipping, sales telemarketing, and direct marketing departments, writing, and editing marketing booklets, supervising employees and general office operations including equipment and supply purchasing, payroll and accounting. Information technology duties included maintaining office network, maintaining sales and inventory databases, designing and coding applications for marketing, sales, shipping, computer based credit card processing, user interfaces for multiple database applications, statistical analysis of marketing efforts, client consultation on software purchases and overcoming in-house limitations, providing support and training for client's information services departments, programming criteria for credit based list companies and maintaining marketing databases for clients.

OTHER WORK EXPERIENCE

Computer Consultants, Warwick, RI Educator and primary service technician, September 1996 to September 2000 teaching computer classes of 15 to 50 people; evaluating client's hardware and software needs, recommending and performing repair or upgrade

R. E. Wallace Real Estate, Warwick, RI Real estate sales, April 1994 to January 2010 List, market, and sell commercial and residential property.

Meadowbrook Inn, Richmond, RI Floor manager and bartender, October 1986 to August 1994

Sea Hawk Charters & Invader Charters, Narragansett, RI Sport fishing charters, May 1978 to present

SKILLS

Programming: Visual Basic, ASP, .Net, XML, PHP, HTML, vbscript, powershell, Exchange Database: MS SQL, Oracle, MySQL, Access System: VMWare, Virtualization, Networking, AD, All levels of Windows-workstations & servers, Hardware, Unix, AS/400, Linux, Print solutions Microsoft Office suite, MS Project, Crystal Reports

EDUCATION

University of Rhode Island, Kingston, RI Electrical engineering and Education majors, September 1986 to May 1990

University of Connecticut, Storrs, CT Classwork in computer programming, September 1991 to May 1992