

JOHN H. SMITH, M.ENG.

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IT INFRASTRUCTURE & TECHNICAL MANAGER

Leverage 15+ years of experience—including 10 years of senior-level leadership—spanning IT infrastructure, communication and network management, system operations, service management, and disaster recovery.

- Combine technical expertise with strong business acumen and operational understanding; ensure all technical strategies and activities align with corporate goals.
- Expertly oversee large-scale IT projects, networks, and infrastructures—from initial planning and development to implementation and enhancements.
- Proven leader adept at building and motivating diverse technical teams to achieve outstanding results and complete projects on time and within budget.

Microsoft Certified Systems Engineer: Security (MCSE-S) ■ Microsoft Certified Technology Specialist (MCTS)

Microsoft Certified Systems Administrator: Security (MCSA-S) ■ Microsoft Certified Professional (MCP)

PROFESSIONAL EXPERIENCE

INFO SYSTEMS; Palm Springs, FL

2010 – Present

Global IT & Networking Technical Specialist

- **Direct IT projects and technical activities across multiple project sites** in support of multibillion-dollar homeland security program. Identify and resolve business needs to achieve organizational goals. Manage strategic planning to optimize resources, improve throughputs, and enhance system performance parameters.
- **Lead high-performing technical team** of Field Engineers, Security Engineers, and Systems Integration Specialists. Develop and implement standard operating procedures. Establish key processes that ensure reliable and efficient technical services organization-wide.
- **Guide the design and implementation of antivirus solutions** and system/network monitoring. Establish disaster recovery plans (DRP) based on HP Data Protector Software, Tape Libraries, and SAN hardware.
- **Provide senior-level technical consultations** and support to Field Engineering and System Integration & Testing Departments on all IT and networking issues. Review network layouts, resolve equipment redundancies, and improve network reliability and flexibility.

SELECT ACHIEVEMENTS:

- **Achieved optimal operations and functioning** by overseeing continuous improvement initiatives to existing infrastructure, applications, systems, and software. Recommend and implement IT infrastructure requirements and upgrades to improve overall system performance and ensure high levels of security and data recovery.
- **Managed the design and implementation of 10+ data centers**, applying technical expertise in Microsoft infrastructures and database/security application servers in high-availability/fault tolerance configuration built using HP Blade servers, Cisco Unified Computing and Servers (UCS), and VMware.
- **Implemented various large-scale networks** based on Cisco switches and routers using OSPF and multicast routing, QOS, and Fortinet firewalls.

GLOBAL INFO; Palm Springs, FL

2002 – 2010

Technical Manager

- **Coached and mentored team** of Network Engineers and IT Engineers. Conducted training programs to enhance staff technical skills and motivation including network/server administration procedures, virus protection, and security measures.

- **Provided technical consultations** regarding Microsoft, VMware, Cisco, HP, IBM, Nortel, 3COM, and F-Secure products. Delivered technical support for system auditing, performance tuning, and troubleshooting.
- **Created and maintained technical documentation** regarding network configuration, network mapping, and service records including IT Service Catalog, Service Level Agreements, and Operational Level Agreements.

SELECT ACHIEVEMENTS:

- **Served as Project Manager and Lead Systems Designer** for multiple high-profile, large-scale network and IT infrastructure projects. Designed and implemented Microsoft infrastructures, VMware, and NetBackup.
- **Managed and maintained Windows active directory forests** for several key clients; provided operating systems deployment, level-3 support for mission-critical servers and networks, security enhancements, and DPRs.
- **Oversaw the efficient implementation of new technology solutions** to various internal business units; identified project requirements and provided exceptional support. Upgraded IT infrastructure, established quality assurance standards, and recommended new products to enhance clients' operational efficiencies.

SYSTEMS CONNECT; Palm Springs, FL

2000 – 2002

Senior Systems Engineer

- Successfully upgraded organization's Windows NT Domain. Provided support for data acquisition, process control software, and DCS; supervised data acquisition and process control algorithms. Led the automation of atmospheric distillation installation (DA2).
- Oversaw the design of new organization-wide IT/IS systems and defined the IT/IS architecture. Administered Microsoft Windows servers and workstations. Performed server and security audits, system backup procedures, and recovery processes to support business continuity strategies.

PC SYSTEMS; Palm Springs, FL

1996 – 2000

Electronics Engineer

- Designed, installed, and administered Windows-based networks; head of the technical maintenance.

EDUCATION & CERTIFICATIONS

Master of Engineering (M.Eng.) in Applied Electronics

STATE UNIVERSITY, UNIVERSITY OF STATE

- Microsoft Certified Systems Engineer: Security (MCSE-S), Windows Server 2003
- Microsoft Certified Systems Administrator: Security (MCSA-S), Windows Server 2003
- Microsoft Certified Technology Specialist (MCTS), Internet Security & Acceleration Server 2006, Configuration
- Microsoft Certified Technology Specialist (MCTS), Configuring Windows Vista Client
- Lenel OnGuard Sapphire Certification
- Intel Technology Expert ▪ Intel Product Integrator
- Project Management Professional (PMP) Training, Project Management Institute (PMI)