

Professional Experience

MicroKnowledge

2020 - Present

Concierge Support

IT Support Engineer

NY Contact Tracing Support Team

2020-Present

- Live call center support for NY state and county contact tracers
 - Provision and support Dimagi Commcare application
 - Provision and support AWS Connect internet phone service
 - Assist users with system configuration issues for Windows 7, Windows 10 and MacOS
 - Assist users with web browser configurations – Chrome, Firefox
 - Assist users with NYS Office 365 application environment and access issues
- Level 2/3 support responsibilities
 - Investigate root cause on complex or recurring issues
 - Maintain and deploy automatically generated county notifications
 - Create knowledge base entries to guide concierge support team
 - Interact with 3rd party software engineers for escalated support issues

Goldman Sachs

2014 - 2020

AYCO – Personal Wealth Management Strategies

Lead Engineer, VP

IT Service Management & Production Response Team

2019-2020

- IT Architecture
 - Led design team in planning AWS cloud architecture migration
 - Created MS Access based configuration management database (CMDB)
 - Managed storage planning and utilization monitoring for 150Tb environment
 - Created and managed entitlements model for network storage
- Business Continuity
 - Implemented business continuity/resiliency plan
 - Created standard template for application support run books
 - Created test schedule with business partners and support teams
- Service Management
 - Derived response team metrics for incident resolution and closure using KPIs in accordance with Goldman Sachs objectives
 - Led root cause analysis process for escalated incidents
 - Delivered weekly service management productivity reports
 - Created MS SharePoint service management request system
 - Mentored junior associates on ITIL best practices for service delivery
 - Managed 3rd party software vendor relationships
- Information Security
 - Collaborated with corporate and department tech risk to transform compliance recommendations into technical requirements
 - Created data model to determine applications in scope for SOC-2 audits
 - Led activities to remediate security exposures identified by Goldman Sachs risk team

Lead Engineer	Enterprise Architecture Team	2016-2019
<ul style="list-style-type: none"> – Created MS SharePoint service management request system – Created infrastructure delivery best practices guide – Led daily SCRUM for infrastructure applications – Led bi-weekly architecture governance committee meeting – Chaired activities committee for technology department – Managed 3rd party software vendor relationships 		
Senior Systems Engineer	Application and Infrastructure Management Team	2014-2016
<ul style="list-style-type: none"> – Created storage and capacity management planning and monitoring tools – Authored best practices guide for capacity planning – Maintained currently of SSL and SAML certificates for external clients and vendors – Managed 3rd party software vendor relationships – Created VM node standard templates 		
International Business Machines (IBM)		1996-2014
Global Services – IT Outsourcing		
Chief Engineer/Lead IT Architect		2001-2014
<ul style="list-style-type: none"> – Led global teams in design, budgeting, delivery, and operation of global data center solutions – Presented data center strategies and value models to client executives and IBM contract team – Created cost model spreadsheet to improve profitability of engagements – Created IBM component failure impact analysis process 		
Product Manager	IBM Internal Platform Build Automation	2000-2001
<ul style="list-style-type: none"> – Led product team responsible for automation of desktop builds for all IBM users – Collaborated requirements and delivery timelines with CIO and desktop architects 		
Infrastructure Manager	IBM Global Services Product Development Team	1999-2000
<ul style="list-style-type: none"> – Managed data center for IBM Global Services product development team – Deployed first wi-fi network on IBM Poughkeepsie site – Managed IBM desktop and laptop assets for application test lab 		
Application Engineer	IBM Global Services Product Development Team	1998-1999
<ul style="list-style-type: none"> – Contributed network discovery module to patented intelligent software distribution app – Developed Lotus Notes work request tracking tool – Created VBScript add-ons to Intel LANDesk to overcome software distribution time out issue 		
Product Owner – HP-UX/SunOS	IBM Global Services Product Development Team	1996-1998
<ul style="list-style-type: none"> – Led product strategy for commercial clients using HP-UX and SunOS – Created automated server build products for UNIX servers – Collaborated with other product owners to insure uniform services 		

Education & Certifications

Rochester Institute of Technology

B.S. Computer Engineering Technology

Minors: Computer Science, Philosophy

The Open Group Architecture Foundation (TOGAF)

Master IT Architect – Attained 2012

Volunteer Activities

Disabled American Veterans

Communications Director	Department of New York	2015-2020
<ul style="list-style-type: none">– Created branding for state level organization– Designed and deployed organization web site and e-mail– Established and maintained social media present – Facebook, Twitter, Instagram– Coordinated legislative meetings with NY representatives in Washington, DC– Organized health fair and services midway for annual department convention		
Deputy VA Voluntary Services Representative	DAV National	2019-2020
Represented DAV National organization at Albany Stratton VA Medical Center		
Veteran Service Officer	Department of New York	2013-2020
<ul style="list-style-type: none">– Assisted veterans in understanding VA services and benefits– Assisted veterans in completing applications for compensation of service-connected disabilities		
Commander	Department of New York	2018-2019
<ul style="list-style-type: none">– Elected by membership of 50,000 to represent New York State level of the organization– Created strategic goals for growth of membership and increase of impact to the community– Selected and appointed key senior officers		

Boy Scouts of America

Unit Commissioner	Twin Rivers Council – Saratoga District	2005-2015
<ul style="list-style-type: none">– Supported Boy Scout Troops and Cub Scout Packs in Saratoga County– Mediated disagreements between adult leaders with a unit– Ensured all adult leaders received proper training		
Assistant Scoutmaster	Troops 6, 45, 245	2006-2015
<ul style="list-style-type: none">– Supported Scoutmaster and Troop Committee delivering in delivering quality program– Mentored scouts in setting and attaining goals for progression and personal growth– Served as counselor for 15 merit badges, including 5 required to become and Eagle Scout– Provided advise and support for scouts planning outdoor activities		
District Trainer	Twin Rivers Council – Saratoga District	2006-2015
<ul style="list-style-type: none">– Created and delivered training for adult and youth leaders– Service on Twin Rivers Council committee responsible for planning annual adult leader training workshop event		
National Jamboree Staff	Logistics Team	2013
<ul style="list-style-type: none">– Participated in logistics planning for quadrennial national event– Assisted troops with arrival logistics including check in and equipment transport within jamboree grounds– Provided transportation services for VIPs and disabled attendees– Maintained key facility services		

