

## Education:

**Western Governors University**

Bachelor of Science Business - Information Technology Management (2017)

## Experience:

**Zerep Management, Inc in City of Industry, CA (2007 to 2018)**IT Manager/Network Administrator (2007 to 2018)

Managed IT Department covering all computer, communications, and network systems related maintenance and support. Project Manager and implementer for PBX to Fidelity VoIP install and later to the Nextiva cloud based phone system, virtualization of desktops and servers, complete replacement of core system physical infrastructure consisting of blade servers and SANs with minimal down time, move from Oracle to SQL based Customer Relationship Management (CRM) system including billing, dispatch, and Customer web interface. Authored multiple handbook policies covering password, email, laptop, internet, and smartphones usage. Institute company wide training courses on computer usage, basic troubleshooting, and social engineering awareness. Responsible for Vendor Management for all IT projects. NOTE: The IT Department served Zerep Management and its subsidiaries including Valley Vista Services, Vincent's General Services, Municipal Maintenance, as well as jointly owned company Grand Central Recycling.

Safety Manager (2008 to 2012)

Chaired Safety Meetings and managed Safety Committee. Established and maintained Injury and Illness Prevention Programs (IIPP) for 5 companies including writing policies for Heat Illness, Respirator use, and Emergency Action Plans. Coordinated with OSHA, Insurance, and local Police/Fire Departments, temp agencies, and internal employees to establish safety training programs and practices resulting in lower Experience Modification Factor (XMOD) scores that translated to reduced insurance and Worker's Comp rates. NOTE: The Safety Department served Zerep Management and its subsidiaries including Valley Vista Services, Vincent's General Services, Municipal Maintenance, as well as jointly owned company Grand Central Recycling.

**Gallifrey One Conventions (Volunteer) (1998 to Present)**Board Member/Director of Operations

Board Member of the largest annual Doctor Who convention in the United States with over 3500 attendees. Lead 8 departments and directly responsible for coordinating staffing with Department Heads of all 23 departments. Oversee 26 onsite vendors including contracts and facility layouts.

**VMware User Group (Volunteer) (2012-2016)**

Leader, Inland Empire

The VMware User Group (VMUG) is an independent, global, customer-led organization, that helps bring users of VMware software together through knowledge sharing, training, collaboration, and events.

Along with Co-Leader Jason Tucker, arrange sponsors, presenters, and locations for local meetings as well as give presentations. Work with VMware employees to provide engineer level discussions and presentations. Member of leadership team for the annual Southern California VMUG Event which is a joint event that includes the Inland Empire, Orange County, Los Angeles County, and Ventura County VMUGs as well as the MC for the event.

**Altinex Inc in Brea CA (2004 to 2007)**

IT Manager/Administrator

Project Manager for PBX phone system to Avaya IP Office conversion, online store implementation, and company forum. Developed Upward Management Feedback and Employee Suggestion programs as well as multiple IT policies. Designed internal and external Wikis for inter-department and customer information sharing. Created and edited Company Newsletter. Managed Intern Training program in conjunction with Santa Ana College. Safety Committee Lead coordinating inspections, training, meetings, and drills.

**Dependable Computer Guys in Glendale, CA (2002 to 2004)**

Network Engineer (Consultant)

Provided full tech support for multiple businesses including design, installation, maintenance, and support of Windows systems, network equipment, websites, and email systems such as Exchange and Lotus Domino. Developed technology plans with management teams covering security, backups, and failover. Provided training for end users.

**United States Navy Veteran**- Honorable Discharge

Extra-Curricular:

Veterans of Foreign Wars (VFW) - Life Member