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### **Summary:**

More than 20 years of experience in system administration and people management.

- Coordinated cross-platform groups to meet company-wide goals
- Migrated internal services to new platforms, self-hosted or cloud
- Broad and deep background in different disciplines (phones, networks, applications).
- Experienced in both service and manufacturing industries
- Modernized and expanded IT systems to meet new markets and new demand.
- Controlled capex and expense spending for IT resources across companies.

### **Work Experience**

#### **Garden Trends Inc - 2022 to 2025, *IT Director***

- Managed mixed staff of helpdesk and software developers.
- Revamped company tax reporting process.
- Created project management office and framework.
- Drove ERP upgrade/replacement process from Great Plains to Acumatica.
- Created/rebuilt ticketing and user management processes
- Upgraded all user systems and network infrastructure from 10+ years
- Rebuilt access controls for employees and contractors
- Managed internal software development for sales, marketing, and accounting

#### **REDCOM Laboratories, Inc - 2017 to 2022, *IT Manager***

- Migrated company to Microsoft 365 GCC cloud services.
- Upgraded company ERP system from Epicor 9 to 10.2.
- Moved entire building of 150 to all-online work, including hardware lab.
- Worked to meet security requirements under ITAR, NIST 800-171, and CMMC.
- Budgeted and planned purchases of software, hardware, and company services.
- Built tools and processes to manage internal development.
- Led efforts to support a software development team and a manufacturing facility.
- Rebuilt network and software infrastructure for multiple departments.
- Managed mixed staff of system admins, helpdesk, and phone techs.
- Led efforts to introduce new business processes for CRM, purchasing, and support.

#### **American Rock Salt, LLC - 2009 to 2017, *IT Manager***

- Re-aligned IT department and developed staff of IT professionals, covering 6 sub-companies.
- Managed IT contracts, budgets, software evaluation and purchasing for the company.
- Led cross-team planning for ERP evaluation, management, and replacement.
- Developed expense reporting, CRM and other new internal products.

- Managed phone and data networks, for existing and new construction
- Rebuilt phone system, network infrastructure, wireless, and remote offices.

**Nukote International - 2008 – 2009, *Senior Systems Engineer***

- Coordinated with Product Management and Warehouse staff to implement new labeling and processes in different production centers in several states.
- Led multiple groups to create an online e-commerce system, integrated with the company's legacy ERP system.
- Created new procedures to track customer requests, internal and external.
- Managed a phone system with call centers in multiple states and countries.

**Current Communications, 2004-2008, *System Engineer***

- Built multiple labs for new power line products, for use by all departments.
- Created tools to provide data from over 10,000 field units and 50,000 customers.

**Time Warner Communications, 1998-2004, *System Engineer***

- Launched, managed and produced all local websites for Time Warner Rochester.
- Built new internal tools, including the content management system for the 50-person 'R News' 24-hour news channel, and abuse tracking system for Rochester Road Runner customers.

**Education:**

Winter 2015 HBX | Harvard Business School CORE: Credential of Readiness, Pass with Honors

PMP: Project Management Professional certification, 2012

Rochester Institute of Technology - M.S., in Information Technology, 2002

Rochester Institute of Technology - B.S., (Cum Laude), Industrial Design, 1997

**Other Experience:**

DragonFly BSD – committer, open source operating system project, 2003-present.

Rochester Institute of Technology, associate professor, 2013.

Google Summer of Code, project administrator, 2008 - 2013.

Google Code-In, project administrator, 2011.

Flour City Bakery, baker. Bread shaping, pastry, HR, facility planning. 2016-present.

BN2BR, bean-to-bar chocolatier, owner. All roles. 2021-present.