

Richard F. Williams

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IT MANAGER / BUSINESS ANALYST

Key Skills

Effective Management

Business Needs/Risk Assessment

Strong "Powers of Observation"

Elicit Business Needs from All Stakeholders

System Monitoring

Regulatory Compliance

System Integration Planning

Network Infrastructure Planning

Certificates

Autotask Community Live

ConnectWise Summit

HP ProCurve Sales Professional 8.11

Voice/Data Networks (BICSI)

Novell 4.11 Admin

Telecom I and II

BellSouth\AT&T: BET, BST, GQT2

Education

Rocheville Online University

Bachelor in

Science/Liberal Arts

Master in Computer Information Technology

Florida Institute of Technology, Melbourne, FL

Brevard Community College, Melbourne, FL

Eau Gallie High School, Melbourne, FL

Seasoned and Progressively Experienced IT and Project Leadership

An IT Manager/Business Analyst whose qualifications include a degree in computer science, many courses and seminars, and progressive experience with client/server environments. Fifteen years of experience beginning with web site authoring, progressing through cabling and infrastructure, telephony, database authoring and administration, field/desktop technician, servers, team leadership, disaster recovery, supervision, business analysis, deployment and training, and management.

Technology Summary

Technologies: Client/Server, Telephony (incl. VoIP), Saas, Haas, Backup, Remote Access.

Operating Systems: Microsoft Server (NT-2008, Active Directory); Windows Desktop (All: 3.1-7); Novell (3.11-6.5, Zenworks), BlackBerry Server.

Networking: Infrastructure, LAN, WAN, VPN, Router, Firewall, TCP/IP, Circuits.

Software: MS Office (Word, Excel, Outlook, Access, PowerPoint, Front Page); COTS packages, AV/AS (most brands), Troubleshooting Tools, Remote Assistance Tools, Deployment Tools. PSA: ConnectWise, Autotask.

Vendor Management: Zenith Infotech, AT&T, Nuvox, BrightHouse, Comcast, Vanguard, Material and Service suppliers, MSP, ISP, LEC, CLEC.

IT Experience

NetDirective Technologies

TotalCareIT, Melbourne, FL

Vaco/BFP, Melbourne, FL

RBC Bank, Vero Beach, FL

IRNB, Vero Beach, FL

Harbor Federal, Fort Pierce

DCF, Fort Pierce, FL

Pool Mart, Stuart, FL

Customer Services Manager 3/10-present

Business Operations Engineer, 3/09-1/10

Network Administrator (IT Manager), 10/08-3/09

Telecommunications Liason, 4/08-10/08

Information Systems, 6/05-4/08

Hardware/Software Engineer Supervisor, 12/01-6/05

Telecommunications Specialist, 12/97-5/01

Store Manager/Webmaster, 5/96-11/97

Career highlights

Consulting: Bring Hardware and Software as a Service to many clients through careful vendor and employee engineer management. Manage a large client base and small engineering staff to maximize service and up-time.

Business Analysis: Asses business needs through observation and elicitation of needs and develop processes and procedures and create business work-flows through the use of various tools including PSA software. Assess needs of internal and external stakeholders to insure all needs are met. Institute and train staff on use of tools and expectations to ensure the success of processes.

Financial: Help facilitate and ease the transition of acquired financial institutions through effective use and management of software and image deployment tools and local staff. Later, become the only IT staff retained in Florida to ease and facilitate transition upon local bank acquisition.

Social Services: Successfully produce and institute policy and procedure, as well as manage and train the IT department of a privatized social services agency to gain zero audit exception status. Awarded Consultant of the Quarter for this effort.

Government: Generate significant cost savings, thereby allowing technology upgrade through careful database management and record keeping and effective and creative vendor management.

Infrastructure: Plan, RFP, manage and/or install numerous infrastructure installations and modernizations for branches and large user count back offices. Overcome challenging data transmission environments.

Risk Management/Disaster Recovery: Estimate cost, lead and manage a team and procure materials to rebuild bank branches and back offices damaged during 2004 hurricanes. Generate telephony and circuit availability with one hour of arrival on site post storm. Use this knowledge to create effective disaster recovery plans for many clients since 2004.

Driving Force: A strong reputation for integrity, honesty, and thoroughness. An eye for detail. A strong regard and attention to 'quality of life'.

Able to Travel Daily ☎ Available for Full-Time & Contract Assignments