

Stephen T. Smith

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IT Management Profile

Innovative, results-driven, and highly technical IT manager offering 9+ years of infrastructure design and development expertise supporting high-availability data and voice communication networks. Develop and document infrastructure designs and technical procedures based on industry standards and best practices. Consistent track record of delivering growth-oriented and highly scalable infrastructure solutions that reduce operational costs while providing verifiable productivity improvements. Proven ability to transform ROI figures into achievable, verifiable business goals.

Additional areas of expertise include:

Enterprise IT Strategies

Project Management

Scalable Infrastructure Design

Budget Management

Team Building/Leadership

Contract Negotiations

Relationship Building

Operations/Staff Management

Network Security/Data Recovery

PROFESSIONAL HISTORY

IT Infrastructure Manager: JaxTech, Jacksonville, Florida

2001 – Present

Charged with turning around an IT infrastructure in total disarray. Initiated and directed large-scale projects to stabilize network, improve uptime, and increase reliability. Revamped voice and data infrastructure to bring it in line with industry specifications and standards, performed and oversaw ROI analysis providing technological and business justification for numerous network and telephony projects, and ensured that network consistently met or exceeded 99.95% uptime goal.

Provided virus and email protection for 1,500+ desktop users, 2,000 mail users, and 75 corporate servers throughout the U.S. Managed vendor relationships for voice and data services. Performed senior-level troubleshooting and analysis, installed key infrastructure components, assembled and developed a 7-member technical team, and oversaw \$1.4 million budget. Developed strategic plans for and implemented wireless, security, SSL VPN, VoIP, and private IP network technologies.

- Recommended, implemented, and managed infrastructure solutions that **decreased network downtime from 10% per week to .01% per year** (99.99% uptime); championed and convinced skeptical corporate leaders that IT infrastructure was a critical strategic investment.
- **Saved \$150,000 and increased productivity** by migrating 300 sales personnel to a single cost-effective, scalable VPN/SSL; consolidated five dialup solutions into one.
- Deployed enterprise antivirus and communication security packages that reduced downtime and significantly increased productivity.
- Co-developed and implemented project management template transforming primarily task-driven management functions into 75% project-driven, 25% operational and maintenance.

IT Consultant: J&G Technologies, Jacksonville, Florida

1998 – 2001

Provided component-level infrastructure consulting leading to numerous client network improvements. Increased network stability and reliability, performed network audits, and served as advanced router, switching, and firewall technical support. Internally, implemented project controls and management enhancements that improved on-time results and established better communications between customers and staff. Delivered radically improved uptime, increased scalability, and simplified network administration for clients by initiating changes supporting high-availability.

- Improved client's order fulfillment process by deploying wireless and mobile PC technologies that dramatically decreased order-to-ship times.
- Decreased administrative costs while increasing disaster recovery capabilities for one client by upgrading all Netware servers.

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Systems Manager: InfoCom, Jacksonville, Florida

1997 – 1998

Planned, developed, and supported InfoCom's ISP solution providing Web hosting and dial-up service to its customers. Evaluated, purchased, and installed all hardware and software, analyzed and recommended upgrades, established procedures and guidelines for ISP services, and provided technical support to internal and external customers. Administered Windows NT and Linux servers.

- Reduced operational costs by implementing effective open source solutions.
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EDUCATION

Bachelor of Science Degree – Computer Science (1997)

Minor in Business Administration
University of North Florida

PROFESSIONAL DEVELOPMENT

Microsoft Official Curriculum – WinNT, Win95, IIS, and TCP/IP, Exchange 5.5
Cisco Official Curriculum – Cisco CCNP Training ~ GIAC – Security Essentials
Passed Cisco IDS, Securing Cisco Networks, and Secure Firewall PIX Advanced Exams
Passed CCIE R/S Written Exam
CISSP Review Seminar

CORE TECHNOLOGIES

Certifications: Microsoft Certified Professional (MCP), Microsoft Certified Professional + Internet (MCP + Internet), Certified Wireless Network Administrator (CWNA), Cisco Certified Design Professional (CCDP), Cisco Certified Network Professional (CCNP), Cisco Certified Design Associate (CCDA), Cisco Certified Network Associate (CCNA)

Software & Operating Systems: Windows (NT, 2000, 2003), NetWare 4.x, 5.x, Cisco IOS, PIX FW & FW-1, Lotus Notes, NTmail, IIS, Verity Search Engine, Sharepoint, Exchange, Serv-U, FrontPage, CiscoWorks, HP Openview, WhatsUP, DNS packages (Bind, NT DNS server, third party), Backup Software (Backup Exec, ArcServe), CiscoWorks 2000, OpenNMS, Snort, Apache, Extended Systems, IMLogic, SurfControl, WebSense, Cisco ACS, Cisco Secure Policy Manager, numerous other software packages

Hardware: CSU/DSU, Multiplexers, RAID, Cisco (Routers, Wireless, VPN Hardware, PIX, CSS, Cache Engine), Catalyst switches, VPN devices, AS5300, IDS Sensors, Network General Sniffer, EMC, DAT, DLT, LTO, carrier services, Ethernet, Fiber, HSSI, Sonet, SSL Concentrators, various other networking and telephony hardware

Other Technologies: Expertise in **Connectivity** (T1 – OC12, Frame Relay, PPP, ISDN and Private IP) and **Wireless** technologies (802.11x design, implementation and security); experienced in **VoIP** (SIP, RTP, MGCP, Skinny and QOS techniques, Basic Call Manager and Unity administration, Basic I3 configuration and administration)