

Summary:

- Accomplished, hands-on IT operational and security executive with 25 years of extensive experience in the field of Technology Management and Operational Design and Engineering.
- Assertive, with proven ability to manage multiple priorities, and meet aggressive deadlines.
- Precise, highly organized and able to work well under pressure.
- Possess a strong sense of responsibility and reliability.
- Enjoy contributing to a team effort and creating a good working environment.

Experience:**Anti-Defamation League, New York, NY***04/2007 – Present****Director, Infrastructure Operations and Information Security***

- Plan, and direct all operational activities of the IT department, as well as provide direction and support for technology solutions that enhance mission-critical business operations.
- Formulated and deployed long-term strategic plans for acquiring and enabling efficient and cost-effective technology infrastructure, security and communication technologies.
- Manage IT staffing across Virtual and OnPrem Teams, including recruitment, supervision, scheduling, development, evaluation, and disciplinary actions.
- Oversee negotiation and administration of vendor, outsourcing, and consultant contracts and service agreements; work closely with General Counsel to improve all elements of the technology contracting process.
- Developed and implemented enterprise's information security awareness training program.
- Created and maintained the enterprise's information security documents (policies, standards, baselines, guidelines and procedures).
- In coordination with the Enterprise Risk Management team, created and implemented the enterprise's IT Business Continuity Plan and Disaster Recovery Plan, where appropriate.
- Ensured the confidentiality, integrity and availability of the data residing on or transmitted to/from/through enterprise workstations, servers and other systems and in databases and other data repositories.
- Ensure the enforcement of enterprise security documents.
- Supervised the design and execution of vulnerability assessments, penetration tests and information security audits.
- Worked with stakeholders to define business and systems requirements for new technology implementations.
- Served as Technology team liaison to ADL security and privacy operations.
- Benchmark, analyze, report on, and make recommendations for the improvement of the IT infrastructure and IT systems.
- Authorized and oversee the deployment, monitoring, maintenance, development, and support of all hardware and software based on department needs.
- Developed business case justifications and cost/benefit analyses for IT spending and initiatives.
- Direct research on potential technology solutions and implementations in support of new initiatives, opportunities, and procurement efforts.
- Perform regular security awareness training for all employees to ensure consistently high levels of compliance with enterprise security documents.
- Develop and implement all IT policies and procedures, including those for architecture, security, disaster recovery, standards, purchasing, and service provision.

Associate Director of Computer Operations

- Managed IT support for Headquarters and 30 Regional offices across USA, Middle East and Europe.
- Supported global e-mail and mobile infrastructure, which included Neverfail solution for 100% business Email and Blackberry Continuity and Disaster Recovery.
- Created and Maintained ADFS SSO environment
- Implemented 2FA Environment for Org-Wide intrusion protection
- Migrated OnPrem Exchange to MS 365 cloud solution with USA, Middle east and Europe standards and 5000 accounts.
- Migrated Checkpoint Firewall to Cloud based Meraki Firewall solution USA and Middle east.
- Migrated LAN Switches to Online Meraki Managed Switched world wide
- Migrated OnPrem Citrix to VDI XenDesktop Solution with
- Migrated OnPrem Backup to Cloud S3 bucket solution
- Migrated Barracuda OnPrem Spam Filtering to MimeCast online
- Implemented Cisco Umbrella Advanced Web Filtering Protection
- Configured and Supported VOIP network for USA and
- Support numerous continental MS SQL servers containing Main ADL Databases.
- Daily support and monitoring of NetApp Storage Area Network.
- Created and supported 3 Disaster Recovery sites with networked resiliency.
- Support Microsoft Content Management Server used for ADL Websites.
- Configured CDN solution for WebSite infrastructure.
- Configuration and maintenance of EAS Email archiving solution and 4 Barracuda appliances for incoming and outgoing emails.
- Daily monitoring and support of MPLS network between regional offices.
- Internal and External DNS management utilizing InfoBlox DNS appliance.
- Support WebSense Web Security Gateway Server for WEB monitoring.
- Configuration and support of BackUP System including BackUP Exec Server, Storage devices and LAN/WAN Communication components.
- Support MAC XServe Server for Mac users within the organization.

Experience:

Hebrew Union College, New York, NY

06/2000 – 04/2007

Network Administrator

- Provided campus-wide LAN/WAN support and Desktop Support to all levels user's departments including HUC President's office and Dean's office.
- Worked closely with IT Director and College Administration.
- Analyzed departmental computer usage and provided necessary upgrades.
- Coordinated various hardware and software repairs and maintenance including third parties services.
- Performed administration, monitoring and troubleshooting of Windows 2003/2000 Servers, MS Exchange 2003 Servers and Blackberry Enterprise Server.
- Performed campus-wide MS Exchange Server migration from 5.5 to 2003 to 2007.
- Performed installation, configuration and administration of campus-wide Wireless Network.
- Installed and configured various Cisco routers, switches and hubs.
- Performed setup and configuration of 3Com VPN Firewall.
- Performed campus-wide e-mail system migration from Eudora to MS Outlook.
- Performed setup and troubleshooting of Polycom Video Conferencing system.
- Provided PC hardware installation, repair and replacement.
- Performed software installations, monitoring and troubleshooting.
- Performed configuration of Laptops, Blackberries, PDAs and other mobile devices.
- Provided configuration and maintenance of networked and local printers.
- Ran training seminars to users.

New York University, New York, NY

06/2000 – 11/2007

IT Systems Engineer / LAN Analyst

- Participated in campus-wide LAN/WAN design, including router configuration, IP addressing scheme design, implementation of DHCP, hubs and switches configuration with Layer 3 Switching, Ethernet/Token-Ring topologies.
- Participated in administration, monitoring, troubleshooting, network traffic analysis and optimization of a multi-server Novell and 2003/2000 LAN/WAN, supporting over 5000 users in several campus-wide locations.
- Performed troubleshooting and repairs of various hardware and software issues.
- Provided on-site technical support during prototyping and go-live phase.

Pfizer, Inc., New York, NY

02/2000 – 06/2000

IT Systems Administrator

Experience:

Barnes Wentworth, Inc., New York, NY

01/1999 – 02/2000

IT Systems Engineer

- Consulting for Goldman Sachs, Inc., J.P. Morgan & Co., Bloomberg, Inc., etc.

Blackwell's Information Services, Inc., New York, NY

06/1997 – 01/1999

LAN Support Specialist / Analyst

Education:

City University of NY, New York, NY

- BS in Business Administration (Cum Laude)

Various Licensed Courses Providers, New York, NY

09/2007 – 06/2010

- Certified in MCSE, NetApp SAN, Cisco Meraki, EAS Email archive.
- Advanced courses in MCSE, Citrix, Websense WEB Security, PMP, Infoblox, Checkpoint and Meraki Security, Mimecast, Salesforce Admin.

New York University, New York, NY

09/1997 – 01/1999

- Advanced courses in MCSE, Ethical Hacking, Network Design and Management, MS Windows Administration and Security, LAN and Internet protocols (TCP/IP, IPX), Databases and Internet Technologies, HTML, JavaScript, PowerShell Scripting.

Kingsborough Community College (CUNY), Brooklyn, NY

09/1995 – 06/1997

- AAS Degree in Applied Sciences, GPA 3.75.
- Advanced courses and practical training in PC hardware and software, including Operating Systems, Databases and major PC Applications.

Skills:

- Able to define problems, collect data, establish facts, manage resolution and escalate issues appropriately
- Successfully lead virtual and OnPrem Teams, manage services through process-driven best practices
- Tenacious vendor negotiator
- Proficient in major technologies, service management concepts and security governance

References:

Available upon request.