

# JACK D'AGOSTINO, CNE

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## SUMMARY OF QUALIFICATIONS

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Highly knowledgeable and results-oriented IT management professional with exceptional communication skills. Demonstrated ability to work independently or cooperatively as part of a team to meet project deadlines. Excellent qualifications in IT operations, support, network architecture, team building, asset management and budget development with proven ability to combine project and staff management with technical expertise to consistently exceed corporate goals.

## TECHNICAL EXPERTISE

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* Microsoft Project	* 3COM Hubs	* Citrix Winframe
* Windows NT	* Exchange/Outlook	* Arc serve
* Windows 2000	* Lucent Definity PBX	* TCPIP
* Novell	* Octel Voice Systems	* Project Management
* Networking	* GoldMine	* IPX/SPX
* Network cables	* HyperPrep	* DHCP
* Microsoft Office Suite	* Lotus ccMail	* HTML
* Cisco Switches	* Veritas Backup Exec	

## PROFESSIONAL EXPERIENCE

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INDEPENDENT CONTRACTOR/CONSULTANT - *Columbus, Ohio* **6/01-Present**

*Consultant/Contractor*

*Key Projects Include:*

*State of Ohio, Department of Taxation, Information Services Division 3/02-Present*

- Chosen to analyze, cleanup and restructure the NDS tree
- Learn and rollout Zen 3

- Update Norton AntiVirus Enterprise Edition
- Set up network virus scanning via Symantec System Center Console
- Analyze Netware servers to correct time synch problems

*Arlington Court Nursing and Rehab Center 6/01-3/02*

- Chosen to install and set up Novell network and printers for staff use at rehab center.
- Installed Management Data Incorporated (MDI) application to handle all patient history, insurance claims, payroll, accounts receivables and payables and General Ledger.
- Set up computer reports for medical alarms, devices and STNA reports.
- Set up automated scheduling system.
- Trained staff on use of PCs, printers and reports.

**WILLIAM M. MERCER, INCORPORATED - Columbus, Ohio 3/96-6/01**

**Unit Technology Coordinator (Director Level) and Officer of the Company 9/98-6/01**

Promoted for proven expertise by a global HR consulting firm to direct IT and telephony operations and support for users across 11 locations and to build a highly functional technology environment capable of supporting accelerated corporate growth. Scope of responsibility included hiring, training and mentoring a technology team, developing and managing annual technology budget of \$6 million, identifying new and emerging technologies, reviewing and approving necessary equipment purchases for each location.

- Managed 5 direct reports (office technology managers) and total staff of 20, including network engineers and programmers, supporting approximately 20 Novell Netware file/print servers, 43 Microsoft NT application servers and 11 Lucent Definity systems.

- Provided technical leadership and analysis for development and maintenance of computer systems in support of users in meeting key business objectives.
- Planned team work assignments and schedules, while guiding and monitoring work performance.
- Participated in Midwest Unit IT Leadership group responsible for assessing and guiding technology decisions including cost-effective design of technology infrastructure.
- Provided technology consulting and analytical services to various business units within Mercer.
- Project Manager for establishing technology standards for Network operating systems and desktops, resulting in superior support by newly established National Help Desk and user satisfaction rate of 4.5 on a 5.0 scale.
- Defined methodologies to lower cost and time requirements associated with technology rollouts to increase project efficiency and reduce downtime.
- Appointed to participate and lead as Unit Project Manager various unit and national level projects including National Data Recovery Project that established global standards for data backup and recovery procedures.
- Served as Co-Project Manager implementing policies and procedures for Unit Technology Audits that ensured compliance with company IT standards.
- As Unit Project Manager for National Data Recovery project and Exchange/Outlook conversion, negotiated pricing and distribution from Dell for Veritas Backup Exec servers and tape drives as well as Exchange servers and Backup Domain controllers, saving company over \$500,000.
- Served as Project Manager, negotiating and awarding contracts to cabling contractors, Lucent, Dugdale Communications, Ameritech, Cincinnati Bell, etc., for location moves and renovations concerning technology.
- Worked with newly established Change Management Team in developing methodologies for smooth transformations to new technologies and applications.

- Unit Project Manager for migration from Netware 4.12 to 5.1.

***Local Technology Coordinator 3/96-9/98***

Selected to handle office networking environment and user support for workstations and printers utilizing Novell Netware 4.11 operating systems, Windows NT Workstation and Server, Veritas Tape Backup and proprietary Mercer applications. Researched, purchased, tested and installed hardware and software to ensure proper equipment for individual users, improving overall office efficiency.

- Managed annual office technology budget of \$300,000, saving \$30,000 to \$50,000 per year through in-house equipment reductions and cost control measures.
- Coordinated design and implementation of national standards for technology within local offices to promote corporate-wide systems support, resulting in more accurate and timely problem resolution.
- Set up test environments to assess readiness of new applications, hardware and documentation for national application rollouts.
- Traveled to various office locations to provide on-site support with upgrades and rollouts, increasing customer satisfaction.
- Credited with reducing unscheduled downtime from an average of three times weekly to zero.

**D.P. INITIATIVES, INCORPORATED - Columbus, Ohio 2/95-3/96**

**Contractor/Consultant**

Chosen by technical contracting organization to efficiently perform network administration, conversions, installations and upgrades as well as troubleshooting and maintenance to enhance client satisfaction and company revenue.

***Key Projects Included:***

***United Health Care, LAN Project Analyst and Administrator 9/95-3/96***

Responsible for complete conversion from VAX systems to Novell servers including all installations, troubleshooting and maintenance. Supported network consisting of four servers and 500 users to facilitate transfer of information from outdated servers.

- Trained VAX support desk personnel to support Windows users and hardware, improving user proficiency.

***BMW Financial Services, LAN Administrator/Technician 2/95-9/95***

Responsible for administration of Novell network consisting of six SFTIII Compaq servers. Managed hardware inventory, confirmed successful backup, operated help desk and provided user support to improve technical performance.

- Conducted problem determination analysis to identify and correct problems on Gateway PCs, Compaq Proliant servers and Hewlett Packard printers.

**THE TRANE COMPANY - Columbus, Ohio 2/93 - 2/95**

**Consultant, LAN Administrator/Technician**

Successfully installed servers and cables for Novell LAN installation and provided quality support and maintenance for 60 users.

- Trained personnel in Microsoft Windows and other applications to facilitate corporate functions.

**VISION SERVICE PLAN - Columbus, Ohio 11/87-2/93**

***Manager of Marketing Services***

Challenged to establish the company's first Marketing Services Department, including PC administrative development and support. Responsible for market analysis and reports, sales materials and advertising and departmental budgeting and licensing.

- Project Manager for implementing tracking systems that accurately measured sales activities and results.
- Project Manager establishing PC-based system to enhance broker licensing administrative functions.
- Project Manager for automating market-support functions such as bids and renewals, saving company \$110,000 annually.
- Introduced laser printing and color productions to maximize presentation impact throughout sales and marketing departments.
- Licensed Third Party Administrator for claims adjudication in Ohio, Michigan and West Virginia.

**EXECUTIVE AND EMPLOYEE BENEFITS PLANS, INCORPORATED - Columbus, Ohio 7/85-11/87**

***Manager of Support and Services for Third Party Administrator***

Brought on to design and maintain PC administration and reporting systems for employee benefits provider.

- Project Manager for the development of PC-based COBRA administration system for large accounts including City of Columbus, Franklin County, Cincinnati Bell Telephone, Children's Hospital and United Dairy Farmers, which enhanced productivity and increased profits.
- Project Manager for establishment of reporting system to track gains, losses and internal activities, providing upper management with critical insight concerning corporate growth and potential markets.

**EDUCATION AND CERTIFICATIONS**

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FRANKLIN UNIVERSITY Columbus, Ohio

***Bachelor of Science in Business Administration and Management; Graduated Summa Cum Laude***

CERTIFIED NOVELL ENGINEER