

GLOBAL IT INFRASTRUCTURE CONSULTANT

Delivery of cross-functional, highly visible projects for *Global IT Infrastructure* group. Became an integral component of the Global IT Infrastructure team by successful consulting and implementation on key initiatives such as hosted VoIP, platform migration, hardware/software refresh, and global email security. Provided onsite and remote support for Tier2/Tier3 escalated issues related to service centers, distribution centers, and manufacturing sites. Report to Global IT Infrastructure Director.

Key Highlights

- **Successful platform migration (WinXP-Win7) for seats throughout the continental USA.**
- Provided client **\$90,000+ in year-over-year savings** by recommendation and completion of audit and aggressive vendor negotiation.
- Researched, recommended and successfully implemented a hosted VoIP solution for service centers in North America which yielded **year-over-year savings of 55%-70%** on voice services among sites where the platform was implemented.
- Researched, recommended and successfully implemented a hosted email security solution **which eliminated 99.998% of all spam and malware before** it entered the corporate Exchange mail environment, **reducing by 88% the amount of unwarranted traffic to internal networks.**
- Implemented emergency IT relief in Nashville TN following a 100-year flood which destroyed all existing IT equipment and connections. Setup emergency connectivity to the corporate network (within one day of the flood damage) **enabling the site to remain open and profitable** for over 6 weeks, while local utilities were fully restored and the site damage fully repaired.
- Email migrations – acquisitions' mail users migrated from multiple hosted platforms to Camso (corporate on-premises) Exchange.