

Joseph King, MCSE

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OBJECTIVE

Accomplished technologist seeking to leverage extensive background in networking, windows based systems, employee relations and project management into new opportunities. Extremely motivated and eager to contribute, would be a good fit for any in-house IT team. Open to opportunities in the Phoenix metro area.

PROFESSIONAL PROFILE

Proven information technology leader, with both management and service background. Passionate and energetic, has over 15 years hands-on success in the technology field. Experienced in network engineering, LAN/WAN administration, systems administration, data management and security, sales engineering, web analytics / usability, and business intelligence.

Specializes in aligning IT with the needs of business and able to translate complex technical concepts to allow executive leadership to make well informed decisions. Has been responsible for managing all aspects of technology operations for a multi-national organization with entirely internal IT staff. Recently managed all customer facing systems for an e-commerce company. Particularly strong in ability to select, train, and retain self-motivated, customer-oriented employees. Multi-disciplinary leader and team builder with repeated success in building high performance teams.

Extensive project management experience in creating successful, cost-effective solutions on time and on budget, including such high points as a tracking system eventually sold to a large package delivery company, an entirely in-house virtualization effort, design and implementation of an in-house NOC, and disaster recovery and uninterrupted uptime for a logistics company *after a tornado*.

WORK EXPERIENCE

**Director,
Information
Technology**
3/2011 – present

Universal Background Screening, Phoenix, AZ

Oversight of corporate and customer facing information systems

- ◆ Developed corporate IT process and procedures, SLAs, DR and HA strategies
- ◆ Project management of integrations with 3rd party applications
- ◆ Management of development team
- ◆ Measurement of IT synchronization with business needs

**Senior Microsoft
Engineer**
10/2010 – 3/2011

The I.T. Workshop, Gilbert, AZ

Systems engineering (technology and line of business consulting) for SMBs via IT outsourcing. Responsibilities included design, implementation and administration of Windows and networking infrastructure, ERP systems, and back office infrastructure. Specific accomplishments included:

- ◆ Support of clients using various versions of Microsoft Exchange and Microsoft SQL
- ◆ Support of clients using various versions of Windows Server 2003 and 2008 / R2
- ◆ Support of clients using Microsoft Small Business Server 2003 and 2008
- ◆ Implementation of two factor authentication based security systems using RSA and Juniper
- ◆ Migration of clients from physical to virtual environments
- ◆ Business continuity and disaster recovery planning for clients
- ◆ End user training and systems documentation
- ◆ Created and currently implementing managed services best practice plan
- ◆ Created procedures to allow managed support of OS X based clients

Adjunct Faculty
1/2011 – present

Mesa Community College, Mesa, AZ

Microsoft instructor (MST158DA) for Network Academy program. Functions including:

- ◆ Prepares syllabus and materials in support of Microsoft certification courses in adherence with institutional guidelines
- ◆ Delivers lectures and provides hands-on instruction to students
- ◆ Maintains student records as prescribed by the district, and assists in the resolution of academic issues
- ◆ Performs lesson planning, rapport establishment, testing and evaluation
- ◆ Brings valuable, real-world vocational experience to the community college environment

**Senior Systems
Administrator**
1/2010 – 10/2010

Wright Medical Technology, Inc. (WMGI), Memphis, TN

Responsibilities included administration of Windows and networking infrastructure for a publicly traded, HIPAA compliant organization, with specifics including

- ◆ Technical lead of migration from Lotus Notes 8 to Microsoft Exchange 2010
- ◆ Implementation of Microsoft Forefront Threat Management Gateway (TMG) 2010
- ◆ Performed AD and DNS cleanup to resolve persistent domain and name resolution issues
- ◆ Trained colleagues in administering Microsoft Exchange in high availability environment
- ◆ Assisted in administration of large Windows server farm, primarily in VMware
- ◆ Implemented real-time monitoring for IT department, not just operations group
- ◆ Created and maintained end user documentation for IT services
- ◆ Began migration of mobile users from Blackberry to iPhone and Android based devices

**Director of
Information
Technology**
9/2003 – 1/2010

Warehouse 86, LLC, Memphis, TN

Responsibilities included hands on management of all IT infrastructure, in addition to:

- ◆ Defined and maintained standards and procedures for information and technology systems
- ◆ Defined and enforced network security policies and procedures
- ◆ Designed and implemented VPN based remote office systems based on PPTP and IPsec
- ◆ Designed and implemented disaster recovery process for organization
- ◆ Managed Windows Server upgrade from version 2003 to 2008
- ◆ Managed migration from DeskNow to Microsoft Exchange 2003, and later, Exchange 2007
- ◆ Planned and implemented miscellaneous additions, deletions and modifications to the technology infrastructure in coordination with corporate leadership
- ◆ Managed and coordinated all SEO and SEM initiatives for customer facing e-commerce sites
- ◆ Oversight of corporate helpdesk activities and resolved escalated issues
- ◆ Responsible for IT staffing and training on a company-wide basis, hired in conjunction with HR
- ◆ Supervised customer service department in addition to internal facing helpdesk
- ◆ Established and maintained relationships with vendors and business partners in conjunction with corporate leadership, oversight of all IT-related purchasing with budget responsibility; developed budgets in conjunction with accounting

Network Manager
1/2001 – 7/2006

WinCup Holdings, Inc., Phoenix AZ

Managed the network, telecom, and Windows / Intel infrastructure of a half-billion dollar international company, with accomplishments including, but not limited to:

- ◆ Led migration from Windows NT to Windows 2000 to Windows 2003 NOS environments
- ◆ Personally migrated organization from Exchange 5.5 to Exchange 2000 to Exchange 2003
- ◆ Created, trained, and supervised support and network engineering team
- ◆ Configured and maintained LAN / WAN environment based on Cisco routers, HP ProCurve switches, and Windows Servers running Citrix Metaframe, MS Exchange, IIS and ISA Server
- ◆ Managed and maintained MSSQL and MySQL servers
- ◆ Defined and enforced network security policies and procedures
- ◆ Implemented and maintained real time monitoring of circuit, router, and server health
- ◆ Interfaced with telecom providers for ordering, provisioning, and troubleshooting of services, including voice, LD, frame, IPVPN, and VoIP
- ◆ Created and implemented disaster recovery policies and procedures
- ◆ Created and implemented IS inventory procedures to track hardware and software licensing
- ◆ Managed high availability network operations, including intrusion detection and incident response
- ◆ Reduced departmental spending by over \$400,000 annually

Certifications

MCSE NT, MCSA 2003, MCSE 2003, A+, Network+

Education

The University of Memphis, Memphis, TN – Bachelor of Business Administration (BBA) with major in Management Information Systems

Glendale Community College, Glendale, AZ – AA with concentration in Communications