

# Scot C. Present

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An educated, dynamic thinker with apt personal skills, a breadth of technical knowledge, and a vivid imagination

- Problem Solving
- Strategic Planning
- Budgeting
- Project Management
- Windows/Apple/Android/UNIX
- VOIP/SIP
- Technology Liaison & Facilitator
- Asset Procurement
- WAN/LAN Infrastructure
- Server Room Design
- Mentor/Protégé
- Hands-On & Team Oriented

## Education:

### **WHARTON BUSINESS SCHOOL, UNIVERSITY OF PENNSYLVANIA**

Wharton's Program for Working Professionals, BECP – Management Emphasis

### **MILLERSVILLE UNIVERSITY**

Bachelor of Arts in Environmental Science with a Minor in Chemistry

## Employment History:

### **Component Enterprises, Inc. – IT & Marketing Manager, Norristown, PA**

April 2010 - Present

A private business specializing in Military electro-mechanical connectors - <http://www.ComponentEnterprises.com>

- Solely responsible for all IT functions, including data backups, system security and business continuity.
- Oversee, and perform all technology-related issues/projects, daily user support and user training
- Manage projects and maintain network with switches, routers, firewalls and wireless access points
- Design, build, write copy and manage all company websites, and Social Media Branding
- Create all branded sales and customer facing documents including e-mail signatures, technical drawings, and marketing campaigns to increase Brand Identity overall

### **American Hearing Aid Associates – Network Engineer, Chadds Ford, PA**

February 2008 - April 2010

A medium sized Healthcare business serving audiologists - <http://www.ahaanet.com/>

- Engineered, Maintained and Troubleshoot network infrastructure, including Data and Telephony subnets with switches, routers, firewalls and wireless access points
- Managed technology projects, including Re-locating and designing a new data center – live switchover
- Administered Windows network and supported users for headquarters and supported local and remote users

### **Plastrac, Inc. – Network Administrator and Programmer, Edgemont, PA**

February 2007 - January 2008

A small Manufacturing business specializing industrial plastics molding machinery - <http://www.plastrac.com/>

- Updated Company's Servers, domain and basic network to modern standards
- Programmed improvements to flagship product's control systems, including to addition of Ethernet to extend product's communication features
- Worked closely with engineer to affect processes and products for the customer

### **University of Pennsylvania, CETS – Network Support, Philadelphia, PA**

October 1999 - July 2007

A technology arm within the university supporting Engineering and research facilities - <http://www.seas.upenn.edu/cets/>

- Handled many ongoing projects simultaneously and prioritize them on a daily basis
- Identified and recover computers compromised by hackers, viruses, and exploits
- Resolved issues with Windows, Mac and Linux Operating systems
- Effectively communicated with users of all skill levels and languages, as well as Top level IT directors
- Monitored and scanned the network for security issues daily and ensure the security of the network
- Established CGI Perl scripts to enhance communications between users and IT staff

**Skill & Experiences** - Continued on next page...

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## Skill & Experiences

- Design Network topology and Data Centers to improve reliability, efficiency, ease of use, with proper HVAC and Power distribution foundations
- Network support and maintenance; OSI Layers 1 through 7
- Windows Server Administration: Active Directory, Exchange, SQL, VMware, and VEEAM
- Secure domain network and respond to email, web, file, client, OS, Protocol, and a myriad of other threats
- Provide highest level of customer service; treating all with respect and gratitude, while providing support
- Manage and remedy day-to-day technology issues and events
- Server & client virtualization, replication and backup of VM's and data
- Provide insight and reliable response actions to senior management, users, and customers
- Design of public facing Audio Visual systems, supporting presenters, staff and customers
- Deploy Server/Client /Device/Software and Network Infrastructure
- Create detailed reports for management and team members to aid in communication and understanding of new technical or unfamiliar topics
- Identify and solve problems within infrastructure, systems, planning, organizational and process flow
- Procurement and budgeting for IT and Marketing endeavors
- Respond to emergency situations; technical, or physical
- Educate and Assist employees and customers with technical, security or informational needs
- Facilitate Success for individuals and teams through mentoring and developing thought processes
- Negotiate with vendors and maintain relationships and contracts to ensure best results for the organization
- Utilize a vivid imagination to provide solutions that may elude others
- Broad experience within laboratory, machining, production, onsite, and corporate environments and systems
- Big Picture ideas with Detail orientation; I can dream up the big idea, then meticulously piece it together; while striving for simplicity
- Endeavor to keep a professional, positive, productive and light environment at all times
- Vendor Relations, Customer Relations, Internal relations, Risk aversion, Facilitator, and Devil's advocate

## Software/Hardware Technologies

- Server – Windows Server, Exchange, SQL, Ubuntu, Domain
- Network Security – SonicWall, Fortinet, GFI, Symantic Endpoint, ESET
- System Backups – Symantec, VEEAM, Veritas, Uranium, SyncBack
- Virtualization – VMware, VEEAM
- Client Software – MS Office, Acrobat, VAM, Crystal Reports, SAGE, Photoshop, Wordpress