

SCOT C. PRESENT

(610) 425-1295 | resume@scotpresent.com | linkedin.com/in/present | scotpresent.com

IT Manager ▪ Systems Engineer ▪ Technology Liaison

Results-driven self-starter with broad based IT experience providing world-class technical support and implementing innovative technology solutions. Excellent interpersonal skills, communicates effectively at all levels and builds positive relationships with colleagues, vendors and clients. Reliable, trustworthy and resourceful, manages multiple priorities and finds unique ways to solve complex problems. Thrives both independently and in collaborative team environments.

AREAS OF EXPERIENCE

- IT Governance / Management
- Top Tier Troubleshooting
- Strategic Technology Planning
- Network Support & Maintenance
- Business Continuity / Risk Reduction
- IT Infrastructure Deployment
- Technical Project Management
- Budgeting & Asset Procurement
- Vendor Negotiations
- Team Building / Collaboration
- VoIP / SIP Technologies
- WAN / LAN

TECHNICAL SKILLS

- Servers & Services:** Windows, VMWare, Exchange, SQL, Active Directory, Group Policy, VPN, Citrix, Patch Mgmt
- Network Security:** SonicWall, Fortinet, GPO, GFI, Symantec, Proof Point, ESET, Authorization and Access Policies
- System Backup & Virtualization:** Symantec, VEEAM, Veritas, Uranium, SyncBack, BackupExec, GNS3
- Applications & Operating Systems:** Windows 10, IOS, MAC OS, Photoshop, WordPress, Spiceworks, Ninite Pro, LogMeIn, TeamViewer, Office365, Acrobat, Account Mate, Android, Ubuntu, Avaya, Polycom
- Scripting:** HTML, PHP, BASIC, Powershell, DOS

SELECTED COMPETENCIES

- IT Leadership:** Designs network topology and data centers; Troubleshoots and resolves advanced software and hardware issues; Secures domain network and eliminates threats; Deploys server, client, device, software and network infrastructure; Oversees updates, upgrades and migrations; Develops customer-facing audiovisual systems.
- Customer Satisfaction:** Assists internal and external customers with wide-ranging technical needs and provides education on technology; Earns customer satisfaction by ensuring quality and respectful service.
- Operations Management:** Drives operational efficiency while managing daily technology activities and responding promptly to emergencies; Provides insight to senior management about emerging technologies; Directs and mentors technical teams to boost performance; Resolves escalated technical problems.
- Business Relations:** Cultivates positive relationships with vendors, customers and cross-functional teams.

PROFESSIONAL EXPERIENCE

COMPONENT ENTERPRISES, INC., Norristown, PA | componententerprises.com

April 2010-Present

A private business specializing in Military electro-mechanical connectors.

IT & Project Manager

- Own and manage all IT functions, including data backups, system security and business continuity activities.
- Drive success of all technology-related projects and functions, such as daily user support, user training and maintenance of network with switches, routers, firewalls and wireless access points.
- Design, build and manage all company websites, as well as social media branding and content development.

Key Achievements:

- Achieved wide-ranging technology goals, such as modernizing the IT infrastructure, instituting user training, and reducing service calls and system downtime with increased security and functionality.
- Boosted sales by \$30k annually by developing a website with qualified lead generation and price query cart.
- Built a camera station that enabled staff to document inventory; trained staff on its use and developed policies.

AMERICAN HEARING AID ASSOCIATES, Chadds Ford, PA | ahaanet.com

February 2008-April 2010

A healthcare management business serving audiologists.

Network Engineer

- Advanced key business initiatives by engineering, maintaining and troubleshooting network infrastructure, including data and telephony subnets with switches, routers, firewalls, Data Storage/Recall and wireless access points.
- Optimized use of available resources and drove efficiency during full lifecycle technology project management.
- Administered Windows network and supported local and remote users at headquarters.

Key Achievements:

- Reduced the occurrence and duration of system downtime for Data and Voice.
- Relocated and designed the corporate data center and IT infrastructure to new headquarters location.

PLASTRAC, INC., Edgemont, PA | plastrac.com

February 2007-January 2008

A manufacturing business specializing in industrial plastics molding machinery.

Network Administrator & Programmer

- Planned, installed, configured, maintained and optimized network hardware in a self-directed capacity.
- Introduced new technologies while updating internal servers, domain and network to modern standards.

Key Achievements:

- Developed strategic plan and successfully migrated company to Active Directory domain.
- Programmed improvements to flagship product's control systems, including design of Dynamic Host Configuration Protocol (DHCP) and Ethernet functionality.

UNIVERSITY OF PENNSYLVANIA, CETS, Philadelphia, PA | seas.upenn.edu/cets

October 1999-July 2007

A technology arm within the university supporting engineering and research facilities.

Network Support Specialist

- Maximized network performance and prioritized numerous ongoing and simultaneous projects.
- Troubleshoot and resolved issues with Windows, Mac and Linux operating systems.
- Mitigated security issues on a daily basis by monitoring and scanning the network.

EDUCATION

WHARTON BUSINESS SCHOOL, UNIVERSITY OF PENNSYLVANIA, Philadelphia, PA

Executive Education Program, BECP – Concentration in Management

MILLERSVILLE UNIVERSITY, Millersville, PA

Bachelor of Arts in Environmental Science – Minor in Chemistry

INTERESTS

Leverages creativity, a rich imagination and attention to detail to design and build tube guitar amplifiers. From antique scientific bench equipment, evokes a look and feel, for the guitarist, that is truly unique. (LLamaTone.com)