

Peter Smith

IT Manager



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LINKS [Resume.io](#), [Resume Viking](#)

Profile

Proficient Project Manager with vast IT experience. Skills include computer networking, creative problem solving and analytical thinking. Able to employ customer service concepts to IT, improving user experience for clients, administration and employees.

Employment History

Jan 2021 – Present

[JACKSONVILLE](#)

IT Manager

Airquiv

Responsible for assessing infrastructure and application communication channels, both internally and externally for all 400 employees in the organization.

- Designed and implemented infrastructure and application hardening methodologies (Storage, Servers, Network, Endpoints, Data Stores, Users) which includes firewalls policies, least privileges, SSO, access control, IPS, and Encryption.
- Ensuring escalated SLAs and service requests are dealt with timeously.
- Ensuring patches are installed and verified on every system according to service.

Jan 2017 – Dec 2020

[SHIRONE](#)

IT Manager

Iliad

Providing end-user communication for system upgrades, service outages, service implementation, service improvements, and service retirements for company headquarters as well as 10 regional offices.

- Developing standards for mobile devices, workstations, printers, and other devices regularly
- Facilitating network configurations and server builds, which includes migration to virtual environments.
- Leading a team, developing and programming a database for market data and appraisal information.
- Designing intranet for employees, allowing them to search for and share information kept in the library, database, or archives.

Education

Jan 2021 – Present

[MIAMI](#)

Miami University,

BSc Information Systems Management

- Relevant Coursework: Network Security, IT Project Management, Business Administration, Strategy & Operations, IT Innovation, Ethical Hacking, Database Management.

Jan 2019 – Dec 2020

[ONLINE](#)

Microsoft Academy

Microsoft Certified Solutions Expert

Jan 2019 – Jan 2021

[ONLINE](#)

Cisco

CCNA Routing and Switching

2017- CCNA Routing and Switching. Cisco. Online.

Skills

Leadership



Microsoft Office



Project Management



Information Technology
Training Skills



IT Project Management



Accomplishments

- Devised 8 workshops and 13 training programs for IT staff.
- Recognized faults in operating and IT budgets, reducing tech costs by over \$227,000 in 2015.
- Directed a global virtual project team aimed at developing a corporate audit tracking system, resulting in \$105K savings and a 95% compliance rate in Safety and Environmental operations.
- Established a suite of TrackWise Quality Management applications, cutting Atypical and Out of Specification costs by 57% over a 7-year period.

Languages

English



Dutch; Flemish



Hobbies

Cycling, Tennis, Baseball