PAUL JACOBS

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IT MANAGER | IT INFRASTRUCTURE LEAD

Accomplished in IT Operational Support, Project Management, Communications, & Strategy

- Innovative, resourceful, and results-driven IT manager with expertise in cross-functional leadership, IT operations strategy, roadmaps, IT applications technical support, IT shared services, storage, connectivity elements, modernization of IT infrastructure, infrastructure assets, vendor and contract management, and budget development.
- Effective at driving change through people management, innovative vision, and global standardization.
- Results-driven technical leader well-rounded in knowledge of IT service delivery models and operations.

SKILLS & COMPENTENCIES

IT Operations Management | Global Team Leadership| Application Software Support | IT Infrastructure Management
Budget Development & Forecasting | Technical Support | Networking| Performance Driven | Strategic Vision
Business Operations | Modernization | IT Assets | Vendor & Contract Management |Process Improvements
Team Building & Motivator |Training & Mentoring | Performance Management | Strong Business Acumen

PROFESSIONAL EXPERIENCE

ABC HEALTH – New York, NY   **07/2012 – Present**

SENIOR MANAGER, IT INFRASTRUCTURE

Technical Project Lead for complex company projects worth up to $30M and team of 14 engineers for this health company. Train and mentor junior team members and help desk staff. Serve as BigFix infrastructure architect and subject-matter-expert. Lead and support deployment, integration, and configuration of BigFix lifecycle, compliance, and inventory applications. Manage enterprise disaster recovery testing, virtualized end user computing, contract negotiations, and vendor management.

- **Increased functionality, reliability, and stability while driving uptime rate above 99.9%** by leading Exchange on Prem to 0/365 Exchange online migration for a more stable Cloud-based platform.
  - **Lowered server maintenance costs and dramatically reduced overhead costs** by installing new servers and updates via Exchange Online.
  - **Eliminated email management across 5 different AD domains** by migrating and merging 5 different email systems acquired via recent acquisitions.
  - **Increased security and centralized email management for 45000 users.**
- **Saved $1.3M and created a more stable VOIP platform** by leading Skype to Microsoft Team migration.
- **Delivered savings of $1.3M and strengthened message privacy** by leading Lync to Skype for Business upgrade.
- **Improved reliability for 25K users** by leading OCS to Lync upgrade.
- **Drove NIST patch compliance** by creating monthly security patching processes including patching plan and patching documentation.

ABC LLC – New York, NY   **05/2012 –12/2015**

VICE PRESIDENT, OPERATIONS

Managed daily operations of business including audits, compliance issues, licensing/permits, and 51 company personnel.

- **Drove increase in revenue from $0 to $31M** over job tenure.
- **Maintained excellent cost control and mitigated financial risk** by performing accurate cost benefit analysis.

ABC CORPORATION – New York, NY   **11/2011 – 05/2012**

TECHNICAL PROJECT MANAGER, PCI/DSS COMPLIANCE PROJECT

Took over management of PCI/DSS compliance project and assumed IT oversight of all tasks and deliverables supporting IT security regarding compliance scans.

- **Saved the company $5M in fines and additional monthly issues** for non-compliance by driving PCI and DSS compliance.
- **Established and implemented PCI standards** and the client avoided lawsuits from customers whose data could have been compromised.
- **Streamlined project deliverables** by delegating project tasks and developing comprehensive project plans.

ABC ENGINEERING – New York, NY   **12/2001 – 11/2011**

LEAD SYSTEMS ENGINEER

Directed team of 15 system engineers, Windows server administration, support, troubleshooting, builds, and patch management across 12 districts comprised of 2500 servers in Federal Reserve System.

- **Reduced operating expenses resulting in $2M+ datacenter Rackspace cost savings** by consolidating physical data centers at 3 strategic locations and creating server provisioning automated processes.
- **Minimized server datacenter Rackspace footprint and lowered operating costs including server cooling cost decrease** by implementing VMware to virtualize Check 21 imaging environments.
- **Lowered administration costs 50%, saved $4M by eliminating additional endpoint management tools, and improved patch compliance numbers** by driving BigFix Endpoint enterprise deployment as the technical lead.

MILITARY SERVICE

United States Air Force and Reserves, E-5

Received an *Honorable Discharge* – Recognized with Airman of the Month, Air Force Achievement Medal, Air Force Longevity Service Award, Meritorius Service Medal, Desert Storm Campaign, and Air Force Commendation for Leadership

TECHNICAL SKILLS

Technologies: VMware, BigFix, JIRA, PKI, HP Insight Manager, Remedy, Imperva SecureSphere, AD, EMC, Teams, AWS, O/365, Azure
Operating Systems: Unix-Based Systems, Windows 2008, 2010 and 2012, Citrix/Xen,
Software: Tivoli Endpoint Manager/BigFix, SMS, SCCM, CSP and SEP, JIRA, Cyber Ark, ServiceNow, Power BI, SharePoint, Cloud-based, Data Center
Hardware: HP, Dell, Cisco, IBM, Apple, and Imperva

EDUCATION

College University, New York, NY – Master of Business Administration
College University, New York, NY – Bachelor of Business Administration

Professional Development
MCITP, MCSE, MCSE+Security, MCSA, Six Sigma Greenbelt