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- Microsoft Dynamics CRM (4.0, 2011, Online)
 - Microsoft SharePoint (2007/3.0, 2010, 2013, 2016, Online)
 - Microsoft Dynamics SL
 - Salesforce & Dynamics CRM customization/administration
 - IT & team leadership/management
 - Microsoft SQL Server (2000-2016) SSRS and PowerBI
 - Languages: French, T-SQL, JavaScript/jQuery, HTML
 - Astea Alliance 14/14.5/15 Administration, Workflow, Reporting, Mobile Edge
 - TIBCO Scribe Insight (Workbench, Console)

Independent Consulting

10/2022 – 1/2024

- Self-employed
- General IT support (network, desktop, printer, help desk)
- Astea Alliance (v14.5 and v15) support and customization
- FormLink custom forms, checklists, surveys
- Exposure to (but not expertise in) TCE: The Compliance Engine

Electronic Environments Corp – IT Systems Analyst/IT Manager

1/2017 – 10/2022

- Primary dedicated resource and project manager on new Astea Alliance field service software rollout, followed by a Dynamics CRM to Salesforce migration.
- Only dedicated resource in SFDC implementation (from homegrown applications)
- Work with sales and operations teams to develop reporting metrics and build SSRS reports (mainly for Operations and Executive teams)
- Maintenance, minor customization, and report writing for Dynamics SL
- Maintenance and no/low code enhancements to SharePoint 2010/2013/SPO (lists/libraries, workflows, page layouts, reports, permissions, etc)
- Since 4/2019, head of IT department including budgeting, scheduling, roadmap, and overseeing contractors/vendors and 3 direct reports
- Built IT Help Desk ticketing system and reporting (time-to-close, time-to-respond, open ticket age, etc)
- Built self-serve IT library/knowledge base for end users to search resolutions to common IT issues (maintained by IT department upon resolving frequent-flier tickets)

Independent Consulting

1/2015 – 1/2017

- Self-employed
- Provide applications support and customization to multiple clients
- Salesforce, SSRS, Dynamics CRM, SharePoint, Dynamics SL, proprietary applications

One Vision, LLC – Professional Services Team

11/2011 – 1/2015

- Managed internal Salesforce.com implementation
- Primary consultant to world-class datacenter construction/service company
- For all intents and purposes, this was the same job/position as below. The company was purchased and changed names after 7/2011 – rehired into similar position as below.

Grace-Hunt, LLC – Systems Engineer

1/2008 – 7/2011

- Managed internal IT infrastructure, including Windows Servers, Microsoft Exchange 2003 and 2007
- Microsoft SQL Server 2005 and 2008, Dynamics CRM 4.0, and MOSS 2007
- Responsible for employee onboarding/offboarding for all IT-related tasks (created onboarding/offboarding processes)
- Primary consultant to high-profile clients in healthcare, music/entertainment, finance, and internet/broadband industries
- In addition to “turning the screws”, also project manager on most projects.
- 2 direct reports

World Publications Group, Inc – Network Administrator

1/2003 – 1/2008

- Managed wired and wireless LAN technologies for 300+ connected devices in three sites
- Managed Exchange Server 2003, and wireless ActiveSync integration with Windows Mobile devices
- Developed 150+ custom Crystal Reports

- Managed the launch of a new division of World Publications - www.worldsorts.com. Including inventory management, integration with accounting software, picking/packing/shipping logistics, and financial reporting as well as database, web, and mobile device work

Projects

One Vision, LLC (dba SBS Group New England)

Electronic Environments Corp (and sister company ASNE) – Marlborough, MA

- Developed company-wide corporate intranet used by over 150 users in multiple offices
- Develop mobile site for off-site technicians to upload field documentation using tablets; integrated site into corporate intranet
- Converted proprietary format reports to SSRS reports for standardization and ease-of-use for end users. Integrated to corporate intranet.
- Developed contract management process in CRM 2011 online.
- Custom charts and reports

Grace-Hunt, LLC

Bridgewater Associates – Westport, CT

- Long-term staff augmentation position for world-class hedge fund Client Services department
- Developed custom SharePoint (MOSS 2007) sites and applications
- Created custom SSRS (2008) reports detailing operational metrics for Client Services department

Rounder Records – Burlington, MA

- Implemented and customized Dynamics CRM 4.0 application
- True XRM application – cataloged Artists, Songs, Tracks, Albums, etc.
- Data migration from proprietary system using T-SQL scripts, Excel exports, CRM 4.0 Data Migration Manager, and other strategies for migrating complex relational data.

Massachusetts General Hospital (Department of Anesthesia, Critical Care, and Pain Medicine) – Boston, MA

- Implemented custom SharePoint (MOSS 2007) application for managing recruited (doctoral and nursing) candidates and existing employees' certifications.
- Created custom InfoPath forms to capture recruitment and credentialing data
- Many (40+) workflows, most having multiple steps and stages

Lightower Fiber Networks – Boxborough, MA

- Custom CRM 4.0 application to track complex sales and contract management processes.
- Multiple custom entities to track different kinds of sales, each having its own unique sales process
- Integrated with SharePoint (WSS 3.0) for document management

Syracuse University

09/1999 – 05/2001

- Four semesters completed toward B.S. Mathematics and B.S. Philosophy

Bridgewater State College

08/2001 – 12/2001

- One semester completed toward B.S. Philosophy

Clark University

04/2002 – 07/2002

- Clark University Computer Career Institute
- Master's Certificate in PC Service and Support
- Master's Certificate in Microsoft Windows 2000 Certified Professional

Boston University

06/2006 – 11/2006, 04/2007 – 05/2007

- Boston University Corporate Education Center
- Microsoft certified courses (MCSE 2003 track)