

# Teresa Salinas

## IT Professional and System Administrator

20+ years of diverse IT and networking management experience in highly complex, multisite Windows environments. Diverse experience administrating and performing all types of installation, configuration, implementation, maintenance, update, and backup initiatives in a variety of industries. Adaptable troubleshooter and seasoned team leader with expertise in 24x7x365 end user technical support.

## Professional Experience

### **CENTRAL FLORIDA COMMUNITY ACTION AGENCY (CFCAA), Gainesville, FL**

As a member of the management team, wore “many hats” to ensure the sustainable operation of the nonprofit business, including cultivating mastery of all software, databases, and systems. CFCAA is a nonprofit, community-based organization that provides education, job training, and support services to low-income households.

#### **Information Technology and Reporting Coordinator, 05/2017 to 03/2021**

- Transitioned to IT administration role, which eliminated need to outsource technology services and increased utilization of available resources
- Oversaw all installation, configuration, implementation, update, and back-up projects; highlights included: (1) major server build and replacement; (2) email migration to cloud solution; (3) network (data/telecom) relocation to multiple new sites; and (4) implementation of AWS backup solution
- Transitioned the entire organization (22 people) to a fully remote work environment at very low cost in compliance with COVID-19 restrictions
- Replaced the outdated PBX phone system with a cloud-based VoIP solution; performed extensive cost analysis and vendor comparisons before selecting and contracting with the new provider (My IT Masters)
- Achieved 100% compliance results for five years on the annual DEO (Department of Economic Opportunity, Florida) organizational standard audit, which ensured continued eligibility to administer grants funded by U.S. Department of Health and Human Services
- Primary liaison with grant manager at the DEO
- After announcing departure (and relocation from Florida to North Carolina), wrote a complete suite of procedures and trained replacement staff on all reporting duties, resulting in a seamless transition

#### **Assistant Director of Family Services, 11/2014 to 05/2017**

- Designed, implemented, and oversaw CSBG community assistance programs, including 2.4 million in annual program budget management
- Quickly learned and took over payroll processing (Paycor) from an overburdened employee with zero interruption to the business
- Implemented a new case management software system required by state regulators, including extensive end user training, software and database configuration, and data exporting to MS Excel via SQL queries
- During the annual renewal period, the data provider insisted on CFCAA paying the full rate for data services, crippling the organization’s ability to import and manage crucial data history; led heavy negotiations and renewed the original reduced rate, saving \$5K in annual spending

## Contact

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## Technical Expertise

Partnering with Senior Leaders on High-Level Technology Initiatives and Changes

Financial Management, Budgeting, Scoping, Cost Controls, and Billing

Network and System Administration for Multi-Site and Virtual IT Environments

User Account Management, Access Controls, Permissions, and System Security

IT Resource and Asset Inventory Control (Hardware, Computers, Laptops, Servers, PCs, and Office Equipment)

User Acceptance Testing, User Training, and Onboarding to New Systems and Software

Data Backup and Recovery Management

Vendor Relations, Procurement, and Contract Negotiation for SLAs and MSAs

Regulatory Compliance, Internal and External Audits, and Regulator Relationship Management

Technical Writing for User Guides, Procedural Documentation, and Handbooks

Public Speaking, Presentations, and Meeting Facilitation for Internal and External Stakeholders

Strong Organizational, Time Management, and Project Management Skills

High-Level Technical Troubleshooting at Tier 1 / Tier 2 / Tier 3 Levels of Support

Network Administration: Cabling, Routers, Switches, Classification, and Topology

## Professional Experience, cont.

### **CFCAA, Family Development Specialist and Program Assistant, 02/2011 to 11/2014**

- In this client-facing role, interviewed clients to determine eligibility for the Low-Income Home Energy Assistance Program (LIHEAP)
- Reviewed case files in the company database, maintaining data integrity and improving data entry procedures for efficiency
- Implemented new client management software, ensuring data integrity
- Provided wraparound case-management services for educational training program via Community Services Block Grant (CSBG) funds

### **WAL-STAF PERSONNEL SERVICES, Gainesville, FL**

#### **Office Administrator, 09/2008 to 02/2011**

Reviewed and edited process and procedure information for successful import into relational database. Reviewed and indexed documents during digitization of medical information. Supported HR with admin. procedures: oversaw trainee accreditation, employee records, and new hire onboarding for a large hospice organization.

### **MINTEK MOBILE DATA SOLUTIONS (rebranded to Transcendent), Dunedin, FL**

#### **Technical Services Specialist, 08/2005 to 06/2008**

Provided adaptable troubleshooting, development, and testing services for custom software solutions. Mintek is a software development firm primarily serving the telecommunications, lodging, and public utilities industries.

- Identified and diagnosed problems with computer hardware and software, with special focus on custom database applications used to manage inventory, sales data, and equipment maintenance schedules
- Provided developers with detailed process/debug information when system corrections and enhancements were necessary to meet operational goals
- Traveled frequently to install hardware and software, then passed the engagement to a technical trainer
- Tested new updates to ensure proper functionality before release
- Coordinated delivery of hardware and traveled to locations nationwide to install hardware and software in preparation for the training team

### **EDUCATIONAL SABBATICAL, 12/2003 to 07/2005**

Full time student at the University of South Florida, pursuing a Bachelor's degree.

### **PARADIGM TECHNOLOGY PARTNERS, St. Petersburg, FL**

Secured, maintained, and managed a wide range of technology infrastructure, networks, and security environments. Paradigm is a strategic consulting solutions and managed services provider specializing in security and ERP platforms.

#### **Associate Engineer, 08/2000 to 11/2003**

- Monitored and managed multiple client-side networks and systems (both local and remote, in real-time), as well as a range of devices: WAN links, servers, routers, switches, websites, servers, databases, and file systems
- Ensured successful completion of scheduled backups (Arcserve)
- Analyzed ticketing system activities for compliance with SLA requirements
- Provided general IT help desk support, including coordinating vendor reps, on-site personnel, and engineers to respond to network/system outages
- Gained wide exposure to dozens of IT strategies and environments utilized by managed services clientele, which were located across the U.S. and abroad
- Wrote a set of formal SOPs for all IT administration tasks
- Promoted from Security Operations Center Associate in November 2000

## Technical Expertise, cont.

Data Management and Data Storage

Relational Database Management Systems: Access, MySQL, and Visual FoxPro (Discontinued)

Microsoft Power BI

MSP360 (Cloudberry Backup) with AWS (Amazon S3)

Microsoft SharePoint and Exchange

Windows Server and Active Directory

Microsoft Office 365 (Outlook, Word, Excel, PowerPoint, OneDrive, Teams, Access) and SharePoint

Programming Languages: Intermediate Knowledge and Skills in Java, Python, SQL, and C++ (Self Study)

Remote Access Tools: TeamViewer, GoToAssist, and Remote Desktop

Google Workspace (Formerly G Suite) Administration

## Certification & Training

Cisco Certified Network Associate (CCNA), Expired

Microsoft Certified Professional (MCP), Expired

Sun Certified System Administrator, Solaris 7, Expired

Training in Advanced Router Technology, Cisco Networking Academy

Configuring, Maintaining, and Administering Check Point Firewall

Viruses, Threats, and Compromise Indicators

Microsoft Power BI

## Education

### **Bachelor of Science (BS) in Information Systems Management**

University of South Florida, Tampa, FL

### **Associate of Arts (AA) in Business, with Honors**

St. Petersburg College, Clearwater, FL