

Ian Paddock

Phoenix, NY 13135
www.linkedin.com/in/ianpaddock

315.751.4727
ian@farm4energy.com

IT Systems Manager | IT Project Manager

Connect Technology with Business Objectives

Detail oriented technology leader skilled in IT operations, system implementations, and IT infrastructure design. Manage cross functional teams that drive IT system lifecycles to meet corporate objectives. Known for customer-driven focus, clarity, and defining best practices in value added technical documentation, and persistent follow up on action items.

Expertise in:

- **Managing IT Applications**
- **Process Documentation and Improvement**
- **IT Service Provider Vendor Engagement**
- **SDLC / Software Life Cycle Management**
- **Change Management and Reducing Risk**
- **Organizing Complex Situations**
- **IT and Security Audits**
- **M&A IT Integration**
- **Clean Energy Development**
- **Data Center Migrations**

Professional Experience

INSIGHT GLOBAL (CISCO/BANK OF AMERICA ACCOUNT), Remote April 2022 to Present

Release Manager

Manage projects to replace end of life network devices in Bank of America Data Centers.

- Project Lead for multi-site Helix switch replacements.
- Create Remedy change requests and ensure compliance with Federal Reserve audit requirements.
- Developed and maintain change process documentation for the project team to follow.
- Conduct cross functional weekend change events to install new network devices.
- Train new Release Managers and review counterparts change requests prior to submission.

CARRIER CORPORATION, Syracuse, NY 2017 to 2021

RC Engineering Systems Manager

Oversaw 2 existing online service catalog applications (EPIC and EPMS), implementation of new PTC online service catalog (ACD), and online quoting application. Spearheaded change management, performance monitoring and issue resolution, system releases and application upgrades, project team and resource management, risk management, financial oversight, documentation creation.

- Defined ACD system functionality by writing system requirement and specifications document.
- Managed cross-functional project team that encompassed all phases and of ACD development and implementation, go live preparation, and maintained CapEx budget for the project.
- Reduced EPIC and EPMS business risks by upgrading EPMS, improving security of access to each, implementing new customer feedback processes, and adding features.
- Maintained EPIC and EPMS API endpoints used by mobile applications other systems & websites.
- Planned and maintained annual RC Engineering OpEx IT budget, keeping department costs within yearly budget plan.
- Created or rewrote 15+ work instruction documents, improving department efficiency.
- Improved cross functional success with other teams by documenting support process for access, software, and application needs with Windchill, Salesforce, HVAC Partners, and SAP.

NAVISITE INC, A TIME WARNER CABLE COMPANY, Syracuse, NY**IT Project Manager**

2005 to 2016

Led all aspects of IT, Data Center, and Office build projects including project charter, scope and requirements, project plans, asset tracking, meeting minutes, management updates, profit and loss evaluations, escalation management, conflict resolution, and risk analysis. Assigned to lead projects requiring detailed organization and complex coordination.

- Managed 3 successful data center migrations, each resulting in infrastructure and OpEx cost savings and improved customer service.
- Oversaw integration team of 13 NaviSite offices with Time Warner Cable IT systems, monitoring, network and wireless, telephony, email, AD, and related support processes.
- Improved operational efficiency by developing procedures for user acceptance testing (UAT) of IT systems, software, and network connectivity.
- Reduced business risks by ensuring adherence to change management policies and compliance with SSAE-16 standards.
- Led 12 corporate Merger and Acquisition or business unit divestiture projects, integrating or separating IT, operational, and support components and processes.
- Enabled sales engagement with government agencies by leading General Services Administration (GSA) contract renewal and service additions.

Implementation Team Lead

1999 to 2005

Managed cross-functional teams in completion of 250+ customer implementation projects.

- Managed installation of T1 Internet circuits, providing network services to 2000 Boston Marathon.
- Led worldwide network security installation for United Nations Development Program, resulting in upgraded security infrastructure.
- Improved operational efficiencies by creating and documenting implementation and support processes.

Additional Experience**NORTEL NETWORKS**, Raleigh, NC, **Network Technician**

1998 to 1999

Performed installation, testing, and troubleshooting of DMS-100/10 telephony equipment and conducted DMS-10 software upgrades.

Education

Bachelor of Science (BS), Telecommunications, SUNY Polytechnic Institute, Utica, NY, GPA 3.15

Certifications

ITIL Foundation Certificate, IT Service Management

Clean Energy Community Involvement

- Maintain alternative energy website (www.farm4energy.com).
- Member, Association of Warm Season Grass Producers.
- Secretary, Town of Hammond Alternative Energy Committee.
- Met with former NY State Assemblyman Darrel Aubertine regarding wind power potential in northern New York.

Clean Energy Production and Development

- Actively produce heating pellets from grass for use as home heat source.
- Installing new standing seam roof with integrated 2000-watt Thin Film (BIPV) solar strips.
- Installed 200-watt Thin Film (BIPV) proof of concept installation in 2016.
- Built electrical power producing exercise bicycles that feed home power system.
- Actively producing on laboratory scale, cellulosic ethanol from switchgrass and other biomass.
- Consulted on residential wind system installations and camp-sized solar installations and have assisted in installation of each.
- Constructed homemade personal wind generator.