

KHALED ZAYED, PH.D.

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<https://professorzayed.net/>

PROFESSIONAL SUMMARY

- Focused, qualified and well-educated professional with more than fifteen (15) years of Information Technology & Management experience. Over six (6) years of teaching Management, Business, Information Systems & Technology, Data Science, ITIL & Customer Service courses. Possess strong qualitative and analytical skills, paired with the innate capacity to conduct independent research. Proven ability to manage a large team of IT staff throughout different locations. Experience developing syllabi, lecture content, objectives and strategies using lesson planning and teaching acumen. Able to theorize problems and develop reasonable solutions, as evidenced via PhD research. Served as a Subject Matter Expert developing Business Law, Ethics, Healthcare Management & Data Privacy courses for Saint Peter's University. Working knowledge of Microsoft Office suite and statistical analysis Software (NVivo). Co-Founder and Managing Partner of a Management and IT Consulting Firm in New Jersey, USA.

EDUCATION

- **Doctor of Philosophy, PhD.** International Business Management, International School of Management, 2016. *Thesis: Information Security Awareness: Managing Web, Mobile & Endpoint Security; Overcoming the Challenges of Bring Your Own Device (BYOD), 2009 – 2016*
- **Degree Certificate**, Computer & Networking Technology, University of Alaska Anchorage, 2009
- **Master of Business Administration, MBA**, University of Phoenix, 2006
- **Bachelor of Arts**, University of Alaska Anchorage, 2005.

PUBLICATIONS

- **Information Security Awareness (Book):** Managing Web & Mobile Security. Book ISBN: 978-620-2-07536-7. Lambert Academic Publication
- **Information Security Awareness (Article):** Managing Web, Mobile & Endpoint Security; Overcoming the Challenges of Bring Your Own Device (BYOD). Published at IJTCS V7 N3 / 4 2016 (The Journal of Teaching and Case Study) (IJTCS)
- **Using Blockchain to Create Secure, Efficient and Smart Voting System in the U.S:** The International Journal of Technology Enhanced Learning (IJTEL)
- **Impact of IoT on the Manufacturing Sector** (Currently working on this research)

TEACHING CERTIFICATIONS & EXPERIENCE

- Online Pedagogy Certification
- Canvas Certification
- Teaching Management, Business, Information Systems & Technology, Customer Service, Business Ethics, Data Science and Budget & Finance Courses.

TECHNICAL CERTIFICATIONS

- AWS Certified Cloud Practitioner
- ITIL v3 & v4 (IT Infrastructure Library) Certified
- CompTIA IT Operations Specialist
- CompTIA Secure Infrastructure Specialist
- CompTIA A+ Certified
- CompTIA Network+ Certified
- CompTIA Security + Certified
- CompTIA Cyber Security Analyst (CYSA+)

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- Dell Certified Systems Expert & Customer Service Certified

CAREER HISTORY

Adjunct Faculty (Data Science: Data Law, Ethics & Business Intelligence)

Saint Peters University, Jersey City, NJ

September 2018 – Present

- Teach issues of privacy, data protection, non-discrimination, equality of opportunities and due process in the context of data-rich environments.
- Analyze ethical and intellectual property issues related to data analytics and the use of business intelligence.
- Teach legal obligations in collecting, sharing and using data, as well as the impact of algorithmic profiling, industrial personalization and government.
- Provide an understanding of the important capabilities of business intelligence, the technologies that enable them and the management of business intelligence.

IT Manager

Innocent Project - NYC

November 6th 2023 – Present

- Manage the Citrix / Azure virtual server infrastructure in coordination with IT managed services vendor and the IT Director
- Lead IT project management of Innocence Project's IT systems (Manage the configuration of multiple IT applications and managed access to these applications using SSO & MFA).
- Manage project implementation of new systems and system transitions. Manage the implementation of new systems or changes to existing systems using internal and external resources as needed
- Keep track of potential security threats and ensure system updates take care accordingly
- Plan and deliver trainings for staff on new and existing systems periodically
- Advise on renewal or replacement of old hardware and software infrastructure as the needs of the organization evolve, and provide recommendations to IT Director for upcoming technology needs
- Ensure up to date IT procedures and documentation are maintained in coordination with IT managed services vendor and IT Director
- Maintain up to date with trainings and knowledge necessary for the security of the organization
- Design and deliver technology needs assessments, including staff surveys, every 18 months or as needed
- Implemented and Managed Asset Management system for the organization.
- Manage all aspects of the implementation and operation of information and functional systems for the organization, including software applications, network, phone systems and end-user computers as well as multiple cloud based hosted systems
- Manage the information security domains, including policies and standards, access controls, regulatory compliance, data governance, technology resiliency, risk & control governance & metrics, incident management, vulnerability management, and data protection
- Manage communications and working relationships between IT and other departments within the organization as well as multiple outside IT service providers.
- In charge of the onboarding and offboarding process
- Streamline IT business processes, implement operational and security best practices, and create efficiencies across the organization
- Work closely with the technology & business teams to identify business & functional needs across the organization
- Supporting the organization's change management process and IT security framework across the organization

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- Responsible for the design, development, implementation, and coordination of policies and procedures for all areas of information technology to assure data accuracy, security, legal and regulatory compliance; assure compliance with Standard Operating Procedures (SOPs).
- Ensure security of information technology assets, data, network access, and backup systems and supervise agreed audits to verify the security of internal and external systems.
- Design due diligence policies in order to improve on cybersecurity risks.
- Create and deliver communications company-wide to educate employees on emerging policies and procedures
- Implement, maintain, and ensure maximum uptime for information systems
- Served as a member of the Risk Management, Disaster Recovery, and IT Audit Teams
- Assist with managing annual IT budget and ensure cost effectiveness

Information Technology Instructor

Middlesex College, Edison NJ

August 2022 – Present

Teach Information Security, Telecommunications & Networks, and Microcomputers Systems and Architectures.

Sr. IT Manager

Center for Employment Opportunities (CEO)

August 2021 – October 27, 2023

- Responsible for the day-to-day IT operations at thirty-two (32) CEO sites across 12 U.S. States.
- Lead IT project management of CEO IT systems. Managed and configured multiple IT applications and managed access to these applications using SSO & MFA.
- Manage all aspects of the implementation and operation of information and functional systems for the organization, including software applications, network, phone systems and end-user computers as well as multiple cloud based hosted systems
- Manage the information security domains, including policies and standards, access controls, regulatory compliance, technology resiliency, risk and control governance and metrics, incident management, vulnerability management, and data protection
- Manage communications and working relationships between IT and other departments within the organization as well as multiple outside IT service providers
- Streamline IT business processes, implement operational and security best practices, and create efficiencies across the organization
- Work closely with the technology & business teams to identify business & functional needs across CEO
- Supporting the CEO change management process and IT security framework across the organization
- Assist the CIO to design, develop, implement, and coordinate policies and procedures for all areas of information technology to assure data accuracy, security, legal and regulatory compliance; assure compliance with Standard Operating Procedures (SOPs).
- Ensure security of information technology assets, data, network access, and backup systems and supervise agreed audits to verify the security of internal and external systems
- Designed due diligence policies in order to improve on cybersecurity risks.
- Created and delivered communications company-wide to educate employees on emerging policies and procedures
- Provide technical services assistance to on-site and remote employees
- Provide technical support for CEO external communication strategy via website support and maintenance, publication software, and maintaining IT corporate presentation standards

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- Act in alignment with user needs and system functionality to contribute to organizational growth
- Implement, maintain, and ensure maximum uptime for information systems
- Served as a member of the Risk Management, Disaster Recovery, and IT Audit Teams
- Assisted CIO with managing annual IT budget and ensure cost effectiveness

Visiting Professor – Leading with Data & Analytics at Kazakh-British Technical University May 2022

& International School of Management (Paris)

- A Guide to Leading with Data & Analytics, using data effectively, making informed decisions, improving decision making, secure information and responding quickly to market trends. The increasing use of big data in our society raises legal and ethical questions. Business intelligence is the process of collecting and transforming raw data into meaningful and useful information for business purposes. This course explores data management, data analytics, the issues of privacy, data protection, non-discrimination, equality of opportunities and due process in the context of data-rich environments. It analyzes ethical and intellectual property issues related to data analytics and the use of business intelligence. Students will also learn the legal obligations in collecting, sharing and using data, as well as the impact of algorithmic profiling, industrial personalization and government. This course also provides an understanding of the important capabilities of business intelligence, the technologies that enable them and the management of business intelligence.

Co-founder & Managing Director

ASPIRE TECH NJ, Piscataway, NJ

December 2015 – Present

- Consulting services, training professionals & small business enterprises on issues of technical support, data protection, risk management, organizational behavior, particularly: leadership, executive coaching, stress management, marketing cross-cultural relationships, academic career coaching, leadership, strategy, negotiation skills, business ethics, entrepreneurship and management information systems
- Consult organizations to improve their performance, operating primarily through the analysis of existing organizational problems and the development of plans for improvement
- Help small organizations to better understand and address risks and protect their data
- Teach small business how to protect their data through training workshops
- Deliver consultative services & training to individuals, family business enterprises regarding IT issues & management of information systems using internal applications & remote access
- Oversee business operations and online marketing of all company offerings by creating brochures, advertisements and meetings used to present business services to prospective clients
- Offer IT security awareness training to small business clients and their staffs through workshops
- Devise business plans for the firm and propose each to Partner; touch on firm's goals and review them consistently to revise as needed
- Offer Career Coaching workshops to individuals and groups

Who What Why

March 2020 – July 2021

Director of IT Systems

- Responsible for the management, strategy and execution of IT infrastructure for the organization
- Manage G Suite Admin Portal
- Overseeing technical projects in alignment with organizational goals.
- Leading a team of IT staff, determining business requirements for IT systems
- Managing the design and implementation of IT infrastructure and eliminating security risks.
- Create processes and standards for selection, implementation, and support of systems
- Provide direction, guidance, and training to IT staff
- Identifies and eliminates security risks.
- Analyzes business requirements for IT needs and systems.
- Contributes to team effort by accomplishing related results as needed.

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Lead Information Technology Instructor

Per Scholas

July 2020 – July 2021

- Lead instruction and student assessment, ensuring students are working toward the competencies of course level and program learning outcomes.
- Maintained, developed and continuously improved classroom-based learning content, lab projects and assessments.
- Responsible for classes of up to 10-20 students.
- Facilitated ‘real world’ scenario training, providing students with hands-on education
- Provided students with the education and skills they need to obtain the most important and recognized industry certifications and a new career in the technology industry.
- Provided hands-on instruction as prescribed in the syllabus.
- Prepared daily curriculum, quizzes, and tests for students.
- Answered students’ questions concisely and accurately.
- Submitted student progress reports upon class completion

Adjunct Faculty (Management)

Saint Peters University, Jersey City, NJ

January 2019 – June 2019

- Teach advanced Concepts in Health Care Management.
- Introduction to current healthcare issues, systems and organizations including nonprofit and proprietary institutions.
- Teach health care financing and various reimbursement programs.
- Teach how healthcare is delivered and has evolved in the United States.
- Explain managed care growth and the method used to control cost and utilization.
- Outline the three major ways in which healthcare is delivered.
- Provide an overview of the large array of health service professionals employed in the vast assortment of health delivery settings.
- Determine the variety of social determinants of health that affect disease and health care delivery.
- Discuss how cost, access, and quality contribute to the rapidly growing US health care expenditures.
- Describe the different vulnerable and underserved populations and their health needs, and summarize the major challenges faced by them.
- Define health policy and explore its principal features in the U.S.
- Provide an outlook for the future of U.S. health policy.

Adjunct Faculty (Advanced Concepts in Health Care Management)

Saint Peters University, Jersey City, NJ

October 2019 – December 2019

- Application of marketing concepts for the healthcare industry, quality control indicators, health system/physician relationships, integrative healthcare, and recruitment and appraisal issues in healthcare organizations are examined.

Adjunct Faculty (Health Care Budget & Finance)

Saint Peters University, Jersey City, NJ

March 2019 – June 2019

- Introduction to current health care issues, systems and organizations including nonprofit and proprietary institutions.
- Define healthcare finance and identify the role of financial management plans and controls.
- Understand basic financial and managerial accounting issues in health care organizations.
- Understand the role and responsibilities of managers play in healthcare staffing.
- Describe types of costs, their behavior, and their role in cost-volume-profit analysis and pricing decisions.
- Analyze the tools managers use to analyze financial operations to healthcare systems.
- Create and analyze fixed and static budgets and perform variance analysis.

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- Explore the role that technology plays as a financial and strategic tool in management and explore the differences between EMRs and HER.
- Discuss Impact of Data Analytics and Big Data in Healthcare Industry.
- Discuss the strategic relationship between healthcare delivery systems and finance, finance and reimbursement.

Information Technology Instructor

PC AGE Academy Clifton, NJ

January 2019 – May 2019

- Taught the CompTIA A+ (A Plus) computer certification for PC Age students.
- Lead instruction and student assessment, ensuring students are working toward the competencies of course level and program learning outcomes.
- Maintained, developed and continuously improved classroom-based learning content, lab projects and assessments.
- Responsible for classes of up to 10-20 students.
- Facilitated ‘real world’ scenario training, providing students with hands-on education
- Provided students with the education and skills they need to obtain the most important and recognized industry certifications and a new career in the technology industry.
- Provided hands-on instruction as prescribed in the syllabus.
- Prepared daily curriculum, quizzes, and tests for students.
- Answered students’ questions concisely and accurately.
- Submitted student progress reports upon class completion

Information Technology Instructor

Technical Institute of America, New York, NY

March 2021 – August 2021

- Teach the CompTIA A+ (A Plus) computer certification for TIA students.
- Lead instruction and student assessment, ensuring students are working toward the competencies of course level and program learning outcomes.
- Maintained, developed and continuously improved classroom-based learning content, lab projects and assessments.
- Facilitated ‘real world’ scenario training, providing students with hands-on education
- Provided students with the education and skills they need to obtain the most important and recognized industry certifications and a new career in the technology industry.
- Prepared daily curriculum, quizzes, and tests for students.
- Answered students’ questions concisely and accurately.

Information Technology Instructor

Avtech Institute of Technology, South Plainfield, NJ

November 2019 – May 2020

- Taught the CompTIA A+ (A Plus) computer certification for Avtech students.
- Lead instruction and student assessment, ensuring students are working toward the competencies of course level and program learning outcomes.
- Maintained, developed and continuously improved classroom-based learning content, lab projects and assessments.
- Facilitated ‘real world’ scenario training, providing students with hands-on education
- Provided students with the education and skills they need to obtain the most important and recognized industry certifications and a new career in the technology industry.
- Provided hands-on instruction as prescribed in the syllabus.
- Prepared daily curriculum, quizzes, and tests for students.
- Answered students’ questions concisely and accurately.
- Submitted student progress reports upon class completion

August eTech

December 2019 – July 2020

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Sr. IT Tech

- Manage IT Infrastructure and supervise junior IT support staff.
- Manage & Install Windows Server 2008 and 2012.
- Manage VOIP –Avaya IP Office, Microsoft Exchange & Admin Portal, Office 365
- Responsible for managing IT Security Awareness Training and E-Mail Phishing Alert Training
- Installing, administering, & troubleshooting 10, MS Office Suite 2010, 2013, 2016 & Computer Imaging.
- Troubleshoot Mac, PC and Laptop hardware & software issues.
- Mobile Device Management through Maas 360
- Active Directory Users and Computers (ADUC) management.
- Group Policy Management and Active Directory DNS (ADDNS).
- VMWare and or/AWS – create, support, and manage virtual servers.
- Linux (CentOS/Red Hat, and Ubuntu) and gather information from logs.
- Knowledge of Network Administration, protocols and technologies.
- TCP/IP, DHCP, STP, VTP, IPSec. WLAN, VLAN, NAT, ACL, SSL, SSH, etc.
- Knowledge of Local Area Network (LAN) and Wide Area Network (WAN) troubleshooting skills.
- Servers, Switches, Routers, Firewalls, VPN, etc.
- Run CAT 5E and CAT 6 cables from office to server rooms, punch down and terminate keystone jacks
- Manage File Server access

UNION COUNTY COLLEGE

January 2018 – May 2019

Customer Service course for Business Majors (Online course)

- Teaching Customer Service course for business majors. The course examines the people, practices, and events that are needed in the field of customer service. The course includes an overview of customer service, discusses specific skills and related topics, and provides insight into future customer service trends and issues. Teach the latest skills and techniques related to customer service. Teach the best way to service customers using various communication techniques and understanding the future of customer service trends and issues.

The Bridge Corporation

April 2019 – December 2019

Sr. IT Support Engineer

- Supervise junior IT Support Staff.
- Manage VOIP – RingCentral, Avaya IP Office, Cisco Call Manager Express, McAfee Admin Portal (Anti-Virus and Encryption), Google G-Suite, Microsoft Admin Portal, Office 365
- Responsible for managing IT Security Awareness Training and E-Mail Phishing Alert Training
- Initiated social engineering, Phishing campaigns and training platforms through KnowBe4
- Designed due diligence policies in order to improve on cybersecurity risks.
- Installing, administer, and troubleshoot Windows 7, 8, and 10, MS Office Suite 2010, 2013, 2016.
- Responsible for IT training for all users and orientation for new users
- Troubleshoot Mac, PC and Laptop hardware & software issues.
- Mobile Device Management through Google Admin Portal.
- Troubleshoot PC and Laptop hardware issues and desktop imaging.
- Active Directory Users and Computers (ADUC) management.
- Group Policy Management and Active Directory DNS (ADDNS).
- VMWare and or/AWS – create, support, and manage virtual servers.
- Linux (CentOS/Red Hat, and Ubuntu) and gather information from logs
- Knowledge of Network Administration, protocols and technologies.
- TCP/IP, DHCP, STP, VTP, IPSec. WLAN, VLAN, NAT, ACL, SSL, SSH, etc.
- Knowledge of Local Area Network (LAN) and Wide Area Network (WAN) troubleshooting skills.
- Servers, Switches, Routers, Firewalls, VPN, etc.
- Manage & Install Windows Server 2008 and 2012 and Desktop imaging

Adjunct Faculty at the Business Department

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UNION COUNTY COLLEGE

January 2017 – December 2018

Health Care Computer Basics

- Teaching basic computer concepts, the essentials of the Internet and Web including netiquette and email, copyright, privacy, and security are discussed. Microsoft Word and PowerPoint, the fundamentals of document processing and professional presentations. Students also learn to create, edit, and format an APA style report. Students have hands-on experience with a learning management system. The correct keyboard techniques and building keyboarding speed.

Princeton Radiology (Consultant)

December 2017 – April 2019

IT Support Engineer

- First level support for a wide range of IT systems and services.
- Support & enforcement of Information Security policies, standards and guidelines.
- Monitor security procedures, practices and policies within all corporate system environments.
- Standard desktops and peripherals deployment, support, repair, etc.
- Standard applications (office, email, internet, etc.) support.
- Radiology systems support (InteleViewer, PACS, and IntelePAC).
- Radiation oncology systems support.
- Assist with other systems (phones, networks, accounting, admin, hr., etc.).
- Coordinate vendor/escalated support as needed.
- Participate in other IT-department projects.
- Manage site specific Documents Escalations.
- Maintained Email Accounts and Distribution Lists in a Zimbra Administration Portal.
- Perform timely updates and tracking of assigned tickets in Internal ticketing system.

Chubb Insurance (Insight Global) - Consultant Technical Support/ Exchange Administrator

October 2017 – November 2017

- Provided Exchange (2007, 2013) administration support.
- Provided phone and onsite support to users in regard to Exchange, Office 365 & Outlook.
- Supported Mobile Devices (Android and iOS).
- Migrated users to Office 365 from Exchange.
- Resolved issues related to Office 365 migration.
- Managed site-specific Documents Escalations.
- Maintained Email Accounts in a Windows 2007 and 2013 server and Office 365.
- Granted access to users, changed rules within Outlook.
- Performed timely updates and tracking of assigned tickets in Service Now ticketing system.

Adjunct Faculty of Information Technology (Online Teaching)

California State University San Bernardino

April 2017 – June 2017

- Taught Information Technology Course online, application of computer systems in organizations. Topics include information systems planning, information forecasting, information technology, information processing, information assurance and security, risk assessment, allocating resources and legal concepts. Basic computer hardware, software, maintenance and training technologies including hardware components, operating system functions, information systems maintenance strategies for the organization, and end-user training options. Security practices such as network access, data disposal, introductory forensics and facilities planning are also explored.

Adjunct Faculty of CIS (Computer Information Systems)

BERGEN COMMUNITY COLLEGE, Paramus, NJ

September 2016 – December 2016

- Taught Introduction to Computer Systems Course to students enrolled in the IT Department, intended for students interested in an algorithmic approach to computers and applications.

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- Discussed topics such as terminology used in the computer industry, as well as computer systems and their respective applications.
- Led instruction primarily via interactive methods, e.g. classroom or Instructor-led teaching, long with small group discussions, case studies, demonstrations and Q & A session.

TCS (Tata Consultancy Services) @ TGB

March 2015 – October 2016

Lead IT Analyst (Montvale, NJ)

- Led IT department's operational and strategic planning.
- IT Support Engineer for local and remote sites.
- Coordinated and manage IT Projects with various IT teams
- Incident, Request and Change Management for desktop and laptop environments as per defined SLAs and KPIs.
- Managed the deployment, monitoring, maintenance, development, upgrade and support of all IT systems
- Administered vendor, outsourcer and consultant contracts and service agreements
- Asset management for IT hardware, software and equipment and other office devices such as cell phones, copiers and printers
- Managed Cisco Call Manager and Cisco Unity Connection Phone Systems
- Worked closely with the IT Networking Team integrating technology within the existing networking infrastructure; for both wired and wireless networks.
- Installation, Configurations and Maintaining OS, Standard and Business Applications
- Development of Operating System images and deployment and testing of new systems
- Managed site-specific Documents, Vendor contacts and Escalations, Application Installation Documents.
- Installed, upgraded, configured and deployed Windows OS.
- Cooperated cross-functionally with Networking, Inter-Server Support and the like to assist in setting up the DR (Disaster Recovery) testing site.
- Trained customers on Microsoft Office Suite using instructor-led methods; also offered remote support to clients using Remote Desktop (RDP) to diagnose and resolve issues.
- IT Support for Desktop / Laptops, Telephony (Desk phone, Video Conference and handheld devices)
- Managed S/w. Library, License and Inventory list
- Provided Incident Management, Request Management and Change Management for Desktop / Laptop Environment as per defined SLAs and KPIs
- User and Vendor Co-ordination, Communication and Tape Management
- Provided Touch services for Enterprise Services (Server Environment, Data Centre equipment, N/w. Devices)
- Managed site-specific Documents, Vendor contacts and Escalations, Application Installation Documents
- Provided education related to Technology Services across client user communities and advocate for new technology services that would benefit the community's technical operations.
- Performed non-warranty hardware repairs to remove and reinstall hardware parts.
- Supported the end-user community by providing first-tier helpdesk support to team members regarding hardware and software problems.
- Ensured user satisfaction by gathering issues related to technology and business that users did not submit via ticket system.
- Supported desktop imaging and deployment, as well as automated software deployment processes.
- Tested all new software requests in lab environments at the pre-deployment phase.
- Facilitated timely updates and tracked assignments using the ticketing system; managed the queue and often communicated with clients regarding their concerns.
- Interfaced with all other IT departments on behalf of clients to ensure resolution of all issues; owned user concerns and stayed proactive in handling issues.
- Educated and offered assistance to users face-to-face in how to operate and run software.
- Scheduled for external technical support in instances when problems couldn't be resolved internally.
- Stayed informed of technology directions and trends in seminars, meetings and trainings, both online and in person.

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Sr. Desktop Support Engineer (Desktop Manager)

CIFC ASSET MANAGEMENT, New York, NY

March 2014-December 2014

- Directed and supported CIFC Desktop functions; offered Tier I and II technical support for desktop PCs and telephones, as well as corporate iPhones, iPads, BlackBerrys and printers.
- Tested and troubleshoot hardware and software for a diverse customer base.
- Supported the end-user community, by offering first-level support in the access and use of resources; drove compliance with infrastructure and operating standards.
- Utilized the Helpdesk Expert Automation Tool (HEAT) ticketing system to obtain, tend to and resolve assigned problems using cutting-edge solutions.
- Used LANDesk to access computers remotely to make diagnoses and resolve assigned issues.
- Interfaced with all IT Departments on behalf of clients to ensure resolution of all hardware and software issues, as well as all voice service issues.
- Educated users on how to operate and run software through in-house trainings.
- Installed and upgraded MS Windows, Adobe Acrobat Reader and Clinical Applications software.
- Joined computers to the organizational domain through Active Directory.
- Downloaded and installed Java Applets, Macromedia, Shockwave Flash and Real Players.
- Replaced malfunctioned hardware, as well as installed new hard drives and memory modules.
- Helped users learn how to operate and run software (using face-to-face training methods).
- Supported Office and Mobile Workforce to ensure all established processes were enforced.
- Played a key role in the Active Directory creation of users accounts in Microsoft Windows 2003; also maintained user manager and email accounts in Windows 2003 server.
- Worked with Bloomberg issues and managed the Symantec Management Console.
- Participated in Disaster Recovery testing at the main location and assisted remote users; also worked with the IT team to plan and conduct disaster recovery testing.
- Installed and configured financial accounting applications for clients such as Microsoft Dynamics.

Information Services & Technology (IST) / Customer Support Analyst I

RUTGERS UNIVERSITY-LEGACY UMDNJ UNIVERSITY, Piscataway & Somerset, NJ

2012 – 2014

- Guided customers on the operation and maintenance of equipment (through interactive methods).
- Applied guided scripts to perform routine field activities e.g. installing, maintaining and servicing PCs.
- Troubleshoot systems prior to replacing hardware; made sure new items were system-compatible.
- Resolved customer issues using high-caliber service delivery and communication.
- Worked with client communities to enforce security standards, anti-virus software, PHI (Protected Health Information) and HIPAA regulations.
- Interfaced with all other IT departments on behalf of clients to ensure timely resolution of issues.
- Determined problems using knowledge of PC OS, configuration parameters, software and hardware diagnostics and network connection issues (LAN, WAN, VPN).
- Utilized the HEAT Ticketing system to obtain, working on and resolve assigned work; followed up by documenting all progress and escalating issues to specialty areas as needed.
- Offered vital input during decision-making processes regarding buy or build for new applications.
- Evaluated new desktop packages and implemented prototypes.

Dell Certified Systems Engineer

UNISYS TECHNICAL SERVICES, INC., Newark, NJ

January 2011 – January 2012

- Received the designated call schedule on a PDA device; traveled to customer sites to perform Dell HW break/fix and troubleshooting on laptops and desktops.
- Provided onsite support e.g. installation, maintenance and repairs for PCs and peripherals.
- Tracked and ensured the return of all parts using Unisys' tracking Software.

Accounting Technician II

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ALASKA ENERGY AUTHORITY, Anchorage, AK

December 2007 – September 2010

- Audited and reconciled monthly utility reports for the Authority's Power Cost Equalization (PCE) program.
- Acted as a liaison between the Authority and the rural Alaskan program participants.
- Communicated with the Regulatory Commission of Alaska (RCA) in support of communities and utilities.
- Supported PCE clients by correcting errors, locating missing rate information, as well as troubleshooting the system for program deficiencies (such as corrupted formulas, etc.).
- Worked collectively with program participants to reply to questions regarding eligibility, PCE rates or anything pertaining to the program, including delivery of technical assistance.
- Aided in the preparation of PCE statistical reporting and research centered on any questionable data.

Denali General Contractor, Anchorage, Alaska

April 2007- August 2007

Assistant Project Manager

- Provided project support to the superintendent.
- Assisted in managing construction projects ranging from \$1 to \$5 million dollars.
- Prepared purchase orders; amendments and change orders.
- Project team member responsible for office administration; scheduling; and equipment and material logistics.
- Charged with seeking economies and efficiencies for the overall good of each project.

TECHNICAL SKILLS

- IT Management & IT Project Management, Technical Trainer, Active Directory, MS Office Suites, Team Viewer, Windows Server, Microsoft Exchange, Postini and MacAfee Anti-Spam, ShoreTel Phone System, Cisco Call Manager Phone System, Zendesk, Wireless Technology, Citrix and Remote Desktop, Electronic Medical Records (EMR), Symantec Anti-Virus and Symantec Executive Backup (DLO), MDM (Mobile Device Management – Mobile Iron), Dell Computer, Hardware, Software Support, IT Security Awareness Trainings.

Pedagogy

- Higher Education Faculty in Pedagogy and Course Design, Classroom Problem Based, Instructor Flipped Classroom, Instructor Online, Leader Facilitator Lab, Learning Collaborative, Learning Inquiry Based, Learning Project Based Learning, Lecturer Discussion. Experience using Blackboard, Cengage and Zoom for online and face-to-face teaching