

RUDY L. VILLAFANE

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Summary

Seasoned IT professional with over 14 years of demonstrated success implementing IT initiatives that improve business functionality, productivity, and the bottom line. With broad exposure to various technologies and years of industry experience in the MSP business, I have demonstrated success with quickly integrating new and emerging technical solutions. With excellent communication and management skills, I have the ability both lead teams and work in concert with diverse groups.

QUALIFICATION HIGHLIGHTS

- Team Leadership
- Office 365, Google Workspace deployments
- Disaster recovery planning and testing
- IT Solution Development
- Familiar with Unreal Engine 5 and blender/maya modeling
- Vendor management
- Project Management
- Mobile Device Management (MDM)
- Compliance Management (SOX, HIPPA, etc.)
- SSO/Identity management (Okta, Azure, etc.)
- VPN Management
- Over 15 years of Windows/OSX Experience
- Synology Administration
- Documentation Communication
- Cloud solution implementation
- Acquisition/Merger Migrations
- Familiar with ITAM/ITIL Principles
- Familiar with scripting languages
- VM (VMware EXSi) Management & deployment
- Familiar with NIST Security Principles

SKILLS

| | |
|----------------------------|---|
| Certifications: | A+, MCSA, ECSE Troubleshooting |
| Cloud Technology: | Azure, Intune, ConnectWise, Apple Business Manager, Google Workspace, AWS, Zendesk, Google Workspace |
| Cloud Applications: | CrowdStrike, Sophos, ConnectWise, Kandji, Addigy, Google Docs, Office 365, Zendesk, BackBlaze |
| Operating Systems: | Windows, Windows Server, Linux, MacOS |
| Hardware: | Meraki Firewall/Switches/WAPs, Fiber networking, Legacy Cisco PIX/ASA/Catalyst Networking equipment, 3Com, NetGear, Eero, Workstation & Server equipment (Mac and PC), Enterprise and consumer grade NAS devices, IP telephony systems such as Zoom/RingCentral/Teams, datacenter power/environmental alerting management such as APC/Trip Lite devices |
| Software: | QuickBooks, Office 365, Exchange Server, Windows Terminal Server, VNC, Acronis, Backup Exec, Netvault, Veeam, Wiki, VMware ESX, Microsoft Visio & Project, Active Directory, Citrix |
| Network/Protocols: | LAN/WAN, TCP/IP, VoIP, VPN, VLANs, NAT, DHCP, WINS, DNS, RRAS, Telnet, FTP, SMTP, Exchange, IMAP, POP3, Ethernet, SNMP, NetFlow, BGP |

PROFESSIONAL EXPERIENCE

Neetek Systems Integrations, San Francisco, CA

2017 – 2023

Providing customized IT Solutions, Project Management and Staffing to various size businesses.

Technical Operations Manager

2021-2023

Manage internal operations and client projects technical team. Assisted as interim manager for Neetek clients.

Notable accomplishments:

- Implemented ConnectWise solution internally at Neetek. This implementation allowed the merging of client communication, technician time entries, project tracking and billing. This allowed Neetek to view both profitability and technical utilization for the first time, in a single workflow.
- When Spring Fertility contract ended, I helped launch the first-tier helpdesk support for Neetek.
- Assisted Spring Fertility during a loss of IT management. I was able to successfully keep the IT team together and continue clinic expansion initiatives opening new clinics in SOMA, Danville, and downtown New York. I also assisted with managing their newly acquired Vancouver office.
- Lead post COVID back-to-work initiatives re-evaluating WAP capacity planning and troubleshooting for various clients.

Solutions Consultant Manager

2019-2021

Managed the Neetek Technical team and various projects. Duties included:

- Streamlined the IT department for Spring Fertility by creating their first tiered support structure. This involved developing: helpdesk tier, escalation/afterhours workflow, Standardizing and tracking equipment for various roles, working with staff to develop company runbook/SOP's, implemented incident/change management procedures, and managed various vendors/MSP's.
- Designed several MDF/IDF implementations.
- Designed several new WIFI implementations via Ekahau.
- Managed an internal Neetek staff of 5.
- Managed a few executive client internet/WIFI mesh home installations.
- Meraki network design, implementation, and support.

Senior Solutions Consultant

2018-2019

Provide custom solutions and services to a variety of clients in various industries.

- New building network buildouts and A/V coordination.
- Client management and escalation.
- Cisco product support (Firewall, Switches, WAP, and WLC).
- RingCentral Telephony and conference support.
- Escalated technical support for various clients.
- Networking implementation.
- Aruba product support.
- Network, server, and desktop support.

Solutions Consultant

2017-2018

Assisted project leaders and day-to-day client operations.

Eze Castle Integration, San Francisco, CA

2011 –2017

Worldwide IT services and consulting for hedge funds and alternative investment firms.

Senior Systems Administrator

Provide escalated assistance to Level 2 engineers and priority escalations. Plan and assist with various client projects.

Duties include:

- Company-wide afterhours on-call support.
- Cisco ASA 5500 X series firewall setup and installation.
- Various Windows Server setup and maintenance.
- NAS and SAN maintenance.
- Desktop, Network, and Server Troubleshooting.
- Backup setup and maintenance.
- Employee training and guidance.
- Client needs assessments and project planning.
- Cisco 3850 Stack configuration and deployment.
- Citrix Administration.
- VMWare ESX configuration, Troubleshooting, and Maintenance.
- MDM Administration.