

Technology, Network & Systems Lead | joshua brouse

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CIO Candidate · Network/Systems Manager · Project Lead · Director of Operations

Direct Strategic Business Information Services throughout Voice, Network, and Business Apps

Lead Technology Manager who covers technical and business network, project, and voice systems management. Oversee dem complete project management from the analysis, development and implementation and ensuring completion on time and within budget outsourced personnel completing smaller or specialized project in communication, project planning, problem analysis/ remedy, staff and solutions-based software and application development techniques meet the client's overall needs and expectations. Hold all the tools system integration, encompassing due diligence, engineering, project meeting overall strategic objectives. Use technologies on UNIX a

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Education & Continued Training

[In-Depth Technical Training](#)

Bachelor of Science ▪ University Confidential ▪ 1989

Advanced Training ▪ Network storage, database management, middleware development, project methodology, content management, and business process re-engineering

Professional Experience

[Produced Award-Winning Department in 2003](#)

NETWORK INFORMATION SYSTEMS MANAGER ▪ Company Confidential ▪ 2001 – present

- **Manage complete network operations; i.e. helpdesk, computer operations, database administration, imaging, data security, business continuation, user interaction, and disaster recovery** ... currently directing a \$45 million pension application system involving web-based service, content management, workflow applications, and imaging.
- **Audit and monitor a \$2 million operating budget and a \$14 million project budget.** Track contracts with vendors, project change orders, and other expenditure alterations to verify accuracy and avoid over spending.
- **Select, train, and direct a team of 28, consisting of network, database, and workflow administrators, records managers, and consultants;** navigate group of concurrent, short- and long-term technical projects amongst staff members, monitoring progress for milestones and proposed timelines to ensure projects are completed on time and within budget.
- **Write and submit requests for proposals (RFPs)** for telecom, hardware, software, and consulting services. Research and select technology vendors based on short- and long-term IT needs, monitoring bidders for compliance with project specs and project timeline expectations.
- **Reduced staff by 25, saving an estimated \$1.2 million in salary and benefits by avoiding inflated and unnecessary staff levels;** saved an additional \$100,000 in voice and data communications.
- **Improved system functionality and performance by installing a 10GB network backbone;** improved image-access speed by 40% while enhancing user experience within the network.

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- **Integrated data warehousing and data storage systems:** network attached storage, storage area networks, military and civilian voice/data, and VoIP.
- **Conducted two major IT security assessments to identify and rectify weak points in the network;** developed strategic measures and integrated policies/procedures for deterring/handling security breaches.

DIRECTOR OF OPERATIONS ▪ Company Confidential ▪ 1998 – 2001

- **Trained small to large internal teams, as well as, technical and non-technical employees at customer accounts;** developed curricula and presentations on network integration, how-to processes, and end-user support topics. Educated executives, administrators, sales, and technical teams in attendance.
- **Managed project budgets ranging upwards of \$4.5 million in size.** Implemented a voice and data network, budgeted at \$4.5 million, for a client; completed project within 72 hours, an estimated 7 weeks ahead of competitor's 8-week timeline.
- **Conducted an initial needs analysis, identifying business agendas and network expectations amongst each department;** provided an in-depth presentation, outlining network interface, infrastructure, software and hardware, before integrating voice and data networks used by 400+ customers. Outlined project phases and directed complete design and maintenance of each finished network.
- **Assisted overall team with securing new customers, elevating customer satisfaction, and maintaining profitability** throughout a period when many dotcoms were going bankrupt.
- **Directed and coached a team network administrators, telecom technicians, database administrators, cable technicians, and project managers.** Scheduled service for service techs, allocated manpower, and monitored service completed by the department, verifying projects were handled efficiently and thoroughly.

NETWORK SYSTEMS SUPPORT MANAGER ▪ Company Confidential ▪ 1988 – 1998

- **Developed and implemented enhanced systems using a \$2.2 million budget for voice and data networks;** integrated a document imaging system and TCP/IP network for connectivity to the Bull mainframe (utilizing UNIX and NT file servers at 9 remote locations).
- **Supervised 25 employees in the areas of network design for voice and data communications;** help desk support, telecommunications, document imaging applications and UNIX administrators. Utilized Windows NT for local and wide area network (LAN/WAN).
- **Conceptualized, proposed, and developed company-wide PC and network standards** to include hardware, security, and software considerations of over 800 nodes.
- **Integrated helpdesk staff and procedures** to assist with troubleshooting issues surrounding the use of the network; received 98% (4.8 out of 5) approval amongst survey analyzing satisfaction levels amongst users.
- **Awarded:** Manager of the Year 1993, Department of the Year 1995
- **Member, Executive Committee;** developed the overall IT strategy of the company

U.S. ARMY SIGNAL OFFICER ▪ Company Confidential ▪ 1990 - 1998

NETWORK/SYSTEMS ANALYST ▪ Company Confidential ▪ 1989 – 1989

PROGRAMMER/ANALYST ▪ Company Confidential ▪ 1987 – 1989

MULTI-CHANNEL COMMUNICATIONS OPERATOR ▪ Company Confidential ▪ 1982 – 1986