Joel Killday

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Objective

I'm a motivated professional with a wide range of skills which I have obtained over
many years in the technology field, including networking, systems management, web development, project
management, and personnel management. I am self-starter that is looking for a position that would utilize my
existing experience while allowing me to further my knowledge with new technology.

Experience

Cinch Connectivity Solutions
IT Services Manager   **October 2014 – Current**

Lead our IT team in all facets of technology, service, and administration. My main objective is to identify and
prioritize internal needs for our business, as well as ensure our service meets or exceeds our service level
agreement (SLA) to our customers. I cultivate and manage a team of 15 employees around the world ranging
from web development, server administration and helpdesk support. Our team supports a user community of
over 1500 employees.

Emerson Network Power – Connectivity Solutions
Web Project Manager   **June 2012 – October 2014**

Manage four software developers in India and a US based photographer to push Marketing's conceptions and
ideas to sell products to our online community. Manage the project to achieve strategic deadlines and
improve the overall online digital experience to drive sales. I also served as the onsite administrator, supporting
20 PCs and 5 servers for our executive staff.

Emerson Network Power – Connectivity Solutions
Network Systems Analyst   **September 2010 – June 2012**

Worked directly with Network Admins to ensure our systems (routers, switches, servers, PBX, etc.) experience little
to no downtime. I held training sessions on basic use of Oracle-In-A-Box ERP system upon implementation to the
user community. Was involved in automation projects that helped tie our manufacturing efforts integrate with
Oracle.

Emerson Network Power – Connectivity Solutions
Helpdesk Analyst   **March 2009 – September 2010**

Led the helpdesk team and worked hand in hand with the Network team to resolve issues that received the
highest level of escalation. Obtained an understanding on security groups, disaster recovery plans (and
execution) as well as assisted in support of both new and legacy business critical systems.

Emerson Network Power – Connectivity Solutions
IS Intern / Network Support   **June 2008 – February 2009**

Developed fundamental customer support skills. First experience with Active Directory administration. Fielded
over 500 trouble tickets. Coordinated and led bi-weekly helpdesk meetings driven from ticket analytics.
Configured Citrix environments, printer installs, MS Office support and basic networking concepts.

Education

Associates in Applied Science
Networking Services   **August 2007 – June 2010**
South Central College

Bachelor of Science
Major - Information Systems Management
Minor - Web Development   **May 2013 – August 2016**
University of Phoenix

Skills & Frequent Applications

- **Infrastructure / Networking / Security:**
    Enterprise level switching, router and server configuration/installs. Knowledge in RAID configuration, Windows XP, 7, 10, 2003-2019 Server. Full O365 suite administration, Azure Cloud Configurations, Microsoft D365 Administration, NAS configurations / file retention, FTP/SFTP configuration, Active Directory, DFS, Hyper-V, VMWare, Citrix, SQL Server, GPOs, Various Enterprise Security Suites, Various PBX configurations, mobile device management (MDM), many others... Maintained compliance with ITAR, DFARS, NIST, CMMC and GDPR.
  Programming, Systems and Web Presence:
    Proficient languages: HTML(5), JavaScript, CSS(3), PHP(5) and Objective-C. Some experience in PLSQL, Jquery, C++ and Ruby.
    Proficient Platforms & Systems: UNIX, Apache, Kintana (and other SVN software), Wordpress, Oracle (specifically iStore, iSupplier, iSupport and Supply Chain modules) Sharepoint, Drupal (6-current), and dotCMS. Some knowledge in IBM iSeries and JDEdwards.
    Web Presence: Google Analytics to drive SEO, keyword optimization, crawl techniques, adwords and social media.
  Management:
    Manage and support both our Web Development team (4 Developers), as well as our System Support team (11 Analysts/Admins/etc…). Lead many meetings, scoping projects (usually involving the various levels of upper management), create project workflows, stay on budget and on time while managing proper escalation procedures and protocols have been crucial to my current role. Managed a $750k IT operations budget for all hardware, software, and IT staffing requirements.

Recent Key Projects

Global DFS File Sync
    Led a project that ensured each of our facilities had file synchronization to one another using Microsoft DFS. Thus, giving us the ability to have all files at all locations in case of disasters. This encompassed skills from domain management, Windows Server knowledge, as well as many aspects of security in order to maintain compliant with today's security standards.
Global Encryption Implementation
    Led a project to encrypt all mobile company assets (I.E. Phones, laptops, tablets, etc…). Through the use of local drive encryption, MDM, and EFS, we were able to comply with requirements of NIST 800-171.
Mobile Application
    Led a development project that allowed our customers to download an application from the App Store iOS only) that allowed users to scan a QR code on our packaging and directed them to an online repository of

assembly instructions. Here, the user can type in the part number and find their desired drawing. This eliminated the need to pack assembly instructions for each commercial part.