

TERRENCE E. DEGRENIER, MCSE

PROFILE:

Highly skilled, results-oriented IT management professional with over 17 years of experience contributing to global technology programs. Proven track record for achieving goals and objectives, streamlining daily IT operations, and maintaining high system uptime levels. Consistently provides on-time and on-budget project delivery working with limited financial resources. Catalyst in implementing positive change, aligning business and technology needs, and installing emerging technologies to better meet business and organizational requirements. Detail-oriented with excellent communication, strategic planning, budgeting, vendor relations, problem solving, decision-making and leadership skills.

AREAS OF EXPERTISE:

- Corporate IT Management
- Project Management
- Technology Planning
- Performance Management
- Procurement/Budgeting
- Resource Management
- Training & Development
- Project Consulting
- Technology Introduction
- Installations & Upgrades
- System Optimization
- Virtualization

TECHNICAL EXPERTISE:

- Windows 2008, 2003
- Windows 7, XP
- Domain Administration
- Active Directory
- Business Continuity/COOP
- Lotus Notes/Domino
- Domain Migration/Mergers
- LAN/WAN Design
- Cisco Network Equipment
- Storage Area Networks
- IP Telephony
- Antivirus/Security

PROFESSIONAL EXPERIENCE:

Systems Manager

CIVILIAN GOVERNMENT AGENCY, Tucson, AZ (10/2010 - Present)

- Supervise, train, and motivate a team of 5 IT professionals and contribute to management of a \$1.5 million annual operating budget.
- Designed, implemented, and managed Virtualized Data Center projects of up to \$280,000.
- Coordinate IT operations at 6 locations in Greater Tucson and Phoenix, linking personnel and systems.
- Managed 6-month, \$180,000 NetApp installation and integration SAN project.
- Consolidated IT support operations in Tucson Divisional Office. Installed all IT equipment in new facility.
- Oversee technical support of application software, operating systems, peripherals, and mobile technologies and coordinate Help Desk support to 600+ total end users.
- Planned and assigned work to be accomplished in the Tucson Systems Department.
- Managed implementation, maintenance and support of all automated information systems.
- Developed project requirements, costs, and budgets. Gained knowledge of federal procurement policies and procedures.
- Led 7 major upgrade projects including Lotus Notes, Backup Exec backup and recovery, Active Directory, antivirus, SAN, VMware virtualization, and judiciary portal for VPN remote access.
- Replicated virtual servers to ensure continuity of operations. Replaced existing LAN with more reliable and efficient Cisco switches and networking equipment.
- Oversaw support of court VoIP telecommunications systems and resources.
- Administer, support, and maintain connectivity to national systems.

Principal & Senior Consultant

HIGHLAND NETWORK ASSOCIATES, Bradford, MA (4/2008 - 9/2010)

A contract IT project management/network consulting company serving small- to mid-sized business.

- Served as Managing Partner and coordinated a diverse array of IT projects for small to mid-size companies in professional services, healthcare, finance, non-profit, and technology markets.
- Oversaw computer lab imaging, software upgrades, and equipment refresh at The Windsor School in Boston, MA.
- Led U.S. deployment of Notes/Domino 8 at Parlex / Johnson Electric including Domino Domain migration, server and client migration, and user training.
- Managed implementation and configuration of a new Microsoft Small Business 2008 Server at Hasbany Insurance in Methuen, MA including Active Directory, DNS, and Exchange services.

Corporate Information Technology Manager

PARLEX CORPORATION, Methuen, MA (10/2000 - 11/2008)

A \$175 million global manufacturer of flexible circuitry and cabling and a division of Johnson Electric.

- Oversaw 500+ PCs and workstations, LAN/WAN, 15 servers (SQL, file, print, DHCP), and 75 mobile devices (cell phones and blackberries).
- Supervised, trained, and motivated an IT team of up to 7 employees.
- Facilitated and administered email, telecommunications systems, Active Directory, system security, and firewalls.
- Coordinated direct IT services and support to 550 users in MA, NH, CA, and Mexico and indirect support to a global base of 3,000 end users.
- Increased efficiency and response time of Help Desk calls by implementing an efficient Help Desk Ticketing system.
- Managed 3-month, \$200,000 North American WAN integration project connecting 4 corporate locations including Mexico.
- Improved remote connectivity by utilizing Cisco Secure VPN clients and RADIUS Authentication in place of modems.
- Achieved 99%+ system uptime working with limited financial and technological resources.
- Facilitated staff certification and development through off-site technical training in Microsoft and Cisco technologies.
- Interfaced and negotiated with vendors, consultants, analysts, vendors, telecommunications companies, and other groups and departments.

EDUCATION:**M.S., Criminal Justice – Judicial Administration Specialization**

MICHIGAN STATE UNIVERSITY, East Lansing, MI (Expected 2015)

B.S., Criminal Justice

JOHN JAY COLLEGE OF CRIMINAL JUSTICE, New York, NY (1997)

New Supervisors' Development Program - FJC (2013)**Foundations of Management - Graduate School USA (2013)****Contracting Officer Certification Program (Level 3) (2012)****Microsoft Certified Systems Administrator (MCSA-2003) (2009)****Cisco Certified Network Associate (CCNA) (2001)****Microsoft Certified Systems Engineer (MCSE-NT) (2000)****A+ Certified Service Technician (1998)****Massachusetts Reserve / Intermittent Police Officer (1993)****ADDITIONAL TRAINING:****Continuous Monitoring: Software Risk Assessment and Management - DHS (2013)****Windows Server 2008 Active Directory Domain Services - New Horizons (2013)****Contracting Officer Certification Program - Administrative Office (2012)****Certified Information Systems Security Professional - New Horizons (2009)****Managing a Microsoft Windows Server 2003 Environment - New Horizons (2009)****Implementing and Supporting Microsoft Windows XP - New Horizons (2009)****Lotus Notes/Domino 7 - System Administration - Netlan Technology (2007)****Disaster Recovery Planning - AMA (2000)****Information Systems Project Management - AMA (2000)****Improving Managerial Skills for the New or Prospective Manager - AMA (1999)****AFFILIATIONS & LEADERSHIP:**

Baritone, Sons of Orpheus Male Choir, Tucson, AZ (2011 - 2013)

Chapter President / VP, Business Network International, Andover, MA (2009 - 2010)

President / Board of Trustees, Farrwood Green Condominiums, Bradford, MA (2009 - 2010)

Member / VP, Merrimack Valley Past Master's Association, Haverhill, MA (2006 - 2010)