Deborah R. Giovani

Industry Experience

CPG

Financial Services

Banking/Mortgage Services

Government

Environmental Compliance

Functional Experience

Network Administration

Technology Planning

Desktop Support

Project Management

Process Improvement

Network Security

Customer Service

Systems Experience

Virtualization/Infrastructure Implementation

Enterprise server support in SAN/NAS environment

VMware and Hyper-V

Active Directory

Domino Administration and Application Development

Education

Aurora University: BS, Organizational Management

Waubonsee Community College: Certificates, Network Administration and Web Design

Certifications

MCP (Microsoft Certified Professional)

Achievements

Mentoring Award, Aurora University

Relevant Executive Experience:

- IT Infrastructure Manager with demonstrated ability to work with others in both a technical and functional position to facilitate new projects.

- Exceptional communication and leadership skills with the ability to facilitate discussion and collaboration with teams outside of IT.

- Hands on experience in managing servers, SAN/NAS, desktops, cloud collaboration, and security.

- Experienced in assuring high availability and continuity of all systems and infrastructure.

- Proven ability to merge technology and business goals to provide productive solutions.

- Ability to align goals with industry standards and best practices.

- Seamlessly managed and executed change, mitigated risk, improved productivity, and reduced costs.

- Ability to quickly acquire keen understanding of issues and adapt key technologies in ensuring return on investment.

- Hard working professional who excels in mentoring individuals and teams to provide quality customer service.

Relevant Career Experience:

2015 - Present	**City of St. Charles** *System Administrator*
2000 – 2015	**StartSampling, Inc.** *IT Infrastructure Manager*
1998 – 2000	**Mostardi-Platt Associates** *Network Administrator and MIS Specialist*
1994 – 1998	**Old Second National Bank/Maple Park Mortgage** *Mortgage Services Coordinator and Operations/Processing/Underwriting*

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Summary

IT Professional with hands on experience driving short and long term strategic plans to ensure corporate infrastructure meets existing and future needs. Results achieved through delivery of leading edge enterprise solutions precisely aligned with current and future business requirements. Abilities and expertise include:

Project Management	**Strategy & Implementation**	**Vendor Relations & Management**
Technology Infrastructure	**Operational / Process Analysis**	**Systems Planning & Launch**
Troubleshooting & Diagnosis	**Internal Standards / Controls**	**Procurement & Acquisitions**
Key Client Relations	**Business Needs Analysis**	**Team Building & Leadership**

Professional Experience

2015 – Present **City of St. Charles**, St. Charles, Illinois
System Administrator   2015 – Present
- Collaborating on 2 phase network redesign, with phase 1 implementing network for new Police Department building early and on budget
- Managed Microsoft Exchange environment
- Installed New World Records Management system for Police Department
- Built Hyper-V 2012 servers and created and configured VMs for Electric SCADA network upgrade
- Integral part of team to migrate Domino email to Microsoft Exchange 2013
- Implemented redundancy in fiber switched network utilizing Cisco switches
- Managed and maintained 100+ VMs

2000 – 2015   **StartSampling, Inc.,** Carol Stream, Illinois
IT Infrastructure Manager   2002 – 2015
- Managed technical aspects of business site relocation from a 40,000 sq. ft. facility to 110,000 sq. feet Included analysis, redesign, upgrades, and redeployment of all business hardware and technologies, as well as consultation and coordination with multiple third-party vendors. Kept down time under 24 hours
- Coordinated migration of Great Plains 10 to Great Plains 2013 and migrated to Windows Server 2012 on VMware in 1/3 of planned project time
- Provided 99.99% up time of 10 physical servers and 15 VMs
- Defined standards for network equipment, servers, and workstations extending life for a cost savings of 33% annually
- Contained and mitigated 100% of virus and malware infections on workstations preventing spread to network servers
- Participated in the development of IT strategies in collaboration with Senior Leadership
- Conducted research and made recommendations on products, technologies, services, and standards in support of all infrastructure procurement and development
- Negotiated with vendors, consultants, and contractors to secure infrastructure products and services
- Planned, deployed, and managed effective security infrastructure
- Built clustered Domino servers for failover and load balancing
- Implemented a BlackBerry Enterprise Server for mobile access to email, calendaring, and contacts
- Setup Enterprise Instant Messaging server on network for secure collaboration
- Performed routine server maintenance including security updates and service packs
- Designed and maintained comprehensive mission critical Project Tracking System
- Created Asset Tracking System for infrastructure
- Developed and implemented a CRM application
- Established cloud collaboration services for internal staff and external clients
- Created and maintained IT policies and procedures
- Deployed Traveler server for BYOD on current network and wrote policy for supported devices (Android, Apple)
- Managed anti-virus/security investigation and updating
- Monitored network routers, switches, firewalls, Internet connectivity, wireless access and security
- Passed Microsoft inventory audit of software licenses to comply with Federal regulations

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StartSampling, Inc., Carol Stream, Illinois
Technical Project Lead   2000 – 2002

- Planned and deployed infrastructure simultaneously for two locations for new start-up company
- Worked with vendors and contractors in design, configuration, and implementation of Cisco VoIP solution, staying within budget and on time
- Configured and monitored system backups and performed periodic restorations
- Brought email in-house by deploying a Domino mail and application server
- Created and implemented Personnel In and Out to track out of office and PTO time

1998 – 2000   **Mostardi-Platt Associates**, Elmhurst, Illinois
MIS Specialist and Network Administrator

- Migrated legacy database systems to MS Access for Y2K compliancy
- Managed implementation of Domino pass-thru server for client access and worked onsite with clients installing software to securely access internal proprietary databases
- Migrated Novell Netware 4.1 to 5.0
- Hands on lead to establish network for new office in out of state location

Other Relevant Experience

Maple Park Mortgage, Maple Park, Illinois
Mortgage Services Coordinator

- Supervised a staff of 25+ mortgage specialists in customer service
- Created training materials and headed ongoing training classes for department
- Handled escalated customer service calls

Technical Proficiencies

- Microsoft Windows Server and Desktop, all versions
- Active Directory, DNS, DHCP, and Group Policies
- Microsoft Exchange
- Microsoft Office Suite
- IBM Domino Server and IBM Notes
- VMware and Hyper-V
- EMC VNX5200 SAN, HP P2000 SAN
- Symantec Backup Exec and Veeam Backup
- Symantec Endpoint Protection
- Symantec Messaging Gateway on Linux appliance
- FTP servers (Ipswich, Filezilla, and Titan FTP)
- Cisco VoIP
- Lawson ERP Administration

Education, Credentials, and Achievements

Aurora University, Aurora, Illinois
Bachelor of Science in Organizational Management, Summa Cum Laude

Waubonsee Community College, Sugar Grove, Illinois

- Certified Network Administrator
- Certified Webmaster

Mentoring Award, Aurora University

Microsoft Certified Professional (MCP)