



PROFESSIONAL SUMMARY

With my dynamic leadership style and transformative approach, I deliver impactful directives, establishing a legacy of innovation and change.

PROFESSIONAL EXPERIENCE

NYS OFFICE OF INFORMATION TECHNOLOGY SERVICES, ALBANY NY, (6+ MONTHS)

ENTERPRISE ARCHITECT FOR NYSDOT, SEP 2023 TO PRESENT

Headed the executive role of Enterprise Architect (EA) under the New York State (NYS) Office of Information Technology Services (ITS) Chief Technology Office (CTO) for the Department of Transportation (DOT), directing the organizations vision of information technology across all facets of NYS DOT ensuring seamless alignment with agency programs and driving org-wide digital transformation initiatives.

- **Directed** the Solution Architect team, setting strategic priorities, managing resources, and forecasting developments to bolster DOT's operational capabilities and service delivery.
- **Led** strategic engagements with vendors, clients, and key stakeholders, including high-level ITS and DOT Agency executives, cultivating valuable partnerships and ensuring the success of initiatives.
- **Governed** rigorous compliance to NYS ITS Technical Policies, Standards and Laws, demonstrating an unwavering commitment to excellence in technology governance.

INSOURCE SERVICES INC, WELLESLEY MA, (26 MONTHS)

SENIOR IT ENGINEER, AUG 2023 TO SEP 2023

Spearheaded the adoption and optimization of AI, Analytics, Cloud and Low-Code technologies, driving business alignment and deep innovation while delivering cutting edge business value.

- **Pioneered** Multi-Cloud and Low-Code integrations, directly commanding strategic alignment of client technology vision and long-term business goals.
- **Led** and executed a variety of long-term enterprise technical projects, overseeing the development and deployment of custom solutions, from inception through to successful completion.
- **Directed** and presented technology initiatives to client leadership, identifying and addressing organizational pain points with streamlined technology solutions delivering unparalleled business value.

IT ENGINEER II, FEB 2022 TO AUG 2023

Owned Microsoft cloud solution architectures, adoptions and migrations, aligning technology strategy with business value delivering enhanced client capabilities and operational efficiency.

- **Directed** solution architecture, providing long-term organization vision and best practices that aligned with and accelerated leadership's strategic objectives.
- **Led** and executed technical projects, from initiation to completion, demonstrating AGILE project management expertise driving client ROI and success.
- **Built** and cultivated deep collaborative relationships with executive leadership across key client organizations fostering high-value opportunities for all parties,

IT ENGINEER, AUG 2021 TO FEB 2022

Led as the Principal Expert in Microsoft Cloud Technologies, driving adoption, Low-Code Implementation, Smart Automation, Business Intelligence, Information Security, Cloud Architecture and Innovation.

- **Headed** the transformative adoption and strategic enhancement of Microsoft Cloud solutions, guiding clients with expert architectural advice, best practices, and deep technical insights.
- **Directed** and energized technical sessions, workshops, and large-audience presentations, focusing on M365, SharePoint, and Azure, to elevate internal staff and client expertise.

- **Masterfully** taught complex technical concepts to non-technical stakeholders, facilitating widespread technical comprehension and engagement.

ZONES LLC, MENANDS NY, (32 MONTHS), MICROSOFT BACKGROUND CHECK COMPLIANT

M365 AUTO-ESCALATION ENGINEER, OCT 2019 TO JULY 2021

Led AI Escalation Engineering efforts for Microsoft in support of Fortune 500 companies, significantly improving resolution processes and customer satisfaction for Microsoft product issues.

- **Mastered** and applied advanced problem-solving techniques, enhancing efficiency and effectiveness.
- **Authored** and revised technical documentation, driving team understanding and technical ability.
- **Delivered** insights and best practices on escalation processes at Microsoft Partner Summits.

M365 TEAM LEAD, MAR 2019 TO SEPT 2019

Spearheaded department productivity through analytics, innovation and automation, while leading a Microsoft support help desk team of 20 agents.

- **Owned** and efficiently managed help desk queues while leading a team of 20 agents.
- **Coached**, mentored and developed my team's technical ability with cloud-related technologies.
- **Innovated** productivity improvements for my department through business intelligence and automation.

M365 TECH SUPPORT SPECIALIST, DEC 2018 TO MAR 2019

Owned and drove customer satisfaction through streamlined cloud solutions, personally resolving issues, cultivating positive relationships, and spearheading Microsoft 365 Cloud adoption.

- **Owned** the resolution of customer cloud issues and inquiries, ensuring satisfaction.
- **Cultivated** strong client relationships, driving long-term loyalty and cloud adoption.
- **Led** Microsoft 365 Cloud configurations and migrations, while driving client ROI.

EDUCATION AND CREDENTIALS

MASTER OF SCIENCE IN INFORMATION SCIENCE (M.S.I.S.), 2023

University at Albany, SUNY, Albany, NY, USA

Topics Covered: Information Security, Cybersecurity, Homeland Security Intelligence, Intelligence Analysis, Computer and Network Security, Cyber Threats and Intelligence, Intelligence Production

BACHELOR OF SCIENCE (B.Sc.), 2021

University at Albany, SUNY, Albany, NY, USA

Topics Covered: Artificial Intelligence, Data Analytics, Automation, Research Design, Databases, Software Development (Azure DevOps, Git, etc.), Machine Learning, Computer Vision, Website Deployment with YAML Workflows

ACTIVE CERTIFICATIONS

CompTIA A+ CE Certification (454S8PWPDC41QJK5)

CompTIA Network+ CE Certification (FE07EL4PRPE1QYG6)

CompTIA Security+ CE Certification (9ZESBWDFZLREQNKK)

Microsoft Certified:

DevOps Engineer Expert (H823-2416)

Azure Solutions Architect Expert (I178-9552)

Cybersecurity Architect Expert (I474-3595)

Power Platform Solution Architect Expert (I401-9986)

ADDITIONAL INFORMATION

Interests: Motorcycling, fishing, golfing, literature, traveling, camping, illustration, coding

Publications: Lawfare - <https://www.lawfaremedia.org/article/what-chatgpt-can-and-can-t-do-for-intelligence>

Podcasts: AlertMedia - <https://www.alertmedia.com/podcast/ai-threat-intelligence-risks-rewards/>