Neil C. Allen

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SUMMARY

Technology driven mindset that thrives in team collaboration efforts. Eager to utilize my current expertise and expand my skill set. Fourteen years serving information technology positions in changing business, higher education and energy industries with evolving requirements. Proven track record in roles that demonstrate leadership and mentoring in the IT field.

SOFT SKILL SET

- Meticulous attention to detail
- Project management and task prioritization
- Aptitude for technical problem solving and critical thinking

TECHNICAL SKILL SET

- **Compute:** IBM blade servers, Cisco UCS, HP Synergy
- **Storage**: EMC: (*Clariion, VNX / VNXe, XtremeIO, Recoverpoint*) Nimble: (*AF40 / HF40, HP StoreOnce*)
- **Network:** Cisco: *ASA, SAN/Edge/Core Switches*, Fortinet: *Firewalls, Fortinac, Fortianalyzer* Aruba Access Points, Citrix Load balancers
- **Software:** VMware: (*Vcenter, Esxi, Horizon VDI, App Volumes, Thin APP, UAG: Unified Access Gateways, DEM: Dynamic Environment manager, SRM: Site Recovery Manager*) Microsoft: (*Windows Server 2003-2022, MS SQL 2005-2016, Exchange, Domain controllers, Office365 Suite, Azure*) PRTG, Veeam, Barracuda, Cylance, Duo
- Management of both virtual desktop and virtual server deployments
- Installation, configuration and maintenance of virtual infrastructure systems
- Migrations of IT solutions from local to cloud and hybrid cloud-based deployments

WORK EXPERIENCE

Pennsylvania College of Health Sciences *Lancaster, PA*

Director of Infrastructure Technology *2022-Current*
Responsibilities:
- Lead, develop, and manage the infrastructure team
- Maintain disaster recovery plans, backup procedures and systems
- Manage budget and operations of infrastructure
- Oversee virtual server and VDI deployment

Senior Systems Administrator *2020-2022*
Responsibilities:
- Technical lead on projects for the infrastructure team
- Support, develop and maintain the VMWare VDI and Windows and Linux server virtual infrastructure
- Provide leadership and training for other IT staff on VMware virtual infrastructure
- Manage system interoperability on upgrade cycles of virtual infrastructure systems

Accomplishments:
- Assisted in the redesign and deployment of Fortinet Firewalls leveraging SD-WAN capabilities to build redundancy with a backup internet line
- Redesign work flows and processes as technology systems evolve to utilize new features
- Setup and maintain SAN replication to a disaster recovery site
- Project lead to replace and upgrade Domain Controllers

Systems Administrator *2016-2020*
Responsibilities:
- Support, develop and maintain the VDI and server virtual infrastructure
- Responsibility for VMware VDI environments and all the systems that support VDI
- All Infrastructure related hardware and software for the campus
- Support of any equipment or system that is used by students, faculty and staff

Accomplishments:
- Lead and train other IT staff on the deployment, upgrades and troubleshooting of virtual infrastructure
- Maintain Disaster Recovery plans, procedures and systems

Power Transportation Systems *Gaithersburg, MD*

IT Contractor *2016–2020*

Responsibilities:
- Review Business IT expenses to provide cost and benefit analysis
- Maintain Office 365 email systems and applications

Accomplishments:
- Planned and deployed LAN infrastructure at the Padonia, MD office.
- Provided cost savings along with business efficiencies by migrating email systems to office365

Shipley Energy *York, PA*

IT Systems Analyst 2010-2016

Responsibilities:
- Monitor and analyze system performance to identify areas in need of improvement.
- Support, develop and upgrade virtual infrastructure
- Maintain backups and disaster recovery solutions
- Deploy, support, and maintain multiple industry specific software solutions
- Work with vendors of various hardware and software systems

Accomplishments:
- Worked on a team that transitioned 98% of the physical servers to a virtual environment
- Successfully integrated IT systems from multiple acquisitions
- Leader for the setup and migration of 150+ end users to virtual desktops
- Developed a display board system to provide decision making data to operations that rely on real time information to make high risk decisions
- Migrated multiple technology solutions from in house to cloud and hybrid cloud-based deployments

Wholesale Technology Coordinator *2009-2010*

Responsibilities:
- Lead deployment and training on the department's systems
- Development of business line through use of technology
- Maintain systems hosting highly volatile pricing data that reconcile supplier invoices and customer invoices

Accomplishments:
- Integration and automation of pricing software with billing software
- Transitioned the wholesale logistics operation into a dispatching software system which provides a real time dispatching interface inside delivery trucks

Wholesale Fuel Sales Coordinator *2005-2009*

Responsibilities:
- Develop and maintain relationships with customers and vendors
- Attend to market conditions and sales trends to maximize profitability
- Assist in procurement and logistic functions

Accomplishments:
- Upgraded the customer quoting process by leveraging existing underutilized technology in addition to developing processes which allowed the department to quote a larger set of customers with less staff
- Produced SQL based BI reporting to assist in managing risk and maximizing profit margins

EDUCATION

Pennsylvania College of Technology, *Williamsport, PA 2002-2004*
A.A.S Information Technology, Computer Networking and Technical support