

Jeff Sepeta
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Professional Summary:

IT Veteran with 30 years of experience across a wide range of technical disciplines and pragmatic business practices.

- I can explain complex technical subjects in an engaging and clearly understood manner. Change happens exponentially, yet not all trends bring value. I only recommend technologies and processes with a proven, successful track record.
- I have worked in the manufacturing, distribution, legal, marketing, and medical industries. I focus on finding the best ways to implement technologies and processes which improve workflow and reduce quality-control issues in order to enhance customers' experiences. Sustained business growth requires customer satisfaction.
- Example: Utilizing business process discovery, analysis, and mapping led to recovering \$180,000 in lost annual revenue due to a poorly implemented ERP which failed to charge adequately for oversized shipping. This required coordinating the efforts of 3 independent coding teams located in different states, reporting to different bosses.

Employment:

IT Consultant (Contractor) – Chicago March 2019 – Present

- Develop business continuity plan for manufacturing company including Windows Server 2016 / Windows 10 upgrades
- Deploy Windows 10 Notebook computers with remote logins for law firm
- Desktop and Notebook support for web design agency

Technical Manager - Impact Networking / ES99 (marketing division) – Chicago, IL August 2017 – February 2019

- Hire and manage team of 7 web developers as well as participate in recruitment efforts
- Project management & technical management for 70 customers' websites hosted on Ubuntu servers
- Develop SDLC standards, document procedures, improve server performance, and institute automated backups
- Implement updates to HTML, CSS, PHP, SSL, WordPress for 150 websites

Project Manager (Contractor) – Chicago suburbs August 2016 – June 2017

- Acquire and clean data for managed services Salesforce database migration project
- Developed Learning Management System (LMS) after evaluating inadequate commercial systems
- Designed workflow for industrial laser cutter software using Visio; resulted in reduced waste
- Troubleshoot network issues for industrial fabrication machines
- Responsible for 24x7 support and maintenance of Active Directory / Windows Server 2012 (80 servers)
+ Microsoft Exchange 2013 (24 servers, 8000 accounts, 3500 mail lists)
- Worked on project for spectrum auction security and SOX compliance testing

IT Director - Sundberg America – Chicago, IL May 2014 – May 2016

- Manage network, VOIP phones, hardware and software for regional enterprise with 20 locations across 9 states.
- Supervise AWS migration project and SQL development for Epicor ERP
- Approve vendor budgets and plan restructuring of system to introduce stability
- 8x8 VOIP management. Develop plan for migrating to new system
- Implemented Veeam backup system for VMWare and NAS implementation for archival data
- Oversee software licenses and SLA agreements with vendors

Project Manager (Contractor) – South Bend, IN June 2011 – May 2014

- Project manager for real estate Salesforce database migration and VOIP implementation projects
- Troubleshoot mesh Wi-Fi network. Attend Meraki training
- Technical writer for ITWorld.com website

Network Administrator and DBA - ICUCare, LLC – Evansville, IN November 2010 – May 2011

- Managed Windows servers and migration to VMWare
- Managed datacenter including Cisco and Juniper routers and firewalls
- Managed TrixBox VOIP, Microsoft Dynamics CRM, Exchange 2008, SQL 2008, MySQL, Adobe Connect servers

Senior Windows Network Consultant - PixelCreek Technologies – South Bend, IN July 2008 – August 2010

- Desktop, network, and server support for 100+ small businesses throughout northern Indiana / southern Michigan area
- Server Administration, Network Administration and Project Management
- 20 VMWare installations + Backup Exec + Data recovery

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MIS Manager - Lancaster Health Group – Chicago, IL February 2007 – May 2008

- Supported 7 locations for nursing home chain with 250 employees
- Oversaw VMWare migration for Windows 2003 servers
- Managed Windows Server 2003, Exchange 2003, T1 connectivity, Cisco routers, HP Switches, WatchGuard firewall

Network Administrator, Rapid Solutions Group (Contractor) – Morton Grove, IL July 2006 – October 2006

- Maintain and upgrade 70 HP/Compaq servers & 160 workstations and laptops running Windows Server 2003, Server 2000, NT4 Server and Windows XP Pro
- Software supported included Exchange 2003, SQL 2000, Great Plains 8.0, Crystal Reports, Backup Exec, and Cisco IP VPN client as well as Microsoft Office, Acrobat, Visio, Project, Concerto Critical Chain, and AS/400 5250 sessions.
- Troubleshooting network, MITEL telephone system, Bluetooth, Blackberry, WebEx, NetMeeting, and issues using Trackit help desk software.
- Provide 24x7 phone support for Windows and OSX users.
- Worked on Macintosh Prepress projects.

Systems Administrator, Colborne Corporation (Contractor) – Lake Forest, IL November 2005 – May 2006

- Maintain and upgrade Dell servers running Windows Small Business Server 2003 Premium including Exchange 2003, SQL 2000, Symantec Backup Exec 10D, and Symantec Antivirus.
- Workstation support for Windows XP Pro running Microsoft Office, AutoCAD 2D, SolidWorks 3D, and Palm Treo
- Security and firewall auditing using Watchguard Firebox X700 and Cisco 1700 router, including upgrading Wi-Fi security.
- Network infrastructure redesign and implementation distributed applications across multiple Windows 2000 servers.
- Migrated paper forms to Adobe Acrobat Pro.
- Administrator for Intuitive ERP, Siebel Uplshot CRM, SalesForce, and QuoteWerks.

Networking Consultant & Trainer (Contractor) – Chicago, IL September 2001 – October 2005

- Supported SOHO market with network installation/maintenance, including Microsoft Small Business Server 2000 / Exchange 2000 and 802.11b wireless networks.
- Installed & managed Checkpoint and Cisco PIX firewalls.
- Installed point of sale systems for small businesses.

IT Director - Prudential Preferred Properties – Chicago, IL July 2000 – September 2001

- Supported 7 locations for real estate chain with 80 employees and 500 real estate agents
- Implemented several Windows Servers and migration from Windows NT > Windows 2000
- Managed \$100,000 IT budget and service level agreements (SLA's) with vendors.
- Mentored 4 IT support staff members.

Education:

Bachelor of Science Degree in Computer Applications + International Relations University of Notre Dame, 1991

Skills:

IT Management – 8 years
IT Budgeting & Procurement – 8 years
Staff Management and Mentoring – 4 years
IT Project Management – 20 Years
Network Architecture & Engineering (Ethernet, WiFi, Routers, Firewalls) – 30 years
Microsoft Windows Server Administration – 22 years
Microsoft Exchange / Mail Administration – 20 years
Microsoft SQL Administration – 10 years
MySQL database administration – 2 years
SalesForce Administration – 2 years
ERP Experience – 2 years
FileMaker Pro development – 30 years
Technical Writing – 30 years

PBX + VOIP Support: Avaya, Meridian, Microsoft, Mitel, Nortel + 8x8, Cisco, Trixbox, Vonage Business – 5 years
PC & Mac Desktop Support – 33 years
Mobile Device Support (Android, IOS, Palm) – 12 years
Microsoft Office / Office 365 – 30 years
Adobe Creative Suite – 30 years
Software Training – 10 years