

JOSEPH A. JOHNSON

1125 W. 19th St. Unit 3
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CORE COMPETENCIES

- IT Strategy
- Systems Administration
- Systems Engineering
- Team Leadership
- Project Management
- Solutions Design
- Systems Analysis
- Business Process Reengineering
- Windows Architecture
- MOSS Administration
- ERP Implementations
- Server Management
- Network Administration
- Vendor Management
- Multi-Site Implementations
- Enterprise Architectures
- Requirements Management
- Business Continuity
- Disaster Recovery
- Crisis Management
- Budget Administration
- Purchasing
- Sarbanes-Oxley
- PCI Compliance
- Consensus Building

CERTIFICATIONS

Microsoft Certified IT Professional
Enterprise Administration

**Microsoft Certified
Systems Engineer**
MCSE + Messaging & Security

CompTia A+ Certified

EDUCATION

University of Phoenix
Business Information Systems Studies

MEMBERSHIPS

Illinois Technology Association
Business Network Chicago

SENIOR IT MANAGER

I'm a versatile IT systems manager with over 10 years of experience developing and deploying best-in-class enterprise strategies and architectures. With a talent for building IT solutions, I've a proven history of driving improvements to productivity and efficiency via cost-effective technologies that best align with business goals. By building consensus among project teams and executives, I'm able to gain buy-in on mission-critical projects to streamline business processes. As a strong leader, I'm also able to define effective project roadmaps with clear milestones that allow team members to produce optimal deliverables in a collaborative environment. In addition, in my history as a CIO I've allocated and administered IT budgets, purchasing, and procurement.

PROFESSIONAL EXPERIENCE

ECHO GLOBAL LOGISTICS, Chicago, IL o 2009-2010

Project Implementation Consultant

Contracted to implement multiple backlogged systems projects for an international company providing transportation and logistics services for diverse business sectors, including Fortune 10 companies. Drove development of structured IT processes and architectures for a young company, with a focus on organizing and standardizing key business and systems operations. Coordinated project planning and execution for initiatives that expanded IT operations and systems needed for Echo to grow into a publicly-traded company with global clientele and more than 1,000 personnel.

- Facilitated QA, Development, and Sales department operations by developing 18 replicas of the production system using Hyper-V Server.
- Consolidated production front-end systems from 22 physical servers to 5, which also reduced the power footprint and cooling requirements.
- Ensured compliance with Sarbanes-Oxley requirements by leading external compliance consultants in addressing existing processes and systems.
- Introduced monitoring capabilities for 120 virtual servers and 90 physical servers in 8 national locations by launching Systems Center Operations Manager.
- Improved management and compliance for thousands of desktops and laptops enterprise-wide through deployment of System Center Configuration Manager.
- Standardized OS and application roll-out, including remote deployment processes, via SCCM and custom application packages.
- Facilitated communications by deploying a corporate messaging and remote web meeting system using Office Communications Server with LiveMeeting.

INNERWORKINGS, INC., Chicago, IL o 2008-2009

Senior Systems Engineer

Led projects to implement, maintain, and upgrade key systems, networks, and solutions for 24 corporate sites worldwide. Deployed and monitored global ERP platforms. Established best practices and standards for issue handling, support operations, and performance management. Guided teams of contractors and internal staff in deploying new technologies and integrating the IT functions of acquired companies. Devised integration strategies targeting alignment of acquired systems with company operations. Drove business continuity and data recovery. Performed and documented Sarbanes-Oxley security compliance audits. Served as Windows subject matter expert. Implemented crisis management procedures to prevent data loss and downtime.

- Circumvented millions in losses by launching the disaster recovery site.
- Reduced cutover time to the disaster recovery site from 3 days to 1 hour, saving \$1.6 million per day of avoided downtime.
- Eliminated over \$285,000 in annual costs. Migrated desktop and email for 5 acquired companies to the internal Active Directory domain.
- Automated Sarbanes-Oxley documentation, cutting over 700 hours of manual processing per year via a custom InfoPath Forms Services implementation.
- Lowered order management and EDI data submission time from 12 to 1 hours per month by reengineering primary EDI billing processes.

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HIGHLIGHTS

- Solid track record of successfully planning and implementing enterprise systems.
- Adept at leading teams in developing and deploying IT solutions.
- Experienced with a wide range of organizations, from SMB to Fortune 100 companies.
- Able to share nearly 15 years of IT experience and skills with teams.
- Comprehensive technical background spanning dozens of platforms and technologies.
- Adaptable to client and company technology needs.
- Proven manager of full-time staff and consultant teams.
- Deliver projects on-time, under budget, and within specifications.
- Solutions-oriented strategist able to evaluate and select technologies that resolve business problems.

ADDITIONAL DETAILS

Other roles include Windows System Administrator for Hostway Corporation.

Further early career details are available on request.

PROFESSIONAL EXPERIENCE, CONTINUED

RIVERSIDE CONSULTING GROUP, Riverside, Illinois o 2005-Present

Chief Information Officer

Lead client engagements valued up to \$1.5 million, including implementation projects for ERP systems, business intelligence applications, and the first Microsoft Hosting Program solution in the industry to leverage a consolidated server architecture. Guide client deployment teams in producing deliverables that align with project specifications. Manage data center and network administration and availability. Monitor uptime and performance for hosted services. Drive new business by nurturing new and existing client relationships. Liaise with independent contractors to procure additional services depending on client needs.

- Boosted IT consulting revenues from \$100,000 to \$2.5 million annually.
- Secured \$15,000 in additional monthly revenue within 12 months of a project to develop a hosted services program for MS Exchange, MS Dynamics CRM, and MS Dynamics GP.
- Consistently delivered an average \$90,000 in annual savings, drove ongoing recurring revenues, and ensured a 6-10 month ROI by transitioning clients from zero-profit internal ERP platforms to hosted platforms.
- Salvaged multiple projects that progressed to achieve ongoing success and value from \$100,000 to \$1 million. Built relationships with client contacts and executives to facilitate launch of mission-critical ERP and CRM platforms.
- Designed and coordinated build-out of a fully-managed data center capable of supporting all hosted applications. Completed 25% below budget.
- Provided hands-on client support for systems and service administration.

JMDN.NET, Elgin, Illinois o 1997-2005

Managing Director / Founder

Launched a successful independent consulting firm focused on OEM hardware supply, which later transitioned into business technology consulting. Established business operating procedures and managed daily operations. Recruited a team of 37 independent consultants and 15 full-time employees, building a pool of qualified talent focused on multi-scale, multi-site project implementation. Planned and executed high-profile HATP solutions for global MS Exchange deployments. Architected security solutions using cost-effective hardware and software to provide maximum business security. Retained local contractors to provide additional client services.

- Drove business to achieve \$17.5 million in overall revenues.
- Overcame the collapse of the OEM computer industry caused by the advent of \$500 mainstream systems. Restructured the business model to remain sustainable by offering technology consulting services.

TECHNICAL EXPERTISE

Platforms: Microsoft Windows 95 / 98 / ME / 2000 / XP / Vista / 7, Microsoft Windows Server 2000 / 2003 / 2008 / 2008 R2, Hyper-V R2, Linux (Ubuntu, Debian, CentOS, m0n0wall), Mac OS 9.x / 10x, VMWare Server, VMWare ESX / ESXi

Networking: TCP/IP, Novell, IPX / SPX, Ethernet, Token Ring, FDDI, VPN, SSH, SecureID, PGP, PKI, Active Directory, LDAP, DNS, BIND, DHCP

Languages: Perl, PHP, ASP, ASP.net, VB.net, Bash Scripting, VB Scripting, HTML

Servers: Microsoft Exchange 2003 / 2007 / 2010, Microsoft SharePoint Server 2007 / 2010, Microsoft ISA Server 2004 / 2006, Microsoft SQL Server 2000 / 2005 / 2008, Microsoft Office Communications Server 2007 / 2007 R2, Microsoft System Center Configuration Manager 2007 / 2007 R2, Microsoft System Center Virtual Machine Manager 2007 / 2007 R2, Microsoft System Center Operations Manager 2007 / 2007 R2, Asterisk PBX, OpenPBX, Trixbox

Tools: Nagios, Cacti, Tripwire, Snort, Wireshark, HP OpenView, OpenNMS, ntop, Splunk, Norton Ghost, Firefront for Exchange / Client Security, Symantec Corporate Client Security, Trend Micro Corporate Client Security