

# MICHAEL TURNER

Professional

Director

Information Technology

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## Personal Statement

A passionate IT Director with excellent analytical, interpersonal and problem-solving skills. An expert to plan, develop, resolve, optimize, organize, direct, manage and evaluate information technology processes as per requirements. An insightful decision maker who makes the right judgments and changes the consensus to get the high-quality results. A result oriented professional with a great ability to contribute to organizational goals. Focus on methodologies to enhance technology performance with cost effective parameters.

## Skills

Security | Microsoft Exchange | Servers | IT Processes | Management | Time Management | Multi-tasking Strength | Networking | System Administration | Creative

## Work Experience

### Star Anesthesia | San Antonio | Texas Area

#### Director of IT

November 2013 - Present

- Lead and coordinate development of IT infrastructure to ensure key business strategies and processes are supported by systems that enable growth and flexibility.
- Manage communications and working relationships between IT and other departments within the organization including outside IT service providers.
- Develop and implement cost effective IT strategies as per requirements.
- Ensure that organizational structure is appropriate for current and future business needs.
- Design, develop, implement, and coordinate policies and procedures for all areas of information technology to assure data accuracy, security, legal and regulatory compliance.

### Star IT LLC | San Antonio | Texas Area

#### Director of IT / Owner

November 2014 - Present

- Converted Star Anesthesia's IT department into a profit center and have successfully generated over \$100,000 in revenue annually with a 20% increase year over year.
- We provide IT Services to all industries within the surrounding areas.
- I have established service offerings, contracts, service level agreements, marketing, accounting and proposals for all work provided by Star IT.
- I've redeveloped our departmental climate to be customer focused and provide a high level of service to both Star Anesthesia as well as Star IT clients.

### Hallmark University | San Antonio | Texas Area

#### CCNA Instructor

2016 - Present

- Track student's progress, monitored achievement against targets and take appropriate action as per requirements.
- Resolve technical issues related to core concepts during Q/A session.
- Guide and teach cisco network academy CCNA, CCNP courses leading to CISCO certification.
- Support individual learning by planning work with appropriate challenge and reviewed student's outcomes regularly.

### Digitactics Inc.

#### IT Operations

Aug 2011 - Nov 2013

- Managed all aspects of the implementation and operation of information and functional systems for the organization, including software applications, network, and end-user computers.
- Developed requirements, outlines, budgets, and schedules for information technology projects.
- Monitored and managed annual IT budget and ensured cost effectiveness
- Translated customer needs assessments for complex implementations.
- Obtained and maintained vendor certifications as per requirements.
- Maintained quality control by establishing and maintaining technical operations standards.

### Hallmark University

#### Adjunct Instructor

2009 - 2012

- Managed and developed student learning through effective teaching in

## Education

2013 – 2014

### UNIVERSITY OF PHOENIX

Master's Degree, Master of Information Systems

2001 – 2003

### UNIVERSITY OF OKLAHOMA

Computer and Information Systems Security/Information Assurance Naval ROTC

1999 – 2001

### UNIVERSITY OF MARY COMPUTER INFORMATION SYSTEMS

Bachelor Degree , Computer and Information Systems Security/Information Assurance

1989 – 1994

### TIPTON HIGH SCHOOL

#### High School , General Studies

Science Club, FFA, National Honor Society

## Certification

CompTIA: Advanced Security Practitioner (CASP+) Feb 2019  
CompTIA · License: (Pursuing)

MICROSOFT CERTIFIED SYSTEMS ENGINEER Jan 2008  
Microsoft · License: A498-5018

MICROSOFT CERTIFIED SYSTEMS ADMINISTRATOR Jan 2008  
Microsoft · License: A498-5017

MICROSOFT CERTIFIED SYSTEMS ADMINISTRATOR: MESSAGING Jan 2008  
Microsoft · License: A498-5022

MCTS WINDOWS SERVER 2008 ACTIVE DIRECTORY, CONFIGURATION Jan 2008  
Microsoft · License: A498-5036

MCTS WINDOWS SERVER® 2008 APPLICATIONS INFRASTRUCTURE, CONFIGURATION Jan 2008  
Microsoft · License: A498-5038

MCTS WINDOWS SERVER® 2008 NETWORK INFRASTRUCTURE, CONFIGURATION Jan 2008  
Microsoft · License: A498-5037

MCTS MICROSOFT WINDOWS VISTA®, CONFIGURATION Jan 2008  
Microsoft · License: A498-5028

MICROSOFT CERTIFIED PROFESSIONAL Dec 2004  
Microsoft · License: A498-5010

SMB ENGINEER Aug 2012 - 2014  
Cisco

accordance with schemes of learning and policies.

- Guided complex topics and evaluated their performance.
- Used a variety of methods to match curricular objectives.
- Instructed students related to laboratory safety procedures.

## HEI SYSTEMS AND SOLUTIONS AND ACQUIRED MISSING LINK Inc.

### IT Manager

Sep 2006 – Aug 2011

- Developed and implemented all IT policies and procedures, including architecture, security, disaster recovery, standards, purchasing, and service provision.
- Carried out IT installations, implementations, configuration, roll outs and other technical duties as required.
- Managed financial aspects of the IT Division which mainly included purchasing, and budgeting.
- Managed systems testing and modification to ensure reliable operability.
- Developed and implemented project plans, risk assessments and contingency plans.

## Missing Link Inc.

### VP Network Operations

Mar 2005 – Jul 2011

- Designed, installed and configured internal servers, network devices and firewalls.
- Ensured network performance, and performed fault analysis.
- Maintained and understood systems, regulatory requirements, and security interdependencies as per requirements.
- Built productive remote software development teams by managing performance using results-based metrics and utilizing remote collaboration tools such as SharePoint.
- Monitored 300+ desktops, 54+ servers, 28+ devices in multiple locations.
- Researched and recommended innovative approaches for network and system administration tasks.

## ITT Technical Institute

### CNS Instructor

Oct 2006 – Aug 2010

- Prepared and delivered lessons to all students in the class.
- Created and designed course work related to CCNA, MCP, and MCSE.
- Assisted student and practically worked on cisco routers and switches.
- Taught courses according to education which mainly included cisco, windows 98, networking, windows 2000/XP and windows 2000 server.

## Missing Link Inc.

### IT Manager / Senior Consultant

Jun 2004 – Sep 2006

- Provided statistics of systems usage, systems outages, and user requests at meetings, planning sessions, and other interactions.
- Worked and managed Veritas Backup Failures/Response, Microsoft Exchange 2003 Administration, Exchange 2003 Frontend/Backend Deployments, WAN Links, SMS 2003 Administration, Windows 2000 to 2003 Migration, SQL Migrations and Administration, Dell Server Installations, Network Attached Storage Integration.
- Managed software, hardware, vendor evaluation, recommended improvements.

## United States Marine Corps

### System Administrator

Jul 1994 – Aug 2003

- Managed all operating systems and end-user software.
- Managed communications and connection solutions, including workstation connectivity, local area networks, intranet, and internet applications.
- Mitigated, identified, and resolved hardware and software problems on servers, and workstations.

MCPS: MICROSOFT CERTIFIED  
PROFESSIONAL  
Microsoft · License: 2399158

Dec 2004

- Worked on cryptologic security, computer network defense, conducted preventive maintenance of assigned area network equipment, the transmission and receiving of special intelligence via the Defense Special Security Communications (DSSCS), and the Defense Messaging System (DMS).
- Managed servers and server hardware replacement.
- Provided expertise and support during systems upgrades, installations, conversions, and file maintenance.