David Pugliese

IT Director, Security Strategist, Tech Enthusiast & Adventurer!

Experienced IT Director for a non-profit emergency services organization and Senior Technical Support Engineer for a fraternity, with a proven track record of delivering IT consulting services to businesses to help them achieve their technology goals.

267.650.2474

www.theitvisionary.com

dgpugliese@icloud.com

Pennsylvania, USA

SKILLS

- Team Leader/Problem Solver
- Teambuilding & Training
- Backup and Disaster Recovery
- Security & Networks
- Cloud Computing
- Technological Adaptability

HOBBIES

- Fitness
- Hiking
- Reading
- Learning

CERTIFICATIONS

VMware Certified Professional - Data Center Virtualization 2022
VMware

Microsoft Certified: Azure Fundamentals
Microsoft

Microsoft Certified: Security, Compliance, and Identity Fundamentals
Microsoft

Microsoft 365 Certified: Fundamentals
Microsoft

Parallels RAS Technical Professional Advanced (RAS-TPA)
Parallels

WORK EXPERIENCE

ERGOS Technology Partners
(July 2023 - Feb 2024)
IT Manager - Southeastern Division

- Oversee the delivery of managed IT services, ensuring SLAs are met consistently
- Monitor and manage the performance of the IT support team, including help desk operations
- Serve as the primary point of contact for clients, ensuring satisfaction with IT services
- Develop and maintain strong client relationships, understanding their business needs and IT requirements
- Collaborate with clients to develop IT strategies that align with their business goals
- Identify and recommend technology solutions that enhance client operations and productivity.

SWK Technologies
(Apr 2022 - July 2023)
Professional Services Engineer

- Led and managed complex IT projects from inception to successful completion, ensuring adherence to timelines and budgets
- Coordinated cross-functional teams, defining project scopes and objectives
- Conducted in-depth consultations with clients to understand their business needs and IT requirements
- Designed customized technical solutions, including hardware and software configurations, to meet client-specific requirements
- Diagnosed and resolved technical issues, providing rapid solutions to minimize downtime
- Collaborated with technology vendors and partners to stay updated on the latest products and solutions
- Maintained comprehensive documentation of project details, configurations, and technical specifications

Moving Forward IT
(Aug 2018 - Apr 2022)
Network Engineer

- Designed and implemented scalable network architectures to meet the clients demands
- Successfully deployed core network infrastructure, including routers, switches, and firewalls, ensuring high availability and reliability
- Conducted regular security audits and vulnerability assessments to maintain a secure network environment
- Designed, implemented, and managed wireless networks, providing seamless connectivity for both employees and guests.
- Implemented network monitoring tools (e.g., Nagios, PRTG) to proactively identify and resolve network issues
- Developed and tested disaster recovery plans to ensure network resilience and data integrity
- Implemented redundancy measures to minimize downtime in case of hardware failures.

St. Ives Apartments
(May 2011 - Feb 2014)
Technical Support

- Provided timely and efficient technical support to property management staff and residents
- Managed and maintained computer systems, printers, and other hardware devices within the property management office.
- Diagnosed and resolved network connectivity issues, including Wi-Fi, Ethernet, and router-related problems
- Integrated third-party applications and systems for improved property management operations, including accounting and tenant management software

Key Achievement: Implemented data backup strategy and disaster recovery plan to safeguard property management data.

StrongCity Technology Solutions
(Apr 2009 - Sep 2009)
IT Support Specialist

- Utilized a ticketing system to log, prioritize, and track support requests
- Assisted with the setup, configuration, and maintenance of desktops, laptops, and peripherals
- Installed and updated hardware components and drivers.

Honickman Learning Center
(Oct 2008 - Feb 2009)
Instructor

- Taught essential computer skills, including operating systems, software applications, and internet navigation
- Created and led digital literacy programs that focused on improving students' understanding of computer hardware, software, and online resources
- Assisted students in resolving technical issues and provided guidance on common computer-related problems
- Taught students how to use common software applications such as word processors, spreadsheets, and email clients
- Conducted initial skill assessments to tailor instruction to each student's needs and abilities
- Offered one-on-one guidance and support to students who needed extra help in building their computer skills and confidence

EDUCATION

Kaplan Institute of Technology
(Sep 2001 - Aug 2002)
AA in Network Technology

HONORS & AWARDS

Tough Mudder - 10k
Summer, 2021

Presidents Award
Winter, 2018

Instructor Recognition
Fall, 2008

REFERENCES - UPON REQUEST

ADDITIONAL INFORMATION

Telegram
@DGPugliese

Hometown
New York, NY

Volunteer Work
FireFighter at Cornwells Fire Co.