

Kevin M. Bennett

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SUMMARY

Information Technology professional with 20+ years of experience in leadership with extensive knowledge within the information infrastructure and operations fields. Lead multiple projects in datacenter design, build-out and continues operations; ERP/CRM system implementation, upgrades; and numerous Telecom with VOIP implementations. Supported large-scale IT environments with 10k+ local and remote users while supervising, mentoring and providing continues training to IT Staff.

Areas of expertise, skill sets, and personal traits include:

- Security procedures
 - Self-Starter
 - IT Budgeting
 - ITIL Framework
 - Project Planning
 - Performance Monitoring
 - Oral/Written Communication
 - OS & System Administration
 - Troubleshooting
 - Policy Development
 - DevOps / Automation
 - Equipment Procurement
 - Highly Motivated
 - Develop Objectives, Milestones
 - Attention to Detail
 - Team Leadership
 - Problem Solving
 - Mentoring
 - Emerging Technology
 - Service Management
 - Enterprise Environment
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PROFESSIONAL EXPERIENCE

Epiq – Kansas City, KS

2017 – present

Manager, Communications and Collaboration Teams

- Managed o365 Migration and Exchange on Prem Solutions
- Maintained Forefront Identity Management Systems
- Provided Tier 3 Support for Virtual Systems and Applications
- Managed Cloud Solution with Microsoft Azure
- Architected and Managed Rollout of Several Cloud application solutions
- Assumed Responsibility as Team Lead for the Local Engineering team members
- Implemented Automation Processes to reduce error and increase efficiency
- Designed and implemented container implementation for high availability and reduced cost

Epiq Systems – Kansas City, KS

2016 – present

Senior Systems Engineer

- Managed o365 Migration and Exchange on Prem Solutions
 - Maintained Forefront Identity Management Systems
 - Provided Tier 3 Support for Virtual Systems and Applications
 - Managed Cloud Solution with Microsoft Azure
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Xceligent – Blue Springs, MO

2014 – 2016

Director Technical Services

- Managed Infrastructure, Service Desk and Security Teams
- Established procedures for all aspects of IT Operations
- Implemented OS upgrades to phase out Windows 2003
- Implemented new environments for server moves to AWS
- Managed Vendor Contacts, contracts and licensing
- Managed IT Budget
- Implemented Automation, Monitoring Solution, Change Management, Ticketing System, and Patch Management systems, all integrated.
- Redesigned Network and Firewalls for Security Best Practice
- Established Disaster Recovery Solution for Offsite De-dup and replication of all company data
- Coordinated and performed Security Audits and Pen tests for security and PCI compliance

National Information Technology Center, OCIO, USDA – Kansas City, MO

2013 – 2014

Lead Information Technology Specialist – Windows Systems Branch

- Managed team of 11 system engineers on the operations and maintenance team
- Established new procedures for improving performance
- Coordinated large scale projects across multiple departments and agencies
- Created a productive team environment that focused on collaboration and knowledge sharing
- Troubleshoot and maintained 4000+ Windows Server Systems
- Improved Service Level Agreement (SLA) tracking and reporting; increased SLA in incident resolution
- Organized and managed after hours call schedule to increase responsiveness of teams
- Tier 3 System Engineer responsibilities on Windows Servers
- VMWare 4.0 through 5.0 Support for Virtual Servers
- Practiced ITIL methods and processes
- Participated in large scale Disaster Recovery exercises

Children’s Hospital Association – Shawnee Mission, KS

2011 – 2013

Systems Engineer/SharePoint Developer

- Upgraded SharePoint environment from version 2007 to 2010
- Worked with Hosted Companies for systems housed remotely
- Practiced DR processes and adjusted for changing environment
- Backups with NAS and Tape for offsite redundancy
- Supported and developed solutions for SharePoint 2010 Intranet and Extranet sites
- Designed and implemented several internal collaboration and external public facing sites
- Integrated active directory and servers with merged association domain
- Managed and upgraded Cisco Call Manager VoIP system
- Support Cisco Network routing and IronPort web and e-mail equipment
- Developed systems reporting and automation using PowerShell
- Managed VMware hosts and Guests
- Managed SAS, MS CRM and Great Plains servers
- Practiced ITIL methods and processes

ThyssenKrupp Access Corp – Grandview, MO

2005 – 2011

IT Manager

- Worked as part of an International Company
- Converted network from Novell to MS AD Network
- Implemented cost saving initiatives and reduced IT spending budget by 15%
- Integrated several companies with multiple IT departments and infrastructures reducing redundant systems and improving productivity
- VOIP Telecom solution implementation
- New ERP and CRM implementations
- Full Cisco network router and switch implementation projects
- Planned, developed and maintained numerous software development projects
- Full Microsoft Enterprise Server implementations (SharePoint, Exchange, Communications Servers, Dynamics) and Blackberry Enterprise Server Integration.
- Developed and maintained IT policies and procedures modeled after ITIL standards
- Developed and implemented project procedures using PMP guideline
- Manager of 10+ IT employees to include part time remote admins and contractors in both IT operations and applications
- Implementation of server virtualization and other resource / cost saving initiatives
- Lead IT consolidation project team for North American IT consolidation of 47 IT departments and 60+ ThyssenKrupp Companies
- Implemented SharePoint server as intranet for team and company collaboration
- Developed, Implemented and Practiced ITIL methods, processes, and strategic planning
- Developed and Maintained Disaster Recovery processes and procedures
- Implemented backup strategy and procedures using NAS Devices and Media for Off Site storage

We-Are-InfoTech – Kansas City, MO

2004-2005

Senior System Engineer

- Service Provider for Small to Medium Size businesses
- Active directory implementations / maintenance and documentation for disaster recovery
- SharePoint Services implementations and maintenance
- Spam and e-mail filtering implementation / maintenance and training
- MS 2000 and 2003 server preventive maintenance, troubleshooting and documentation
- Linux server preventive maintenance, maintenance and documentation
- Setup and maintained virtual private network for remote assistance and secure communications
- Troubleshoot and maintained numerous brands of routers, switches and wireless access devices

Bennett Packaging – Lee’s Summit, MO

2001-2003

IT Manager

- Planned, designed, implemented and maintained Exchange 2000 server and environment
- Planned, designed, implemented and maintained VOIP system between 3 separate locations in multiple states
- Upgrade server infrastructure from NT4 to Server 2000
- Deployed Windows XP machines company wide
- Implemented and deployed new MRP system
- Implemented and documented IT policies and procedures

- Redesigned and upgraded datacenter wiring, server rack and cooling systems
- Implemented Intranet system for internal communications

United States Army

1996-2008

Unit Network Admin/ Information Services and Security Officer/Infantryman

- Deployed and trained on aircraft digital log book conversion
- Supervised aircraft maintenance and inspection teams
- Tested, deployed and trained on vehicle and personal battlefield systems in active combat
- Documented and maintained unit workstations and software
- Planned, procured, implemented and maintained wireless satellite network in active combat zone for personnel internet connectivity
- Planned and conducted combat patrols testing and utilizing new battlefield technology systems

PROFESSIONAL EDUCATION AND TRAINING

- Amazon Web Services
- Microsoft Certified Technician – NT4 and Server 2000, 2012 Track
- Project Management Professional
- Microsoft Courses attended
 - SQL Server 2005/2012
 - SharePoint Server 2010/2013/2016
 - SharePoint Development
 - Server 2012 Virtualization / Troubleshooting
 - Exchange 2010/2013/2016
 - Developing Business Intelligence with Office Applications
 - Microsoft Windows Update Services
 - Visual Basic Scripting
 - ASP Programming
 - Visual Basic .NET programming
- CCNA Voice
- Additional management and project management courses
- Maintain DOD Secret Security Clearance, cleared to and held Top Secret with SCI

SOCIAL

- LinkedIn: <https://www.linkedin.com/in/kevin-bennett-leessummit/>
- Tech Blogs: <https://SysAdminNightmare.com>
- Tech Blogs: <https://SharePointHacker.com>