



Jeffrey Smith

Senior Network Manager at Aspyre Communications

New York, New York | IT Management

Current	Aspyre Communications
Previous	Company A, Company B
Education	Boston University

225

connections

<http://www.linkedin.com/in/jeffreysmith>

Summary

Senior systems engineer and technical lead with over 15 years of expertise in the design, implementation, and administration of network and multi-tier infrastructure. Proven ability to prioritize and execute critical system upgrades and administrative tasks within minimal turnaround time, maintaining technical sustainability across all areas of an organization.

Since 2007, held multiple roles with Aspyre Communication, initially as help desk support, progressing to systems and support administrator, and network manager. Currently serves as the primary technical lead overseeing all elements of the agency's technical infrastructure, responsible for 24/7 maintenance and upgrades related to file and backup systems, email platforms, mobile and desktop devices, connectivity, security, and user support.

Over the course of 11 years with the organization, achieved continuous technical support that has resulted in zero outages to-date and seamless continuity of business operations.

Experience

Senior Network Manager

Aspyre Communications

2007 – Present | New York, NY

Sole technical lead and 24/7 first responder accountable for maintaining and updating all components of technology infrastructure for a global pharmaceutical advertising company. Support 70-100 end users as the central resource for email platform management, file management systems, backup storage, software deployment, mobile and desktop systems, connectivity, and vendor relations. Key areas of responsibility include:

- **BACKUP & STORAGE:** Provide expertise around virtualization, including high-availability systems replication and backup implementation and administration, group policy modeling, testing, and software deployment to servers, workstations, and users.

- **NETWORKING:** Accountable for SAN and NAS deployment, configuration, maintenance, provisioning, and monitoring.
- **SECURITY:** Ensure placement of proper security measures including design, implementation, and administration of Watchguard firewall IDS/IPS appliance, Windows HIDS/HIPS, and Kaspersky Mobile/Desktop Antivirus, as well as security card access system.
- **HELP DESK:** Manage all helpdesk functions, providing desktop, mobile, and user support both on and offsite. Supervise a team of junior technology specialists and help desk associates.
- **LEADERSHIP:** Advise on key technology and business solutions across all areas of the organization. Contribute to high-level IT meetings to discuss budget allocation, strategic direction, systematic enhancements, and other topics impacting performance.

IT Consultant

Freelance

2009 – Present | New York, NY

Independent contractor specializing in the maintenance and ground-up implementation of network infrastructure for small business clients. Provide technical support and setup for email accounts, mobile devices, and desktop systems, centralized backup locations, and antivirus and firewall settings to ensure business continuity and technical sustainability.

Network Administrator

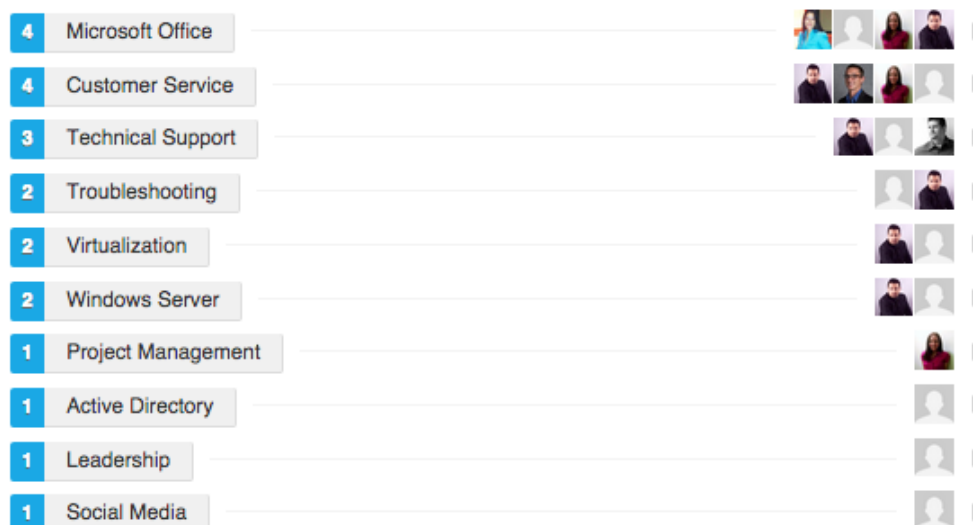
Company A

2003 – 2007 | New York, NY

Provided technical support in managing the LAN, upgrading and maintaining end user systems and email accounts, administering databases, and addressing help desk inquiries. Ensured 24/7 customer support to minimize service and equipment downtime, conducting weekly maintenance and performance optimization. Researched and recommended technology purchases and upgrades.

Skills & Endorsements

Top Skills



Education

Boston University

BS, Computer Information Systems

Certifications

VMware Certified Professional

Data Center Virtualization

Volunteer

Causes Jeffrey Cares About:

- Animal Welfare
 - Education
 - Health
 - Science and Technology
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Additional Info

Advice for Contacting Jeffrey

Jeffrey@brooklynresumestudio.com

Recommendations

Adding 2-3 recommendations would strengthen the profile.