



Joe Steadman

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Conifer, CO 80433

United States Air Force

Veteran | Skilled in

Leadership and Strategic

Operations

SUMMARY

Experienced IT Manager with extensive experience in streamlining operations and enhancing performance in diverse IT environments. Proven track record in diagnosing and resolving technical issues, with a strong focus on proactive monitoring and preventive maintenance to minimize downtime. Adept at collaborating with cross-functional teams to align IT strategies with business objectives, fostering a culture of innovation and continuous improvement. Strong aptitude for quickly mastering new systems and technologies, enabling efficient adaptation to changing work environments and processes.

PROJECT MANAGEMENT & CORE COMPETENCIES

- Agile, Waterfall Methodologies
- Budgeting & Cost Control
- Risk Management
- Stakeholder Engagement
- Team Leadership
- Software Development Life Cycle
- Vendor Management
- Process Improvement
- Change Management

TECHNICAL & SYSTEM MANAGEMENT

- AD, GP, Azure/Entra ID, Intune, Exchange, Defender
- VMWare vSphere ESXi
- SharePoint, OneDrive, Teams
- Office 365 Administration
- MS SQL, MySQL, FileMaker
- DNS, DHCP, WSUS, IIS
- Cisco Meraki Firewalls
- MS Server 2012/2016/2019
- Windows 10/11, macOS
- Veeam & Veritas Backup

RELEVANT EXPERIENCE

Senior Systems Administrator

Daniels Fund/Denver, CO - Jan 2022 to Present

- Comprehensive security management of endpoint health using Microsoft Defender, ensuring compliance and enhancing security posture by identifying trends and proactively addressing potential issues, resulting in a 30% reduction in incidents and adherence to industry regulations.
- Oversaw the management and administration of Azure/Entra ID, Active Directory, Group Policy, and Intune, ensuring robust security protocols, streamlined user management, and compliance with organizational standards, thereby enhancing system reliability.
- Successfully managed and optimized the VMware vSphere ESXi infrastructure and the internal administration of 21 Windows servers, achieving 99.9% uptime, enhancing performance by 30%, and significantly improving security measures.
- Managed Veeam backup services for onsite file server and VMware ESXi infrastructure, implementing data domain solutions, air-gapped backups, and Amazon S3 cloud backups to ensure robust data protection and disaster recovery capabilities.

- Ensured stringent cybersecurity by collaborating with internal and external auditors to maintain SOC 2 compliance controls. This proactive approach strengthened our security posture and facilitated seamless audit processes.
- Managed the entire project lifecycle from project definition through implementation for a system-wide conversion to Windows 11, coordinating hardware upgrades, software migrations, and training to ensure seamless integration and minimal disruption to operations across all departments.
- Developed project plans and drove milestones for conversion of Laserfiche and network file server to a real-time cloud-based architecture of over one million SharePoint and OneDrive files, enhancing data security and accessibility while reducing recovery time by 70%.
- Administered Microsoft Teams for the organization, managing user accounts, configuring settings, and implementing best practices for collaboration, resulting in a 40% increase in team productivity and streamlined communication.
- Developed and implemented a new scholarship computer purchase program, resulting in annual savings of over \$80,000 while enhancing access to technology for students.
- Oversaw and managed contracts and licensing for all server and IT related hardware and software, ensuring compliance and optimizing costs while maintaining service levels and vendor relationships.
- Directed the management and maintenance of all associate computer hardware and software endpoints, ensuring optimal performance, reliability, and security while providing technical support and troubleshooting for end users.
- Utilized exceptional verbal and written communication skills to deliver effective technology support, ensuring clear understanding and resolution of user issues.

Veterans Advocate | Project Manager

Mountain Resource Center/Conifer, CO - Jul 2019 to Jan 2022

- Utilized Agile project management methodologies to successfully implement Salesforce for managing community and veteran services, positively impacting over 1,000 families.
- Delivered comprehensive support services, job training programs, and IT resources to more than 250 veterans, empowering their transition to civilian careers and improving their access to essential technology.

Co-Founder | Business Development Director

OKC Support Solutions/Oklahoma City, OK - May 2015 to Jan 2018

- Designed and integrated an online and offline ERP system to streamline processes and improve data accessibility for 30,000 electronic part inventory. Lead all phases of the project, from analysis & design through deployment, including business and system requirements, planning, scoping, scheduling, budgeting, development, testing, release planning and implementation.

- Managed marketing and merchandising teams while overseeing day-to-day operations, implementing budgeting and cost control measures that drove strategic initiatives and enhanced overall performance.
- Directed capital budgeting and purchasing initiatives, enhancing operational capabilities while adhering to budgetary constraints.
- Monitored transactional data and fulfillment requirements, ensuring timely inventory replenishment and efficient warehouse management.
- Developed and implemented an integrated shipping system that seamlessly coordinated online and offline operations, improving efficiency and reducing processing times by 30%.

Founder | Website Development Manager

VIP Hosting/Oklahoma City, OK - Oct 2006 to May 2015

- Spearheaded business development strategies for a new startup, forging strategic partnerships and executing targeted marketing campaigns that positioned the company for growth and market penetration.
- Provided team leadership for cross-functional teams through the Software Development Life Cycle, utilizing Agile and Waterfall methodologies to successfully gather and analyze requirements for over 250 websites, ensuring timely delivery and alignment with stakeholder goals.
- Led vendor management initiatives for all new customers, optimizing partnerships and contracts to enhance service delivery, reduce costs by 20%, and improve project timelines.
- Managed ongoing website maintenance and updates, implementing best practices to ensure optimal performance, security, and compliance with industry standards.

IT Infrastructure | Web Management Specialist

MTM Recognition/Del City, OK - Aug 2002 to Oct 2006

- Led the end-to-end development of a large-scale e-commerce website, driving a \$2 million increase in online sales within the first year of launch.
- Managed Security Operations Center (SOC) functions, overseeing threat detection, incident response, and compliance initiatives, while optimizing data center operations to enhance security posture and ensure high availability of critical systems. Implemented robust monitoring solutions and led a team of analysts to proactively mitigate risks and safeguard sensitive data across diverse environments.
- Managed the implementation and operation of our datacenter hot site, ensuring real-time data replication and disaster recovery readiness, which enhanced business continuity and minimized downtime during critical incidents.

- Managed data conversion projects, overseeing the migration and transformation of large datasets across multiple platforms, ensuring accuracy, integrity, and adherence to project timelines and quality standards throughout the process.
- Delivered CRM and eCommerce training to 50 sales representatives, enhancing their proficiency and driving a 30% increase in sales productivity through effective support and ongoing coaching.
- Implemented and coordinated a 10-person support team to enhance the eCommerce environment, improving response times by 40% and increasing overall customer satisfaction ratings.
- Managed Veritas backup services for database and datacenter infrastructure to ensure robust data protection and disaster recovery capabilities.

Web Application Developer | Systems Administrator

Go Figure Technology/Dallas, TX - Feb 1999 to Aug 2002

- Contributed to the development of a cutting-edge data center, transforming infrastructure through innovative design and advanced technologies to enhance scalability, efficiency, and security. This initiative created a robust environment capable of supporting mission-critical operations and accelerating digital transformation for a diverse range of clients.
- Led the development and implementation of a real-time sales reporting system, improving data visibility and decision-making for the sales team, resulting in a 25% increase in sales efficiency and streamlined reporting processes.
- Transformed complex datasets through dynamic data conversion, harnessing the power of MS Access and MS SQL databases to elevate data integrity and accessibility, driving efficiency and insights for stakeholders.
- Boosted customer success by crafting a dynamic technical training syllabus and leading engaging offsite onboarding sessions, empowering clients with the skills and knowledge needed to maximize their experience and drive results.

Airborne Radar Technician | Systems Administrator

United States Air Force/ Oklahoma City, OK - Feb 1994 to Feb 1999

- Hands-on desktop and laptop computer experience in hardware assembly, troubleshooting, and maintenance, while studying components, architectures, and performance optimization techniques for a dynamic 350-person squadron.
- Served as a special project liaison to lead the development and implementation of a new flight scheduling system, coordinating cross-functional teams to ensure project milestones were met on time, resulting in a 25% increase in operational efficiency.
- Served as an Airborne Radar Technician on the E-3 AWACS, expertly maintaining and troubleshooting advanced radar systems and avionics.

EDUCATION

Brigham Young University-Idaho

BS: Business Management with Entrepreneurial Emphasis

Relevant Course Work: Web Frontend Development, Database Management, Java Programming, Advanced Writing in Professional Contexts, Business Law, HR Management, Managerial Accounting, Spreadsheet Analysis for Business, Entrepreneurial Management, Production and Operations Management

United States Air Force

Relevant Course Work: Electronics Fundamentals, Communication Systems, Computer Programming

Training Certificates

C# .Net: Used to develop a wide range of programs, including mobile apps, and enterprise software.

CompTIA A+: Mobile Devices, Networking Technology, Hardware, Virtualization and Cloud Computing, Operating Systems, Security, Software and Operational Procedures

ISO 9001:2008 Understanding & ISO 9001 Internal Quality Auditing: Quality management system standard that helps organizations ensure they meet customer and stakeholder requirements. Used for internal applications, certification, or contractual purposes.