

JOHNATHAN D. HASTY

1916 N. Highland Avenue, Clearwater, FL 33755 ♦ 989.366.1672 ♦ john@johnathanhasty.com
www.johnathanhasty.com ♦ www.linkedin.com/in/johnathanhasty

INFORMATION TECHNOLOGY DIRECTOR

- **Accomplished Information Technology Director** providing expertise in team leadership, customer service, technical support, training, troubleshooting, business development, IT strategy development, technical guidance and escalation resolution.
- **Promote the core value of innovation within the company**, providing guidance for the IT network infrastructure and support services team, and promoting teamwork as a key to cross-functional productivity and operational excellence.
- **Identify, develop, implement and support** value-added technology solutions for technology infrastructure and database management in both the office and within the field.
- **Drive IT improvements**, enhancing organizational capabilities by developing/implementing goals aligned with corporate vision, and drive project efforts across channels while sharing priorities and status with stakeholders.
- **Maintain outstanding relationships with vendors**, work within a defined budget, manage disaster recovery programs, and speak **Basic Spanish**.
- **Implement new IT systems and policies**, meet audio/visual needs, and consistently strive to improve technological capabilities.

"Mr. Hasty performed full spectrum technology services for our clients. His workload included emergency response, network architecture and implementation, system troubleshooting and maintenance, deprecated system and software replacements and upgrades, custom software testing, development and general help desk support. He will be an extremely efficient and cost-effective addition to any team."
--Jeremy S., President, Samko Technologies, Inc.

AREAS OF EXPERTISE

Team Leadership/Training • Customer Service • NOC/Datacenter/Cloud Environments • Technical Support • Strategic Vision
Troubleshooting • Implementation • Business Development • IT Strategies • Systems Engineering • User Support • Communication
Project Management • Operations • Disaster Recovery • Technical Guidance • Escalation Resolution • Relationship Building

PROFESSIONAL WORK HISTORY

WOW! Business Services, Tampa, FL

2014 to 2018

DATA CENTER ANALYST II / SYSTEMS ENGINEER (2017 to 2018)

Continue to perform all tasks within the Data Center Analyst I position for the national cable company, owning two datacenters, while integrating and merging with an additional team. Engage in additional accountability to mentor and train junior staff, and serve as the key point of escalation and Subject Matter Expert (SME) for technical requirements to support the team.

- Provide coaching and advisory to seven team members, ensuring comprehension of training topics and expectations.
- Ensure smooth operations without technical disruptions, working through a 70% team turnover at the office in 2017 followed by another major loss of staff in January 2018, ensuring operational efficiency with minimal staff and coverage while facing major changes during a merger with a non-datacenter team existing within WOW!
- Supported internal and external client environments during the direct hit of Hurricane Irma, working remotely to direct facility members in methods of proceeding with customer requests.
- Engaged in a migration project/proposal for a refresh and migration to move multi-tenant servers to another data center, and currently in the proposal stage.

DATA CENTER ANALYST I / SYSTEMS ENGINEER (2014 to 2017)

Accepted the position to gain experience in the corporate datacenter environment, quickly becoming the SME for third shift tasks, providing relief to day staff in handing off elevated issues, and training team members after only four months on the job at the national cable company. Planned, led and executed systems migrations and upgrades within maintenance windows for enterprise customers, shared colocation, internal and hosted applications.

- Oversaw the initiatives of four indirect reports, providing advisory and mentoring to task completion.
- Transferred to the day shift and quickly regarded as a senior staff member and point of escalation for the entire office.
- Migrated and consolidated outdated systems, including proper configuration and hardening for heightened security, followed by a slow phase out and decommissioning of legacy systems, and implementing Dell OpenManage Essentials to monitor internal and client systems across multiple networks and VLANs.
- Troubleshot advanced internal and client hardware/software, served as the main contact for advanced systems questions and escalations, delivered internal Windows AD management, and updated patch approval and deployment.

Hasty LLC (hastyllc.com), Clearwater, FL

TECHNOLOGIST / PRESIDENT

Built the company as a college student while maintaining a full class load, delivering full-service IT support in the areas of IT managed services, ISP support, LAN/WAN networking, hardware/software support/troubleshooting/installation, web development/hosting, live web videos with voice streaming, high-end systems design, secured customer-facing equipment using SSL, and advanced configurations with hardening.

- Manage an average of 10 to 15 clients on a regular basis in all types of industries.
- Performed development, troubleshooting and testing of custom-developed software for the number one pediatric research unit in the country, located in Chicago, Illinois.

“John provided computer support and technological assistance to my office for three years. During this time, he provided computer technical support, networking, data backups, virus removal, server maintenance and installing/updating software packages. I found him to be knowledgeable, efficient and easy to work with, and I would recommend him to any organization looking to upgrade and enhance their computer and technology needs.”
--Bonnie P., DDS

Samko Technologies, Inc., Troy, MI

2006 to 2012

FULL SERVICE TECHNOLOGY CONSULTANT

Managed multiple remote client offices within a datacenter service environment, working with top companies, moving from an intern to a salaried employee, and serving in many capacities for the full-service technology consultancy organization. Engaged in service environment management, multiple client office IT infrastructure management, web development, desktop/mobile and web application testing, and other critical tasks.

- Provided project leadership, overseeing up to two staff and guiding processes while delivering outstanding client services.
- Worked with the University of Michigan to set up a live A/V feed for coaches' shows, allowing live voice and video streams for coaches to use in weekly interviews, and researched, recommended and delivered a beneficial business level telephone system.
- Collaborated with CEOs in other states and countries having major technical emergencies, confidently resolving issues.

DisplayMax, Inc., Howell, MI

2006 to 2012

TEAM LEAD (Contractor)

Engaged in the management and training of team members and temporary hires, and instructed other team leadership and members in proper operations. Engaged in display setup, removal and merchandising of new/existing devices/products for multiple Fortune 500 companies. Traveled to various Sprint stores prior to opening and set up displays for phones, and reconfigured aisle layout and placement at companies like PetSmart to promote new items on end-caps and displays. Led the highest-rated Florida team in the company.

- Utilized strong leadership skills to guide up to 30 staff depending on project scope as the youngest crew leader nationally.
- Recognized as the fastest team member in performing a 30-page remodel analysis for PetSmart stores.

EARLY CAREER: Seasonal Crew Lead, Mason Enterprises, Houghton Lake, MI

EDUCATION AND PROFESSIONAL DEVELOPMENT

BACHELOR OF SCIENCE – COMPUTER INFORMATION SYSTEMS (Minor: Business / Near Minor: Economics) (Dean's List Inductee)

University of Michigan, Flint, MI

Member – UM Flint Business Club and Entrepreneurs' Society (Project Manager / Web Developer)

Capstone Project: System Design and Implementation – Developing and Reporting on a web-based CMS

Security / Technical Advisor – init6 modern channel warring project

University of Michigan Alumni Association

TECHNOLOGY

Expert Level: Microsoft Windows 95 through 10, Server 2000-2016, multiple Linux/Unix flavors, Mobile OS'.

Programs/Systems/Support: Users/Computers, Sites/Services, Forests/Trusts, Replication, GPO Management, DNS, DHCP, IIS, Microsoft Office versions 1995-2016/365; MS Dynamics; Exchange Server 2007-2016, SQL/MySQL Server, WSUS, Dell OpenManage Essentials, Failover Clustering, DFS, OMSA, SEPM, Hyper-V/VMWare, FreePBX/Asterisk, PFSense

Experienced in Use: Active Directory, Visual Studio 2005-2012 in C#, MVC, asp.net, and VB.net;

Familiarity and Past Use: C/C++ (Linux/Win), COBOL, CSS, PHP, and XHTML 1.x Strict