

Lonnie Lehman

1366 Beachview, Pingree Grove, IL 60140

847-845-2269 (cellular)

email: Lonnie@txlehmans.com

Website: www.LonnieLehman.com

Objective:

Work with an organization that fosters growth and to bring real value to an IT team utilizing skills acquired through years of customer support, system support, network support, infrastructure design and support, and problem-solving.

Summary of Qualifications:

Self-motivated, ethical, driven professional with high standards and unyielding desire to gather information and do the job right the first time. Hands-on professional, with over 20 years experience in management, training, and communication with all levels of staff from entry to CEO. Ability to see the big picture in IT and solve problems internally, with limited resources.

Major strengths include strong leadership, excellent communication skills, strong team player, attention to detail, Project management, as well as technical skills, infrastructure design and support, systems / Software evaluation and selection, managing and supporting phone systems from Avaya, and Cisco, VMware / Hyper-V, Basic switching and routing, O365, Windows 3.0 - 10 /Server NT4.0-2012, Barracuda/ Cisco web content / Spam -Archiving/ backup solutions.

Work History:

CORPORATE DIRECTOR, IT, LUTHERAN LIFE COMMUNITIES, ARLINGTON HEIGHTS, IL: 2014 - Current

- Directed all of IT for six full campuses plus the corporate office, ensuring the uptime and support of the organization consisting of over 900 end points, 2000 users spread across three states, working 24 hours a day.
- Authored, defined, and documented policy and procedure from an IT perspective as it relates to IT for the organization (acceptable use, BYOD, Password Policies, etc).
- Actively involved in HIPAA as it relates to both the security rule, and the privacy rule. Documented and performed training of staff on HIPAA rules and regulations. Evaluating and selecting third-party auditors. Drafting the BAA for the organization, reviewing and critiquing all contracts and BAA's for the organization that relate to HIPAA. Corporate Compliance for the IT portion of the business (NIST 800-30, HIPAA, PCI)
- Selection and management of outside resources and vendors to align with expected outcomes.
- Reconciled and decreased cost by promoting frugal spending , cost analysis and AP management.
- Standardized budgets for all campuses to streamline costs as well as responsibility for departmental budgets both operational and capital.
- Recruiting, mentoring, training, and development of all staff in IT. Leads with a team success mentality and a hands on approach to customer satisfaction and problem resolution.
- Initiated and oversaw the implementation of the EMC Data Domain for redundant multi-site back-ups.

- Instrumental in the virtualization of the environment currently over 145 servers with 95% being virtual either VMWare or Hyper-V.
- Organized, planned and executed the design, review, and implementation of all technology for staff and residents at new \$195 million dollar campus in Naples, FL. including Nurse call, Wireless, telecommunications, systems, and network for a greenfield campus.
- Design and administer projects, developing plans and timelines to meet company needs for both new construction and remodels of existing facilities, and new technology implementations.
- Ensure that all systems are available to staff 24 /7, including ERP application, Nurse call, Wi-Fi, and all emergency systems.
- Disaster Recovery and Business Continuity design and planning

OPERATIONS MANAGER IT, LUTHERAN LIFE COMMUNITIES, ARLINGTON HEIGHTS, IL: 2007 - 2014

IT Projects I have Led

- Printer replacement project
Responsible for companywide (5 campuses, 1 sales office, and corporate office) deployment of replacement printers, including identifying which equipment to replace, developing the project plan, communicating with the vendor, communicating with internal staff at the campuses, scheduling the upgrades, verifying that the project was completed to expectation. Major deployment occurred in the fall of 2013, minor similar deployment in January 2014. Fall deployment replaced approximately 160 devices, January deployment replaced approximately 40 devices.
- Office opened in Naples
Lead technological role in assisting to open sales office in Naples Florida including identifying necessary IT equipment, LAN/WAN and communication needs to keep the sales office and corporate office connected, including Wi-Fi and videoconferencing.
- Wan /MPLs /Analog / PRI Conversion
Lead technological role in the update and conversion of our WAN/MPL S, Internet, analog/PRI circuits. Responsible for coordination with the vendors, and being the internal project manager leading the transition for all sites. This included the installation of the new WAN/MPL S network, decommissioning the old WAN/ MPL S network and coordination to make sure that there was zero downtime during the transition. As well as converting over all the voice services including analog lines and porting all phone numbers. Additional responsibilities in this project include coordinating with additional Internet providers such as Comcast and Mediacom to get secondary Internet connections in every site and working to ensure that we were configured for DMVPN failover between the circuits. Coordinating with each campus/location to make sure there were alternative plans during the transition of the phone numbers for emergency or life safety issues.
- Phone system upgrade
Lead technological role in the system upgrade from Avaya CM4 to Avaya CM6. Responsible for all internal facets of the project including managing vendor relations, managing communication between all sites and upper management. Responsible for coordination of dates, times of transitions. Responsible for the development of our "back out plan" in case some portion of the transition did not go as expected. Responsible for alternative coordination of phone service during the transition time at each location necessary for security and life safety.
- New systems rollout

Managed multiple projects involving system replacements (systems refresh) of internal technology including desktops, laptops, and kiosks. Responsible for making sure we had the correct image created, and that the image was pushed to the correct equipment. Additional responsibilities included meeting with the end-users to make sure user data was backed up and then transitioned to the new equipment. Responsible for the leave behind material in instances where changes to operating system (XP to Vista or XP to windows 7) or primary software such as office was performed.

- Staff Moves
Responsible for large staff moves, including building transitions and relocation for office wings, new construction. This involves coordination with the staff and site administrators, to make sure all resources are available to staff and residents before, during, and after the transitions and making sure that the area we are relocating to has the correct IT needs as well as making sure that we had the correct resources and staffing available to manage the moves.
- New construction
Responsible in the IT area for new construction, this includes reviewing the blueprints for low-voltage needs. Working with developers and upper management to ensure that the IT needs are met in relation to IT closets, limitations of distance on cabling, number of Jack's/ports needed. Additionally compiling lists of necessary IT equipment/hardware including telephones, computers, APCs, switches, servers, firewalls, IT racks, etc. Responsible for the coordination with low-voltage contractors, third-party vendors, and internal IT teams to make sure that all technology is connected properly and working as expected.

Additional Projects /Leadership Involvement

- Oversaw the server migration of physical servers to a large-scale Cisco UCS virtual environment.
I took on the additional role of infrastructure manager when the actual manager left the organization. Part of my responsibilities in this role was to oversee the transition of physical servers to virtual environment including moving from physical servers to the Cisco UCS. I was the decision-maker in this process working with our internal systems engineer and a third-party vendor.
- Internal LAN Switches / Cisco upgrade
An additional project that became my responsibility was the upgrade for all internal LAN equipment including all the layer 2 switches in the IDF's and the layer 3 switches in our MDF's at each site. Transitioning from the Extreme platform to the Cisco platform, primarily 3750s for the layer 3 switching and 2960s for the layer 2 switching. My involvement was to coordinate the transition with every site, work with a third-party vendor and internal teams and the sites to coordinate downtime, expectations and the transition. Helping to define VLANS, configure DHCP for the new VLANS, testing and final signoff of each site. Fill the role of the internal project leader and work with external vendors on IP addressing and DNS.

Applications Management:

- Primary management resource for our organizations main piece of software which helps to manage clinical, financial, materials management, POS, HR, and some marketing/admissions. My role is to help create user accounts create user groups manage the groups, and advise when it appears the users being given incorrect access. Additional application management includes all the other applications management in the IT department. Including defining user permissions, setting up users managing access, helping to tie the software together and streamline the process using things like SSO.

- Revamped our company WebEx usage and accounts to not only prevent the growth (cost), but to reduce the monthly costs. The change was presented in a presentation to all corporate directors and upper management.

Operations Management:

- My day-to-day responsibilities include overseeing the helpdesk, making sure that SLA's are met, and providing second and third level support to the helpdesk associate and desktop analysts. Managing a third-party support agreement and making sure that all of that customer's needs are met on a daily basis. Scheduling of staff to meet company demands. Managing all reporting and billing for the third party contract. Managing projects, developing plans and timelines to meet company needs for both new construction and remodels of existing facilities. Overseeing all operational aspects of the department, including making sure all orders are placed, approving vendor invoices, and handling vendor disputes. Additional roles include license management, renewals for software and hardware maintenance support. Consulting in meetings within our IT groups, as well as other non-IT departments on upcoming projects and/or changes in processes. Assisting in troubleshooting issues and being a knowledgeable resource for everything from logon issues to high-level domain and DNS issues.
- Worked with the other stakeholders in our resident phone billing to create a better consistent revenue stream and reduce the over head by simplifying and streamlining the process.
- I created and manage SLA's for the Helpdesk to ensure we are meeting customer expectations. SLA's stay above 95%
- I created a process for one off system replacements, that allows us to ensure we meet all end user expectations.
- I developed a disaster recovery plan for the organization to ensure all data was backed up and stored off site (per HIPPA) and we had the means to recover within 24 hours
- I created a new employee process for the IT department, that included a request from for the hiring department managers to help ensure the right software and hardware was requested and a new hire package to deliver to the new hire. This included a checklist for the IT department to ensure the user was set up correctly and with the proper approvals.
- I created a trouble tree process for phone outages that occur at so that the IT team can quickly trouble shoot the issue and if not able to resolve, get the necessary data to the correct provider to reach a quick resolution.
- Vendor evaluation, selection , and management

OWNER / MANAGER, HIT TECHNICAL SERVICES, MCKINNEY, TX: 2006 - 2007

- Full responsibility for my company and employee, including meeting state and federal requirements and continuing to keep the business growing.
- Drove sales to over \$225,000 per year in about 6 months
- Provided customer support configuring network services including Active Directory, DNS, DHCP, VPN and working with RDP and VNC for remote support.
- Design, configure, install and maintain networks, Active Directory and Microsoft Exchange Server 2000-2003, Terminal Server, Windows NT, 2000-2003 Server, Windows 3.1-Vista operating systems
- Maintain, analyze, document, upgrade, repair, and troubleshoot hardware and software systems

NETWORK OPERATIONS CENTER MANAGER, ATEK TECHNICAL SOLUTIONS, RICHARDSON, TX:
2004 - 2006

- I was instrumental in growing the organization from a 3 man company to 11 employees in 18 months.
- Designed, installed and configured multiple client-server networks from single to multiple server environments.
- Develop and implement policies and procedures related to network hardware and software acquisition, use, support and backup
- Led teams in designing, installing and configuring Virtual Private Networks (VPNs), routers, switches, hubs, servers and firewalls.
- Responsible for all customer interaction on the NOC side, including business growth through sales of products and services as well as all problem resolution.
- Design and implementation of a service order entry and tracking system and a custom hybrid e-mail solution
- Leading technical teams in support of client needs while ensuring 100% customer and employee satisfaction; and account management for all assigned clients.

LEAD NETWORK AND COMPUTER SYSTEMS ENGINEER, QUALITECH BUSINESS SOLUTIONS,
PLANO, TX: 2001 - 2004

- Provided technical computer and network support for various systems and configurations; expansion of Authorized Service Provider (ASP) program to support HP, Compaq, QMS, IBM, Tigerpaw and others; and leadership and managerial oversight of six to eight technicians.
- Direction of the IT Department encompassing management of multiple projects and staff to a high performance level
- Implemented IT best practices, processes, and controls for system security, data warehousing, continuous performance, system enhancements and capacity planning.

STORE MANAGER, GATEWAY COUNTRY STORES, PLANO, TX: 1998 - 2001

- Exercised total operational management of a \$12 million annual retail computer store with full profit and loss responsibility and management of 12-18 employees, and also managed store-in-a-store retail substation concept for five Dallas/Ft. Worth-area Office Max locations.
- Established benchmarks, identified measurable criteria, created data collection tools, spreadsheets and presentations to track and display daily performance metrics
- Led District in total sales, and led in Spanish language sales

ASSISTANT STORE MANAGER, OFFICE DEPOT, ARLINGTON, TX: 1990 - 1998

- Coached multiple layers of staff management (CSM, BSM, RM). Ensured HR compliance for all paperwork, employee communications. Managed daily store activities. Acted as a traveling interim store manager for several locations on an as-needed basis.

Education /Certifications:

- ITIL -3.0 Foundation
- SCCM
- IT Project management
- Microsoft MCP, MCITP, MCTS, MCSA(2003)
- CompTIA A+ certified

Professional Memberships:

- Founder of the "Plano Chamber of Commerce Technology Committee" (2001-2002)
- Chairman of the "Plano Chamber of Commerce Technology Committee" (2001)
- "Plano Talkers" International Toastmasters Organization 2 years

References available upon request

Microsoft Transcript

<https://mcp.microsoft.com/Anonymous//Transcript/Validate>

Transcript ID (725579)

Access Code (llehman1)