**Nicholas Calcutti**

Mobile (904) 306-6786 E-mail:calcuttin@gmail.com

**Certifications**

Certified associate in project management (CAPM) VMWARE VCA6-DCV

Comptia A+ CE

**Technical Skills**

Office 365 Administration and License Management. Windows OS

Linux (Ubuntu, Mint, CentOS, Kali) Technical support

MDM support, configuration, and management Wireshark

Network infrastructure Configuration and Management Information Systems policy creation

Public Cloud Configuration (Azure, AWS) Information Security policy creation

Virtualization Technology (Citrix, VMware, Hyper-V) Firewall Configuration and Management

Public Speaking Microsoft Office Suite

Leadership Data Analysis/ Data Mining

Single-sign-on configuration and management Incident Response(Planning, managing, and conducting)

SAML SQL

React HTML/ CSS

JavaScript Python

Powershell

**Education**

**University of South Florida,** Doctorate in Business Administration 2024-2026

**Westerns Governors University**, M.S. Information Systems Management, 2017-2019

**Florida State College of Jacksonville**, B.S. Computer Systems Networking & Telecommunications, 2014-2017

**Bellevue Online University**, coursework towards Business Analysis B.S.

**Work Experience**

**Florida State College at Jacksonville Adjunct Professor Jan 2023 - Present.**

* Teaching computer Science Courses
* Comptia A+ Hardware
* Comptia A+ Software
* Server Configuration (Windows Server)
* Linux+
* Microsoft office Suite

**US Assure Manager of IT Operations Feb 2023 - Present.**

* Managed IT operations portion of Azure migration.
* Worked with Managed Service Providers for IT services.
* Upgraded network infrastructure.
* Put together Cybersecurity policies.
* Streamlined and documented IT processes.
* Planned projects and priorities for the department with customer feedback.
* Worked with internal business units on IT needs and found solutions to problems.
* Planned disaster recovery responses with the leadership team.
* On committee to modernize the review process for the organization.
* Coached employees on technology skills.
* Implemented mandatory training time for the team to upskill.

**US Assure Network Administrator May 2022 – Jan 2023.**

* Manage the network infrastructure, network security, and VoIP infrastructure.
* Work with vendors to solve issues with systems.
* Coordinate with other departments on projects to meet the technology needs of their projects.
* Help team with solving support tickets.
* Recommend technology stack upgrades for the infrastructure.

**Clay County Board of County Commissioners MIS Manager December 2019 - March 2022**

* Managed department budget and procurement.
* Manage and prioritize projects for the IT department. Worked with internal departments. Implemented new Project and task management software to facilitate more visible and accountable project tracking.
* Build and maintain It department policies and procedures.
* Work with stakeholders to align other department goals with their technological needs.
* Increase county information security posture to help defend against cyber threats.
* Implemented many technologies and programs within a short deadline to meet the county’s needs.
* Designed and procured County VoIP provider technology upgrade from on-premises to cloud-based infrastructure
* Oversaw and implemented SD-WAN project for 25 sites within the county network.
* Partnered with other county agencies on the business continuity and disaster recovery security response plans.

**Stellar Group Network Security Administrator March 2019 - December 2019**

* Overviewed and Managed Cyber Security Concerns and Infrastructure Worked with VP on developing Information Security Policies to better secure data for the company
* Researched new Regulations for Cyber Security requirements for doing business with the Federal
* Government
* Planned and Started to implement controls and systems to conform to ISO 27001 Certification
* Worked with IT Staff in Security concerns and how to respond to them
* Reviewed Security infrastructure and made changes as needed to better align with market and goals
* Reviewed and started to implement SD-WAN infrastructure across the company
* Managed and implemented project to upgrade WiFi Company Wide

**Clay County Board of County Commissioners Network Administrator January 2017 – March 2019**

* Maintain 100+ Cisco and Juniper Network devices
* Plan implement I.T. related projects to improve efficiency for the county Management information systems department
* Configure and troubleshoot cisco switches Via command let on site and remotely via telnet or SSH
* Migrate county aging Network infrastructure to a modern infrastructure and implement Cisco and NIST security best practices
* Purchase and implement and design new Core switch network using Cisco and NIST best practices
* Improve security of County Information systems with the Sophos firewall system and properly configure rules to secure the county from inside and outside threats.
* Work with Desktop, Server, and Voice teams inside MIS and coordinate projects for the county.
* Closely work with the server team to maintain and improve virtual environments
* Design and prepare disaster recovery plans for the county.
* Work with other county agencies to maintain county VoIP infrastructure and Interlocal agreements.
* Work and plan with Emergency Management with disaster recovery for 911 VoIP and Data lines
* Maintain and administer 911 VoIP and Data infrastructure
* Manage County’s MIS department projects for multiple teams
* Authorized County Purchasing Agent
* Work on Development environment for proof of concepts and test new implementations for the county I.T. infrastructure.

**Clay County Board of County Commissioners MIS Technician January 2015 – January 2017**

* Provide End User support for Desktops and Remote Devices
* Provided Support Via Phone, Email and Onsite
* Maintained and repaired Fire Rescue Devices (Toughbooks, Tablets, Lifepaks, Sierra Wireless with GPS)
* Installed Application According to End User Specifications and needs
* Upgraded Infrastructure of Library Computer systems
* Implemented Children’s Game tablet at Libraries
* Imaged Machines with the WDS using the correct image for the device and user
* Used WDS to help upgrade windows XP machines to Windows 7
* Upgrade From Office 2007 to 2010 and from 2010 to office 365
* Assist in Networking Issues (wireless upgrades, ACLs, Network Add ins)
* Use Active directory to reset user passwords
* Manage two other technicians ticket loads and prioritize workload
* Manage Projects in the Desktop team list of projects
  + New Chrome Pcs in infrastructure
  + New Children Tablets in infrastructure
  + Worked with multiple teams in assisting in project completion

**McDonalds Operations Technology Person June 2013 - December 2014**

* Provided technical support to company on all technology equipment
* Maintained Equipment with planned maintenance schedule.
* Trained users with proper equipment usage and troubleshooting common problems.
* Advised owner on upcoming upgrades and costs.
* Created emergency action plans for severe weather and power outages.
* Reimaged equipment when necessary.
* Created a support and training program that significantly lowered the calls to the help desk for each store.
* Went to Training at Mcdonald’s Corporate Headquarters, where I received the highest level of certification for support level 3 in-store
* Installed and troubleshooting security Cameras for all stores.