
Michael Horan

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OBJECTIVE

Seeking to obtain a dynamic and challenging opportunity that contributes to the outstanding success of the business using my 30+ years of computer systems, network engineering, management, and technical sales experience from various global industries.

EXPERIENCE

Brandmaker, Johns Creek, GA – Senior Sales Engineer

08/2014-Present

- Produce and deliver product demonstrations to potential clients, and partners.
- Develop and configure the custom ‘demo site’ for the sales team for demonstration to the client.
- Provide the sales team the correct technical information needed to present to the client.
- Consult with client and sales team to recommend product modules that can optimize application value and increase workflow.
- Create and manage proof of concepts with the client.
- Provide technical expertise to clients on Single Sign-On, SOAP and REST interface technologies.
- Responsible for all RFI/P submissions.
- Implement and maintain clients front-end and back-end SaaS environment using Magnolia CMS and Brandmaker SOAP and REST API’s.
- Provide customization to client application using HTML5, CSS and Javascript.
- Ensure successful transition from pre-sales, sales, to deployment.
- Provide training and technical support to partner sales, customers and sales teams.

Paradigm Intermediate Holdings, Cornelia, GA – Manager of Information Technology

07/2012-08/2014

- Managed and maintained all IT systems for Window and Door manufacturing facilities nationwide.
- Plan and directed the work of other team members, including network administrators, software developers, and computer support specialists
- Designed, developed, implemented, and maintained network infrastructure.
- Programmed routers, switches, and firewalls.
- Configured and maintained all virtual and network server environments.

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- Managed and reported on allocation of IT budget.
 - Analyzed organization's IT needs and recommended possible upgrades for top executives to consider.
 - Ran regular checks on network and data security.
 - Monitored network performance, fixed problems if outages occurred.
 - Maintained software licensing so laws were followed.
 - Implemented GPS-based fleet monitoring technology.
 - Implemented semi-automation on frame saws, glass cutters and vertical welders using Raspberry Pi technology.

Vsoft Corporation, Davenport, IA – *Manager of Information Technology*

11/2006-07/2012

- Managed and maintained all IT systems for financial data centers worldwide.
- Managed team of network administrators and support specialists.
- Installed and administered all physical and virtual environments.
- Implemented, and maintained network infrastructure which included disaster recovery.
- Designed and implemented data center ASP and SaaS systems.
- Installed and administered necessary monitoring software and tools such as Microsoft System Center, Solar Winds and Managed Engine to monitor all routers, firewalls, switches and servers.
- Utilized a variety of network tools such as PowerShell and Bash allowing the team to automate network system tasks.
- Planned, determined timeframes and performed major IT projects including system updates, upgrades, migrations and outages.
- Conducted network modeling and analysis to construct a reliable, high-performance integrated network.
- Created all data center technical specs, technical drawings, and data flows which were used by upper management for presentations and audits such as FDIC, SAS70/SSAE16 and PCI compliance.
- Developed and implemented IT policies and best practice guides for the organization.
- Managed all issues encountered in a 24/7 operation to ensure 99.999% uptime for facility operations in order to meet SLA expectations.

EDUCATION

New Horizons Computer Center

CompTIA A+
CompTIA Network+
CompTIA Security+
Microsoft MCP, MCSA, MCSE, SQL
Oracle

Udemy

HTML, CSS, SQL, Python

Cloud

AWS Cloud Practitioner – Ongoing

Microsoft Azure - Ongoing

TECHNOLOGY SKILLS

Software

Microsoft Server (v3.51 to 2016) Microsoft OS (v3.0 to 10)
Linux (Ubuntu, RHEL, KALI)
MAC (Yosemite to Mojave)
Virtualization
Office Suites (365, G Suite)
Database (MS SQL, MySql)
Microsoft Tools (SCCM, Sharepoint, PowerShell)
Solarwinds Monitoring

Hardware

Dell, HP Servers
Cisco ASA Firewalls
SonicWALL Fortinet, Xycel
Managed and Unmanaged Switches
Barracuda Networks (load balancers, SPAM filters)
Storage Arrays
Support Appliances

Coding

HTML
CSS
Python
WordPress CMS
Magnolia CMS
Ecommerce (Shopify, Big Commerce)
Site design and framework.

Additional

Pre and Post Sales Management Implementation
Infrastructure design
Web design
Web development
Vendor negotiations
Project management

IN-DEPTH RESPONSABILITIES & ACCOMPLISHMENTS

Brandmaker

- Development of all US Based customers using Magnolia CMS.
- Assisted IT with cloud server spin-ups and configurations.
- Assisted IT in troubleshooting customer production and test servers.
- Used SDLC processes to assist IT and developers on future releases of product.
- Developed and wrote the IT Policies and Procedures for U.S. Office.
- Developed and wrote the IT Security Policies and Procedures for the client production and test servers.
- Developed and wrote the Business Continuity and Disaster Recovery Policies and Procedures for U.S. Office.

Paradigm Intermediate Holdings – (Baldwin Ga, Portland ME)

- Development of all US Based customers using Magnolia CMS.
- Managed 6 network administrators and support personnel.
- 30 physical and virtual servers (VMWare and Hyper-V), (Windows and Linux) (MS SQL) (Winsys ERP).
- Over 75 users nationwide both in office and remote.
- Designed and managed infrastructure for both facilities.
- Managed all router, firewalls, IDS/IPS, SPAM filter, Load Balancers, and Web Filters.
- Monitored all entire infrastructure using Nagios and Netflow Analyzer.
- Automated system administration with PowerShell and Bash.
- Designed and implemented disaster recovery (warm) for all sites.
- Responsible for facility operations including power, HVAC and infrastructure.
- Maintained a 24/7 operation with 99.999% uptime in all facilities.
- Monthly reporting on entire infrastructure from incoming circuits to client desktops.
- Managed all IT vendors.
- Installed and Managed VOIP.

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- Implemented and managed GEO tracking of vehicle fleet (cars, box trucks and semi-trucks).
 - Patch management roll outs.
 - Implemented change controls.
 - Managed all DNS, AD, Group Policies, Shares
 - Designed, managed and implemented the move of 2 manufacturing facilities, in 2 different states on the same weekend.
 - Implemented automation connected to frame saws, welders and glass cutters on manufacturing floor using Raspberry Pi Technology.
 - Developed and wrote the IT Policies and Procedures for U.S. Office.
 - Developed and wrote the Business Continuity and Disaster Recovery Policies and Procedures for U.S. Office.

Vsoft Corporation – (Davenport Ia, Atlanta Ga, Albany NY, Hyderabad India)

- Managed 10 network administrators and support personnel.
- Managed 4 financial data centers worldwide (Davenport Ia, Albany NY, Johns Creek Ga, Hyderabad India).
- Over 350 physical and virtual servers (VMWare and Hyper-V), (Windows and Linux) (MS SQL and Oracle / individual and HA) (VSoft Financial Software).
- Over 150 web servers located in the DMZ.
- Over 350 users worldwide both in office and remote.
- Redesigned and managed the infrastructure at the Davenport Iowa DC.
- Designed and managed ASP and SaaS platforms.
- Managed all router, firewalls, IDS/IPS, SPAM filter, Load Balancers, and Web Filters.
- Monitored entire infrastructure using Solar Winds, Manage Engine, NetFlow Analyzer, and Microsoft SCCM which alerted all IT personnel if there was a failure.
- Used PowerShell and Bash which allowed administrators to automate changes faster.
- Installed and managed EMC and EqualLogic SANs (Fibre and iSCSI).
- Managed VOIP systems.
- Designed and implemented disaster recovery (warm) for all data centers.
- Responsible for Davenport DC facility operations including power, HVAC and infrastructure.
- Maintained a 24/7 operation with 99.999% uptime in all facilities.
- Ensures that all client SLA's were met.
- Monthly reporting on entire infrastructure from incoming circuits to client desktops for auditing purposes.
- Managed vendors.
- Patch management roll outs.
- Implemented change controls.
- Managed all DNS, AD, Group Policies, Shares.
- Managed monthly NESSUS pen testing on DMZ and internal networks.
- Involved in FDIC and SAS70/SSAE16 audits.

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- Involved with 3rd party PEN Testing.
 - Supported data processing NOC with Unisys Mainframes.
 - Implemented and managed SYSAID Helpdesk.
 - Developed and wrote the IT Policies and Procedures.
 - Developed and wrote the IT Security Policies and Procedures for the client production and test servers.
 - Developed and wrote the Business Continuity and Disaster Recovery Policies and Procedures.

ADDITIONAL

Atlanta Mission – Food Service Volunteer

Christian Family Center – Volunteer time on web design and development. G Suite for Non-Profits. Church member online tithing portal.

Georgia Addiction Council – Volunteer time to develop new membership website. Provide remote support when needed.

Cumming Home Ministries – Mentor and assist men that need to rebuild the relationships lost due to addiction and incarceration.