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# Michael Horan

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## OBJECTIVE

Seeking to leverage my software, hardware, management and sales engineer experience to grow in an environment that offers a greater challenge and the opportunity to help advance the organization efficiently and productively.

## EXPERIENCE

### **Brandmaker, Johns Creek, GA** – *Senior Sales Engineer*

08/2014-Present

- Demoed and presented Brandmaker software solutions to CIO and CMO of Walmart, Boston Hospital, Roche, Metlife and Equinix in person or using WebEX.
- Worked with the sales team to provide them the correct technology information as well as demoing the latest software enhancements of the Brandmaker Marketing Resource Management and Digital Asset Management software solution.
- Developed software and technical specifications presentations for the sales team that was used during an onsite demo to potential client.
- Managed or assisted in managing GitHub, Jira and cloud servers.
- Determined client business requirements for Walmart, Boston Hospital, Roche, Metlife and Equinix to recommend product modules that would optimize application value and increase workflow.
- Provide technical expertise to clients on Security Assertion Markup Language (SAML) SSO (Single Sign On) for identify providers such as CA Technologies, Microsoft Active Directory Federation Services (AD FS), OneLogin, Ping Identity, Salesforce.com, SecureAuth.
- Provide technical expertise to clients SOAP and REST API's with integrations to SAP via the SAP-OCI tool and Salesforce via the SOAP interface using structured XML data to Media Pool.
- Responsible lead for all RFI/P/Q's submissions.
- Used the SDLC Process to assist the developers and data center personnel on future software releases.
- First line of post support for all clients.  
Customize Walmart, Boston Hospital, Roche, Metlife and Equinix Production and QA portals using CSS, HTML, Magnolia CMS, WordPress, Drupal, PHP and Javascript.
- Troubleshoot all Production and QA servers and software systems for client upgrades.
- Create and deploy Web to Print / Web to Publish templates using Adobe InDesign CS6, CC 2014 or CC 2015.

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## **Paradigm Intermediate Holdings, Cornelia, GA** – *Director of Information Technology*

07/2012-08/2014

- Manage all information technology at Magnolia Window and Door, Baldwin, GA. and Paradigm Windows, Portland, ME.
- Lead team of 6 Network Engineers and 2 Software Specialists.
- Installed and maintained Cisco and Sonicwall Firewalls.
- Secured all incoming and outgoing connections using non-standard ports to avoid intrusion.
- Maintained 6 physical VMWare hosts, 20 VMWare virtual servers, 250 workstations/notebooks, and Android/iPhone and iPad devices.
- Maintained 4 Domain controllers, 170 Active Directory users in 4 locations.
- Maintained 2 Kerio email servers, 170 users.
- Installed and maintained NAS storage with redundancy.
- Provided pre-sales and post sales support to potential and existing clients.
- Customized client Production and QA portals using CSS, HTML, Magnolia CMS, WordPress and Eclipse IDE for Java.
- Provided sales with custom portals and features used in customer facing and remote presentations.
- Created SDLC's, planning, requirement gathering and analysis, system design, development, testing, deployment and maintenance for in-house development projects.
- Troubleshoot MySQL database using SQL Workbench and TOAD.

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

11/2006-07/2012

- Managed all information technology in four financial data centers worldwide with a team of 8 engineers.
- Installed and maintained over 200 VMWare and Hyper-V Windows and Linux virtual servers along with all incoming and outgoing communications with high availability environment.
- Deployed Solar Winds and Managed Engine monitoring systems on production environment to monitor server workloads; assuring high quality data flows needed for metrics and SLA management.
- Designed and implemented all data center ASP and SaaS systems.
- Secured all incoming and outgoing connections using non-standard ports to external intrusion.
- Installed and monitored all IPS/IDS, server, firewall and router software to ensure the availability and security of each system.
- Provided Pre and Post Sale support to financial institutions via phone and face to face.
- Presented data center technical specs, technical drawings and face to face meetings to CIO and Directors of major financial institutions in the United States.
- Managed and supported Vsoft branch capture, remote capture, merchant capture and core applications.
- Developed customer facing merchant capture web sites.
- Managed physical deployment of all hardware and software systems.
- Responsible for all technical aspects of facility operations including power, HVAC, and network.
- Handled all issues encountered in a 24 x 7 operation to ensure 99.999% uptime for facility operations.
- Designed and setup disaster recovery connections between four sites.
- Ensured that agreed SLAs were maintained and improvement actions, if required, were defined and executed.

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## EDUCATION

### New Horizons Computer Center

Philadelphia, PA, 2006  
Comptia A+  
Comptia Network+  
Comptia Security+  
Microsoft MCP, MCSA, MCSE, SQL  
Oracle

### Coursera

HTML, CSS, Javascript  
SQL, Python, Artificial Intelligence

### Cloud Computing

AWS Cloud Practitioner, Google Cloud

## SKILLS

### Software

Windows XP to v10, Windows Servers 3.51 to 2012R2, Linux, Apple, Virtualization, SQL, Office and Office 365, Google GSuite, Networking, FTP, Coding and Free Tools, ERP, CRM, Github, Git, JIRA.

### Hardware

Cisco, Baracuda, Sonicwall. Load Balancing. Failover.Switches. Cabling. Dell, Hp, Supermicro Rack Servers. Equalogic, EMC SANS. NAS. Desktops, Laptops. RAID. Bomgar.

### Development

HTML5, CSS, Javascript. Python, Wordpress, Drupal, Magnolia, WIX, Shopify, Big Commerce, WooCommerce. Adobe Photoshop and InDesign. Site design and framework.

### Additional Skills

Solution architecture. Project planning and management. Disaster recovery design and implementation. Web design. Sales engineer. Software implementation.

## PROJECTS

Christian Family Center, [cfcnewlife.org](http://cfcnewlife.org)

Cumming Home Ministries, [cumminghomeministries.org](http://cumminghomeministries.org)

Moving Forward Moving Company, [movingfmc.com](http://movingfmc.com)

Foster The Faith, [fosterthefait.com](http://fosterthefait.com)

Table Talk Adventures, [tabletalkadventures.com](http://tabletalkadventures.com)

Table Talk Adventures, [tabletalkdirectory.com](http://tabletalkdirectory.com)

## ADDITIONAL

Atlanta Mission – Food Service Volunteer

Christian Family Center - Volunteered development of organization website using Wordpress along with CSS, HTML and Javascript. Setup several new software such as Google Gsuite and a tithing service that allowed church members to donate and send tithes online from a computer, phone or tablet. Taught the men in the program computer and web development skills to better their chance for a higher paying job.

Georgia Addiction Council – Donate time to develop new membership website using CMS application.

Cumming Home Ministries – Donated time to organization that was in desperate need of web development, social media, security development and maintenance. Thrift store volunteer