Daniel Boyd
(A+, Net+, CAPM, ITIL, ISC2 CC)

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PROFESSIONAL SUMMARY

Highly motivated IT management professional with 12 years of experience in enterprise IT environments. Consistently drives results by building and optimizing IT strategy. Excellent communication skills with a proven history of effectively collaborating across all organizational levels.

Skills

- IT Systems Administration
- Project Management
- Network and Security Management
- Hardware and Software Configuration
- Troubleshooting and Issue Resolution
- User Support and Training
- Incident and Problem Management
- Security Planning and Compliance (PCI DSS, NIST CSF)
- Active Directory and DNS Management
- Documentation and Knowledge Management
- Vendor Management and Collaboration
- Team Leadership and Mentoring
- Strategic Planning and Execution

WORK HISTORY

IT Manager
Harvard Club of Boston – Boston, MA
October 2023 – Present

- Implemented a new IT ticketing system, and decreased overall software costs.
- Managed network infrastructure upgrades, including Fortinet hardware.

- Designed, developed, and implemented system policies and procedures to enhance overall efficiency and functionality.
- Spearheaded the annual budgeting process for technology capital assets, aligning expenditures with organizational goals and priorities.
- Ensured the security of data, network access, and backup systems, implementing robust measures to safeguard organizational assets.
- Acted as the primary point of contact for employees and members seeking technical assistance, providing prompt troubleshooting, diagnosis, and resolution of hardware and software issues.
- Worked collaboratively with an external consultant to supervise networking initiatives, upgrades, and periodic maintenance, ensuring seamless operations.
- Conducted regular system audits, assessing outcomes to identify and mitigate potential risk areas.
- Maintained a comprehensive inventory of all technology assets, facilitating streamlined asset tracking and management.

IT Service Desk Manager (Senior Manager)
Roman Catholic Archdiocese of Boston - Braintree, MA
February 2018 – October 2023

- Oversaw the IT Service Desk, providing leadership and guidance in daily operations.
  - Includes 3 years of coordinating an MSP working with the IT Service Desk
- Managed and resolved escalated technical incidents and problems, ensuring prompt resolution and minimal impact on operations.
- Implemented and maintained incident management processes, ensuring efficient handling and timely resolution of incidents.
- Provided coaching, training, and mentoring to the IT service desk team, fostering professional development, and enhancing technical skills.
- Developed and implemented service desk metrics, KPIs, and reports to monitor performance and identify areas for improvement.
- Conducted performance evaluations and managed staffing needs, including hiring, and training new team members.
- Fostered a positive and collaborative team environment, promoting effective communication and teamwork.

IT Service Desk Technician
Roman Catholic Archdiocese of Boston - Braintree, MA
November 2015 – February 2018

- Manage and support computer systems, networks, servers, and associated hardware and software.
- Install, configure, and maintain operating systems, applications, and security patches.
    - Windows, macOS, and Microsoft 365
- Monitor network performance, troubleshoot issues, and ensure high availability and reliability.
- Set up and maintain user accounts, permissions, and access levels.
- Provide technical support to end-users, resolving hardware, software, and network issues.
- Perform system and network security assessments, implement security measures, and ensure compliance with industry standards.
- Manage and maintain Active Directory, DNS, DHCP, and other network services.
- Conduct regular system audits to identify vulnerabilities and implement necessary security updates.
- Collaborate with vendors and service providers to ensure smooth operation of IT infrastructure.
- Assist in the procurement and installation of new hardware and software.
- Develop and maintain documentation, including system configurations, procedures, and user guides.

EDUCATION

Bachelor of Science: Information Technology
Western Governors University - Salt Lake City, UT

- 2 x WGU Excellence Award

CERTIFICATIONS

- ITIL v4 Foundations - IT Service Management
- CompTIA A+
- CompTIA Network+

- CompTIA Project+
- Linux Professional Institute – Linux Essentials
- Fortinet Certified Associate in Cybersecurity
- AWS Certified Cloud Practitioner
- (ISC)² Certified in Cybersecurity
- Google Cybersecurity Professional Certificate