Eriel Shayne Nash, MBA

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A driven technology leader with over 20 years' experience successfully implementing strategic efficiencies and product improvements in information technology, software development, telecommunications, and electronics industries. Consistent demonstration of relentless commitment to product quality and client advocacy, with extensive experience in partner relationship management, high availability, and on-time delivery project management. Adept at bridging communication gap between technical and business units on common objectives.

Strategic Planning / Vision	IT Budgeting / Forecasting	Windows Servers / Desktop
IT Security Management	Project Management	Disaster Recovery / Data Security
Vendor Contracts / Management	Virtualization / NAS storage	Firewalls / VPN / Wireless Security

PROFESSIONAL EXPERIENCE

COCHRAN INC., Seattle, WA   2014-Present
Director of Information Technology
Championed cybersecurity initiatives across 1,400 endpoints, 150 virtual servers, and 1,150 employees, managed 7-figure IT spend, C-Level forecasting reports, vendor relations, and overall technology alignment with business strategies. Hands on engineering and maintenance of VMware vSphere/vCenter virtualization, Microsoft Exchange with DAGs, Microsoft Servers 2008-2019, Pure Storage all-flash NAS, Cisco Catalyst and Nexus 10Gbps switches, and Citrix XenApp virtual app and desktop (VDI) solutions.

- After taking over the IT division, outlined a three-year strategy to upgrade, maintain, and secure two, truly enterprise-grade, IT data centers to increase stability and accessibility to core business applications for 15 remote locations.
- Increased staff from a disproportional 286:1 IT staffer to employee ratio down to a lean, but more manageable 144:1, resulting in a decreasing average ticket closure from 4 days to less than 24 hours.
- Optimized overhead by altering contracts and asset acquisitions from CAPEX to OPEX cost allocation, where appropriate, that most aligned with the CFO's fiscal objectives.
- Transitioned mobile devices from Operations to IT, vetted and deployed top-tier MDM and DEP bundle, bringing deployment time down from days to hours, for over 700 phones and tablets.
- Took an overly general IT overhead GL account, and accurately reallocated direct costs to each division that provide service to billable clients, thus adding a greater transparency and accountability to each business unit's PL report.

ESN TECH, San Luis Obispo, CA & Lake Forest Park, WA   2002-2013
Owner & Chief Computer/Network Consultant (concurrent with MBA)
Provide computer, network, and security expertise for small and home businesses, custom built computers, Windows Server domain/client configuration, virus/malware removal, general technical solutions advice and implementation, create and maintain customer websites (HTML/CSS).

- Insure continuous critical business operations by implementing UPS systems, RAID, hot/cold-swap server disks, offsite backups, network load balancing, ISP failover, and remote network access solutions.
- Granted full 24/7 access to offices containing sensitive data in the legal, engineering, and real estate industries to manage their servers, data, network, and security needs during evenings and weekends minimizing company downtime.
- Educate clients on the need for proper network/file/wireless/server security and disaster recovery by illustrating the opportunity cost of downtime, and training staff to adopt industry best practices.

LIMBERG EYE SURGERY, INC., San Luis Obispo, CA   2003-2011
Director of Information Technology

Designed and implemented the corporation's IT infrastructure, policies, budget and strategic future planning. Maintained security on Windows domain controllers, file servers, Active Directory, DHCP, DNS, SQL database, mail servers, enterprise firewalls, site-to-site and remote VPN access across six offices. Managed all phone and alarm systems, Linux servers, physical premises access, and all vendor contracts pertaining to technology commitments.

- After thwarting several brute force crack attempts from Spain, Ukraine, and Egypt on public mail servers, partnered with Interpol investigations using server logs and network tracing evidence to help bring the perpetrators to justice.
- Led and managed a custom, in-house, HIPAA compliant, software development project (hands-on systems analysis, use case identification, database design, Agile/Scrum methodology, project management) for electronic medical record submission and billing functions.
- Initiated and drove a thorough financial audit of technology spending and contracts across all offices saving the company $50,000 in the first fiscal year of implementation.
- Architected and implemented a multi-redundant, disaster recovery/data backup strategy saving hundreds of accounting hours by restoring lost data from offsite repositories when financial software corruption occurred.
- Created and implemented new SQL database reporting strategies in the medical billing submissions/financial auditing processes reducing the time to discover potential revenue delays by 97% (3 days vs. 90 days).
- Saved the company $10,000 / month and avoided office closures and layoffs by analyzing financials and labor force inefficiencies. Partnered with senior leaders and implemented a program to optimize resources and minimize the impact on the organization during an economic downturn—without compromising patient care.

VERITAS SOFTWARE CORPORATION (SYMANTEC), San Luis Obispo, CA   1998-2002
Integration Engineer

Primary liaison to IBM, and HP engineers on product delivery and specification compliance. Worked with developers and build managers to resolve field-reported bugs and enhancements requests. Resolved 2nd level technical escalations, created release notes/technical bulletins, assisted with QA and testing functions as needed.

- Built and installed file servers for entire global support team, including all maintenance, network access, security protocols, DNS, Active Directory, and backups. Support teams' turnaround times and efficiencies were dramatically increased with authoritative, common, centralized file access.
- Nurtured and strengthened the partnerships of IBM and HP senior engineer counterparts on software delivery contracts, taking divergent objectives and bringing about mutually desired strategic outcomes.
- Championed bug resolution and product enhancement requests for corporate clients and field installations by liaising with both end-user and partner engineering teams. Prioritized and managed the full resolution chain that decreased response times on all requests increasing customer loyalty and satisfaction.
- Designed and created an intranet support site for technical support teams across 4 continents to access the definitive release notes, patches, tech notes, utilities and software that brought several scattered groups into one large effective support team with a unified knowledge base.

MCI, Hayward, CA   1997-1998
Level II Technical Specialist

Installed and tested T-1 circuits for corporate clients, reported to regional directors the department's performance and partners' on-time delivery statistics, instrumental figure in successful NT 4.0 rollout to department.

- Developed reporting schema for all telco loop orders and escalation status for department and provided key managers with this real-time data. These quantitative tools heightened understanding of bottlenecks and resource allocation issues not previously isolated.
- Optimized nationwide interactive training facilities by taking over point-of-contact role for all scheduled training at the facility. Previous disorder was eliminated and a perfect track record was experienced.

PANAMAX, San Rafael, CA   1992-1997

Technical Support Supervisor/Test and Repair Department Manager

Trained all customer service staff on the technical aspects of products (electrical/electronic filtering and surge suppression equipment) and field installations, handled 2nd level technical escalations.

- As manager of the test and repair department, developed, analyzed, and presented to management first-ever data and reporting structure on field failures, formed and led teams to find solutions and/or implement product redesign.
- Created new technical support department to address field issues; encompassing training, diagrams, and troubleshooting techniques, insuring a consistent uniform message, voice, policy and procedure for clients.
- Volunteered and became a key member of ISO 9001 certification process. As liaison to several different departments and knowledge of their challenges, final certification came about more quickly.

EDUCATION

THE MICHAEL G. FOSTER SCHOOL OF BUSINESS, UNIVERSITY OF WASHINGTON, Seattle, WA   2013

Master of Business Administration, Technology Management

THE ORFALEA COLLEGE OF BUSINESS, CALIFORNIA POLYTECHNIC STATE UNIVERSITY (CAL POLY), San Luis Obispo, CA   2005

Bachelor of Science, Business Administration/Management Information Systems

CERTIFICATIONS AND TRAINING

- Microsoft Certified Professional (70-270)
- Comprehensive Windows Server and Advanced Server training
- American Management Association, "Management Techniques and Skills"