

BRETT A. LOVELL

I am an experienced IT professional with a track record of delivering successful projects and providing exceptional customer service. My technical expertise and understanding of corporate safety, compliance, and security regulations make me an asset to any organization. My ability to lead and manage technical teams, build long-lasting client relationships, and stay current with industry trends sets me apart as a valuable contributor. I am confident in my ability to provide effective solutions, optimize computer workflows, and drive company productivity while ensuring the highest level of security and compliance. I am eager to bring my skills and passion for the field to help drive success for your company

I am seeking a leadership role to leverage my extensive experience in IT, information security, and project management to drive business success by implementing innovative solutions, executing effective IT projects, and optimizing computer systems for maximum productivity, security, and profitability while ensuring minimal IT-related downtime and risks.

DIRECTOR OF INFORMATION TECHNOLOGY

Transport Partners, LLC 2023 -Present

- Oversee the IT department, managing a diverse team of technical engineers, system designers, developers, and data analysts.
- Develop and implement IT policies, procedures, and best practices to ensure the security and efficiency of all systems.
- Lead the architecture, implementation, and management of scalable IT infrastructure, including servers, storage, and networking hardware.
- Serve as the key decision-maker for technology selection, vendor negotiations, and IT budget allocation.
- Collaborate with C-suite executives to align IT initiatives with organizational goals and business strategies.
- Evaluate emerging technologies and provide strategic recommendations for long-term technology roadmaps.
- Administer and manage cybersecurity measures to protect data, software, and hardware assets.

MICROSOFT 365 ENGINEER

Virginia Department of Transportation via Yakshna Solutions 2022-2023

- Designed and implemented Microsoft 365 solutions, including Autopilot and Intune utilizing ZScaler for an easily manageable zero trust environment for remote employees.
 - Conducted regular security and compliance audits to ensure adherence to policies and to identify areas for improvement.
 - Configured and monitored security and audit logs in Microsoft 365 solutions to ensure proper tracking of user activity and security events.
 - Worked with internal and external stakeholders to implement and maintain data retention and archival policies.
 - Provided support during external security and compliance audits, including the preparation of required documentation and evidence.
 - Implemented and managed VDI infrastructure using Windows Virtual Desktop (WVD) to provide remote access to resources.
 - Collaborated with cross-functional teams, including network and security, to ensure seamless integration of Microsoft 365 solutions.
- Implemented conditional access policies using Intune to ensure secure access to company resources.
- Provided technical support to end-users, resolving issues related to Microsoft 365 solutions, including Autopilot and Intune.

Brett Lovell

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U.S. NAVY

JUNE 2009 - APRIL 2013

Electronics Technician
Petty Officer 3rd Class

COMPUTER SCIENCE

JAN 2021 - IN PROGRESS

Bachelor of Science
Virginia Tech

LEAD PROJECT TECHNICAL ENGINEER

Global Tech Solutions, LLC

2020-2022

- Led cross-functional teams of up to 8 engineers to deliver technical solutions for new facilities and clients, ensuring project milestones were met on-time and within budget.
- Designed and implemented HIPAA-compliant technology solutions for healthcare clients, leveraging both cloud and on-premises technologies to meet their unique needs.
- Navigated complex technical environments to successfully onboard new clients and deploy innovative solutions, resulting in increased customer satisfaction and loyalty.
- Functioned as the go-to technical expert, effectively resolving high-stakes technical issues and serving as the final point of escalation for project technical teams.

DIRECTOR OF INFORMATION TECHNOLOGY

Eventus WholeHealth, PLLC

2019-2020

- Led the establishment of the IT department as the first hire, including conducting a compliance audit, crafting policies and procedures, and defining budgets, employee on/off boarding processes, and project plans for the short and long term while supporting all users with technical assistance.
- Implemented a recurring IT training program to enhance staff knowledge on security and reduce the risk of cybercrime incidents.
- Established company-wide procedures, processes, and systems, including asset management, credential tracking, support ticketing, network monitoring, remote faxing, voicemail, and paging, and an automated employee on/offboarding process.
- Developed a scalable and cost-effective IT integration process for newly acquired offices and personnel, including an open-source software and hardware stack.
- Completed migrations of electronic healthcare record vendors, payroll vendors, email systems, collaboration tools, and document formats to ensure efficient and seamless integration.
- Provided executive leadership with insights and recommendations on IT problems and solutions to make informed decisions.
- Deployed a HIPAA-compliant computing platform to manage company data and ensure compliance with over 350 remote employees and 100 office staff in 4 states.

DEPLOYMENT & AFTER-HOURS SUPPORT MANAGER

Global Tech Solutions, LLC

2017-2019

- Contributed to the success of Global Tech Solutions as an independent contractor and was quickly hired as a Deployment and After-Hours Manager.
- Demonstrated versatility by providing after-hours client support and managing on-site deployment projects simultaneously.
- Implemented a scalable IT solution, serving as the standard for over 100 clients and 500 locations across various industries, ensuring minimal downtime during new client onboarding.
- Managed successful transitions, migrations, and projects for clients in industries including healthcare, emergency services, manufacturing, and law offices.
- Mentored and managed a team of independent contractors, leading to successful completion of IT-related projects.
- Delivered exceptional after-hours support to over 14,000 end-users, while managing multiple projects during business hours.
- Conducted on-site surveys, drafted project plans and made infrastructure recommendations based on hardware and software stack expertise.
- Streamlined deployment process by developing a standardized image and an automated deployment method.
- Achieved a track record of over 200 successful deployment and transition projects.

APPLECARE ENTERPRISE TEAM LEAD

Apple, Inc

2015-2017

- Implemented and maintained customer service best practices, resulting in high customer satisfaction and retention rates.
- Trained and mentored team members on technical and customer service skills, leading to improved performance and efficiency.
- Conducted regular performance evaluations and provided feedback to team members for continued growth and development.
- Developed and maintained technical knowledge of Apple products, software, and accessories, ensuring accurate and efficient support for customers.
- Collaborated with cross-functional teams, including product development, sales, and engineering, to improve customer experience and resolve complex technical issues.
- Monitored and analyzed support metrics to identify areas for improvement and make recommendations to management.
- Acted as a subject matter expert, providing guidance and support to team members in handling escalated customer issues.