

TERRENCE E. DEGRENIER, MCSE

PROFILE: Dynamic, results-oriented IT management professional with over 10 years of experience contributing to global technology programs. Proven track record for achieving goals and objectives, streamlining daily IT operations, and maintaining high system uptime levels. Consistently provided on-time, on-spec, on-budget project delivery working with limited financial resources. Catalyst in implementing positive change, aligning business and technology needs, and installing emerging technologies to better meet business and organizational requirements. Detail-oriented with excellent communication, strategic planning, budgeting, vendor relations, problem solving, decision-making, program management, and leadership skills.

AREAS OF EXPERTISE:

- Corporate IT Management
- Project Management
- Technology Planning
- Performance Management
- Budgeting
- Resource Management
- Training & Development
- Project Consulting
- Technology Introduction
- Installations & Upgrades
- System Optimization
- ERP/MRP Applications

TECHICAL EXPERTISE:

- Windows 2003, 2000, NT
- Windows Vista, XP
- Domain Administration
- Active Directory
- North American WAN
- Lotus Notes/Domino
- Domain Migration/Mergers
- LAN/WAN Design
- Cisco PIX Firewalls
- Barracuda Spam Firewalls
- Ceridian HR/Payroll
- Antivirus/Security

PROFESSIONAL EXPERIENCE: **Corporate Information Technology Manager**
PARLEX CORPORATION, Methuen, MA (2000 - Present)
A \$175 million global manufacturer of flexible circuitry and cabling and a division of Johnson Electric.

- Manage the procurement, installation, configuration, and maintenance of Corporate Information Technology systems and technologies.
- Oversee 500+ PCs and workstations, LAN/WAN, 15 servers (SQL, file, print, DHCP), and 75 mobile devices (cell phones and blackberries).
- Supervised, trained, and motivated an IT team of up to 7 employees.
- Facilitate and administer email, telecommunications systems, Active Directory, system security, and firewalls.
- Coordinated direct IT services and support to 550 users in MA, NH, CA, and Mexico and indirect support to a global base of 3,000 end users.
- Increased efficiency and response time of Help Desk calls by implementing an efficient Help Desk Ticketing system.
- Aid in troubleshooting and supporting Ceridian, FAS, Hyperion, Gentran EDI, TCM ERP, AutoCAD, Visio, MS-Project, MS-Office, On-Contact, and CRM applications.
- Managed 3-month, \$200,000 North American WAN integration project connecting 4 corporate locations including Mexico.
- Achieved 99%+ system uptime working with limited financial and technological resources.
- Eliminated numerous networking issues by implementing corporate anti-virus systems.
- Improved remote connectivity by utilizing Cisco Secure VPN clients and RADIUS Authentication in place of modems.
- Designed and migrated two Win2K domains into a single Win2K3 domain.
- Facilitated staff certification and development through off-site technical training in Microsoft and Cisco technologies.
- Interface and negotiate with vendors, consultants, analysts, vendors, telecommunications companies, and other groups and departments.
- Standardized equipment, utilizing Dell computer technologies and Cisco routers, hubs, and switches.
- Developed licensing, Internet usage, email, automatic backup, and anti-virus strategies.

Senior Consultant / Project Manager

HIGHLAND NETWORK ASSOCIATES, Bradford, MA (2008 - Present)

A contract IT project management/network consulting company serving small- to mid-sized business.

- Coordinate a diverse array of IT projects for smaller local companies.

Division Information Systems Manager / Network Administrator

BIO-RAD LABORATORIES, Cambridge, MA (1999 - 2000)

A \$1 billion manufacturer and distributor of life science, research, and clinical diagnostics products.

- Managed a 5-person IS/IT team supporting 400+ end users in the Spectroscopy Division in Cambridge, MA, England, and Germany. Oversaw and regulated department budget.
- Developed and implemented divisional Business Continuity Plan.
- Coordinated research and resolution of connectivity issues, ASK MANMAN application problems, and HP UNIX manufacturing system issues.
- Implemented divisional worldwide messaging and collaboration suite.
- Led worldwide implementation project for divisional marketing and sales force automation package.
- Managed and negotiated cellular communications contracts providing cost-effective local and international coverage.
- Designed and implemented \$500,000 Division Data Center upgrade with no unscheduled downtime.
- Managed electronic messaging platform and maintained connectivity to corporate offices. Orchestrated worldwide migration from cc:Mail to Lotus Notes.

Desktop Support Specialist

STARMET CORPORATION, Concord, MA (1997 - 1999)

A multi-million dollar specialty products manufacturer producing extrusion, melting, and casting technologies.

EDUCATION:

B.S., Criminal Justice

JOHN JAY COLLEGE OF CRIMINAL JUSTICE, New York, NY (1997)

Cisco Certified Network Associate (CCNA), 2001

Microsoft Certified Systems Engineer (MCSE) - Windows NT, 2000

A+ Certified Service Technician, 1998

ADDITIONAL TRAINING:

Lotus Notes/Domino 7 - System Administration - Netlan Technology, 2007

Disaster Recovery Planning - AMA, 2000

Information Systems Project Management - AMA, 2000

Improving Managerial Skills for the New or Prospective Manager - AMA, 1999