



Cedric Park

Director of Technology

CONTACT INFORMATION



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Traverse City, MI 12345

EDUCATION

BS, Computer Information Technology
Ferris State University, Big Rapids, MI
2016 - 2020

KEY SKILLS

- VMware Administration
- Active Directory
- JIRA
- PowerShell
- Microsoft 365
- Confluence
- ITIL Service Management
- NIST Cybersecurity Framework
- Windows Server
- FortiGate Firewall Management

ABOUT ME

Infrastructure and service-delivery leader with 6 years of experience managing VMware clusters, Windows Server environments, and ITIL-aligned support operations. Raised system uptime from 97.91% to 99.87% across a 140-node VMware cluster by redesigning failover procedures and adding proactive disk-health monitoring, while reducing help desk resolution time from 7.4 hours to 2.8 hours. Holds an ITIL 4 Foundation certification and a BS in Computer Information Technology.

PROFESSIONAL EXPERIENCE

Director of Technology | 2023 - Present

Leelanau Shore Health Systems, Traverse City, MI

- Raised system uptime from 97.91% to 99.87% across a 140-node VMware cluster by redesigning failover procedures and adding proactive disk-health monitoring.
- Reduced average help desk ticket resolution time from 7.4 hours to 2.8 hours by restructuring the triage queue in JIRA and assigning severity-based SLAs.
- Lowered technical support complaints from 113 to 46 per quarter after deploying a self-service knowledge base in Confluence and rewriting 34 troubleshooting guides.
- Direct daily operations for the department, analyzing workflow, establishing priorities, and setting deadlines for infrastructure and application support tasks.

IT Manager | 2021 - 2023

Boardman River Manufacturing, Cadillac, MI

- Maintained 99.74% uptime on 86 production servers by scheduling rolling patches during off-peak windows and scripting health checks in PowerShell.
- Cut average ticket resolution time from 9.1 hours to 4.6 hours by introducing an escalation matrix and weekly backlog reviews.
- Evaluated the organization's hardware refresh needs and recommended a phased server replacement plan that spread costs across 18 months.
- Reduced technical support complaints by 38 incidents per quarter after standardizing Active Directory group policies for remote workstations.

Systems Administrator | 2020 - 2021

Betsie Valley Credit Union, Frankfort, MI

- Monitored uptime for 42 Windows Server hosts, keeping availability at 99.61% through daily log reviews and quarterly capacity planning.
- Resolved an average of 17 help desk tickets per day, maintaining a mean close time of 5.2 hours across hardware, network, and software issues.
- Developed disaster recovery documentation covering data security controls, backup schedules, and failover steps for 3 critical banking applications.

CERTIFICATIONS

