**JOE BEITLER**

18519 Prominent Park Lane

Cypress, Texas 77433

713-416-0123

email@joebeitler.com

**SUMMARY**

* Senior Information Technology leader with exemplary qualifications to support IT programs, projects, and initiatives. Experienced with leading and managing a team of software developer/analysts in support of enterprise-wide applications, software development, strategic technical operations, and cross functional collaborations in a demanding and deadline driven environment. Recently led effort to take IT department from Level 1: Initial/Chaotic to Level 3: Defined/Predictable with ongoing organizational adoption of policies, procedures and practices to move to Level 4: Integrated/Capable. Successfully implemented methodologies and tools for managing production support requests (Jira, Kanban) and for managing projects (Agile Scrum, MS DevOps) to aid in shortened development lifecycles and provide a continuous delivery approach to application development. Produced and directed effort to reduce costs by adopting cloud-based computing resources for all new projects and transition of on-premise resources to Azure cloud.

**HIGHLIGHTS**

* Exceptional interpersonal and communication skills. Quickly builds rapport, relationships, and consensus with executive management, technical staff, and other stakeholders.
* Seasoned leadership skills to clearly and effectively align strategy with information technology, manage large and multi-faceted programs, initiate change, and improve processes to enhance performance and productivity.
* Well-developed technical and interpretive reasoning, critical business process integration, and creative problem-solving abilities. Has deep understanding of technology requirements and best practices.
* Strong history of building, managing, and mentoring cross-functional teams to achieve peak productivity and performance, enhancing IT processes, procedures, and systems, and advancing overall effectiveness.

**SKILLS**

* Enterprise-Wide/Global Projects
* Managing IT Programs/Priorities
* Driving Business System Requirements
* Software Development Lifecycle
* Establishing and Enforcing IT Best Practices
* Leading/Coaching/Developing
* IT Vendor/Supplier Management
* Technology Evaluation/Planning
* Budgets/Budgeting
* Database/Software Programmer, MS SQL T-SQL, Oracle PL/SQL
* Management Tools: Microsoft Office Suite, Microsoft Project, Microsoft Visio, Agile Development Methodology, Traditional Waterfall Methodology, JIRA, Clear Quest.
* Development Technologies: Object Oriented Programming (OOP), Object Oriented Development (OOD), Relational Database, SQL Server, T-SQL, Oracle, PL/SQL, MySQL, ASP, HTML, XML, PHP (MVC model), Multi-tier Architecture.

EXPERIENCE

**Consulting**4/2020 - Current

Contracted as MS SQL Server application tuning and for sysadmin roles.

**CSAT Solutions, LLC**

*Director of Information Technology* 5/2016 *–* 4/2020

CSAT Solutions provides repair depot services for all major pc device manufacturers in the USA. The repair depot averages 3,500 laptop repairs per day and forward and reverse logistics comprising 12,000+ part shipments per day. Leader of a 50+ developer team overseeing numerous applications with varied interfaces. Tackled the challenges of supporting and updating the diverse legacy hardware infrastructure and aging software platforms. Provided for technical support of existing Microsoft Dynamics GP. Hands-on contributor in support of many projects and support needs.

**Notable Contributions**

* Led a team of 50 plus developers and staff supporting multiple Fortune 50 clients.
* Led effort to take the IT resources of the company from Level 1: Chaotic to Level 3: Predictable with ongoing organizational adoption of policies, procedures and practices to move to Level 4: Integrated.
* Led effort to transition on-premise resources to Azure cloud. Produced and directed effort to reduce costs by adopting cloud-based computing resources.
* Created and managed IT resource, infrastructure and project budgets.
* Lead effort to consolidate numerous legacy software systems into one enterprise shop floor system with the goal to reduce IT support costs.

**Examples of Individual Contributions**

* SQL Related
	+ Installed and maintained multiple SQL Server instances including on-premise SQL 2016, Azure SQL databases.
	+ Administered SQL Databases including backups, restores, managing logins and user profiles
	+ Worked directly with SQL developers to provide code and database design guidance.
	+ Installed and maintained 3 SQL Server Reporting Services (SSRS) installations
	+ Wrote, deployed, scheduled numerous SSRS reports. Used both SSDT in VS and Report Builder.
	+ With T-SQL wrote, deployed, scheduled with SQL Agent, numerous SQL jobs to extract and email results
	+ Installed and maintained SSIS installation. Wrote one SSIS package for ETL purposes.
	+ Wrote and implemented numerous SQL views
	+ Created linked servers to allow for cross-SQL server queries.
		- Including links to ODBC data sources, Claris Filemaker, Spreadsheets
		- Created link server to ASDL for using SQL OPENQUERY constructs to query Active Directory.
	+ Wrote Microsoft Query queries for Excel reporting needs.
	+ Debugged VB.net (VB 12.0) code
		- Including use of GP eConnect API eConnect.
* Azure Related
	+ Initiated, planned and began execution of on-prem to Azure migration.
	+ Created, sized and managed numerous managed and hosted SQL instances.
	+ Supported Microsoft Dynamics GP database and Remote Application Server instances.
		- Included creating logins and users for both types of SQL installations.
		- Included installation and support of Microsoft Dynamics GP eConnect API
	+ Installed and configured on-premises data gateway on Window Server VM in Azure.
	+ Wrote numerous Power Automate jobs (formerly Flows).
	+ Wrote 2 customer facing Power Apps that relied on above on-premises data gateway.
	+ Used PowerBI desktop to develop simple production dashboard showing real-time shop floor metrics.
* Office 365
	+ Administered O365 for company
		- Managed licenses
		- Setup and deployed MFA for senior company leadership
* Tools used
	+ SQL Server Management Studio
	+ SQL Server Report Designer for Visual Studio (2019)
	+ Standalone Azure Portal
	+ Acted as DevOps admin. Created projects and managed user roles. Enforced use for Source Control.
	+ Wrote PowerShell scripts to query AD and Azure
	+ Installed and administered Help Systems Automate 11
	+ Installed and administered NetIQ AppManager for application and systems monitoring
	+ Indispensable Windows Tools
		- Sublime Text 3 text editor
		- Beyond Compare
		- SnagIt screen capture and annotation
		- Filezilla FTP client
		- Ditto clipboard manager
		- Bare Tail Pro log viewer

**Virtus Partners, LLC**

*IT Manager* 9/2011 *–* 3/2016

Virtus Partners provides middle office services for large hedge funds and other Collateralized Debt Obligation funds. Full accountability for leading team of 9 SQL Server and ASP.NET developer/analysts for development, support and execution of the Company’s global objectives and strategies. Provided IT project management for ongoing internal projects to support current operations, third-party interfaces and planned technology expansions. Technologies and Tools in use: SQL Server 2005, ASP.NET GUI, ACTUATE, JIRA.

**Notable Contributions**

* Directed a team of software developers to provide production support of business-critical applications.
* Interfaced with multiple clients to perform detailed analysis of the business requirements for customer focused web portals as well as internal operational applications. Create long-range plans with follow-through analysis of strategic initiatives for internal and external counterparties.
* Provided consistent staff leadership and direction as well as hands-on evaluation, planning, and implementation for the organization's Information Technology projects and programs in support of the organizational mission.
* Implemented and enforced technology standards, governance processes, best-practices and performance metrics for internal and external customer solutions. Delivered high technology value by providing correct solutions with highly maintainable technology architectures and designs.
* Applied extensive knowledge and practical experience in technology project management, systems and databases, and software development tools.
* Developed and implemented continuous improvement programs to improve IT quality, timeliness, and cost/effort analysis required to implement new customer business and internal shared services requirements.
* Oversaw IT demand and resource allocation to ensure optimal utilization of resources.
* Formulated IT policies, procedures, and best practices.

**Litton Loan Servicing**

*Oracle Applications Manager* 11/2006 - 9/2011

Litton Loan Servicing was one of the premier residential mortgage servicers in the industry focused on sub-prime loans. Our primary goal was to cure problem loans and prevent foreclosures by providing delinquent customers with a full range of structured counseling and support services. Managed multiple projects in support of large call center operation and loan administration departments. Projects supported web-based apps, dialer technologies, Interactive Voice Response systems and secure third-party interfaces. As a manager in Information Technology, I oversaw a staff of 16 developers in a principally production support role. Responsible for managing work assignments, directing personnel and budget development. Technologies and Tools in use: Oracle 10g/11g, Toad for Oracle, ClearQuest.

**EDUCATION**

**University of Houston - Clear Lake**, Bachelor of Science, Computer Science

**Texas A&M University**, Bachelor of Science, Engineering Technology