

MILAD NAJJAR

480-415-1017 | miladn@msn.com

SUMMARY OF QUALIFICATIONS

- Accomplished IT Director with vision and leadership skills that insure the best service in diverse industries with over 10 years' experience in system analysis, development, operations, maintenance, deployment, field support, architectures and framework, facility and operations support, information system security, and technology assessments and modernization.
- Developer of initiatives, processes and programs that integrate and complement the business values.
- Skills include: attention to detail and great focus on tasks at hand, excellent ability to present ideas in business-friendly and user-friendly language.
- Experience with systems design and development from business requirements analysis through day-to-day management, experience with managing third party vendors and contracts, focused on understanding of the organization's goals and objectives, demonstrated ability to apply IT in solving business problems.
- Excellent understanding of computer systems characteristics, features, and integration capabilities
- Experience with Video conferencing solutions, video codec systems, bridges (MCUs), gatekeepers and more.
- Experience with Microsoft products - Desktops, Servers and various Applications; Active Directory, Exchange, SQL, DNS, IIS, and DHCP.

PROFESSIONAL EXPERIENCE

IT Director | Alliance Healthcare Services | Glendale, AZ 2012 - 2017

Alliance Healthcare Services is a healthcare organization that provides quality clinical care in radiology, interventional healthcare and oncology services.

- Served as director for the Interventional division with overall responsibility for the strategy and implementation of a wide variety of service to include team management, safeguarding availability of necessary application systems to support business and operation needs, and developing policies and procedures as a basis for ensuring consistency in standards and leveraging of common systems.
- Provided strategic and tactical planning, development, evaluation, and coordination of the information and technology systems for the health care network.
- Key accomplishments include:
 - Implemented cost saving measures, and reducing our data cost by 20%.
 - Developed processes that shortened IT response time and improved efficiency.
 - Implemented scripts that filled in for missing applications and reduced IT downtime.
 - Led in the design and implementation of our infrastructure to deliver expected services
 - Protected the company and its infrastructure against IT risks by implementing processes and network monitoring in addition to elevating user awareness of various threats.
 - Consistently assessed existing processes to maintain the success of our mission.

Director of Engineering and IT | Plexus Installations | Baltimore, MD 2005 – 2012

- Provided technology vision and leadership in the development and implementation of the affiliate-wide information technology (IT) program.
- Led in planning and implementing enterprise information systems to support operations and achieve effective and cost beneficial enterprise-wide IT operations.
- Facilitated communication between staff, management, vendors, and other technology resources within the organization.

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PROFESSIONAL EXPERIENCE (continued)

Director of Engineering and IT | Plexus Installations | Baltimore, MD (continued) 2005 – 2012

- Responsible for the management of multiple information and communications systems and projects, including voice, data, imaging, and office automation.
- Designed, implemented, and evaluated the systems that support end users
- Developed and implemented user-training programs

Director of IT | Patchlink Corporation | Scottsdale, AZ 2002 – 2005

- Established and directed the strategic long-term goals, policies and procedures for the IT department.
- Determined the organization's long-term systems needs and hardware acquisitions to accomplish the organization's business objectives.
- Managed, planned and implemented the corporate relocation to its existing facility.
- Developed and implemented the department budget and needs.
- Established the process for remote offices implantation and automation.
- Addressed implementation of internal control over financial reporting to enhance corporate accountability and to fulfill the requirements of the Sarbanes-Oxley Act.
- Performed regular IT security audits to ensure compliance and high availability.
- Supervised and managed the growth as the company grew from 15 to 250 employees in less than 2 years.
- Set up the emergency response team to monitor and respond to threats as needed.
- Founded the security team to collect information about various threats and keep up with any new development, research vulnerabilities and develop counter measures.
- Setup and managed desktops, laptops, servers, LAN's, WAN's, VPN's, secure wireless networks, routers, switches, and firewalls.
- Designed and implemented redundant fault tolerant networks.
- Took active role in vulnerability research to develop countermeasures.

Additional experiences available upon request.

EDUCATION

Master of Science, Engineering Science | Loyola University

Bachelor of Arts, Physics | Towson University

CERTIFICATIONS

Microsoft Certified Systems Engineer

OTHER QUALIFICATIONS

- Multilingual
- Internal ISO Auditor