

## **ARRICK MOORE**

1359 Amity Avenue • Muskegon, MI 49442 • Home: (231) 773-0010 • Arrick@Arrick.org

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### **EXECUTIVE SUMMARY**

Broad experience in many aspects of Information Technology. Proven success managing a vast array of technology solutions for multiple clients and organizations. Expertise in providing technology support quickly and providing the right solution for the need.

Developed and maintained networks as small as 2 users, to 2400 plus users.

Ability to work on multiple projects, bringing them to completion. Assessing the needs of customers, making recommendations, building out quotes, and overseeing implementation of proposed systems to the requirements of the customers and their employees. Customer Satisfaction is the goal.

### **PROFESSIONAL PROFILE**

- Provide Departmental/Organizational IT support for networks ranging in size from 55+ Staff Users, 9 Servers, 394 plus workstations/laptops, 62 tablets, 13 Printers/Copiers, Vinyl Cutter Machines, 3 MIFI's and 8 cell phones to 2400 plus users, 1500 plus workstations/laptops, 200 plus servers, *Direct Reports:* 46 Locations, *Local support:* 31 workstations/laptops, 30 users, 2 servers, *Remote Support:* 356 workstations/laptops, ~600 users, 29 servers
- Responsibilities include: IT oversight, regulation and performance of all technology systems, negotiating with 3rd party contractors to procure installation and maintenance services, performing research on purchase and installation of new technology solutions for various scenarios.
- Assisted in the transition from contracted services to providing direct workforce development services through the county of Muskegon. During the transition period provided hands on installation support, oversight of the build out of the new Terrace Plaza location, and supervised the physical closure of 3 other sites before the grand opening of the new site.
- Negotiated with vendors and took initial quoted costs for a new datacenter down from \$168k to \$138k.
- Inspect current technology and make recommendations on updating, replacing, and creating cost saving through technology advances. Through inspecting phone bills, created savings of \$25k for one organization, \$3k for another organization and \$4.6K at another.
- Inventory all technology, and setup networking so that it can all be centrally managed on the same network utilizing various remote utilities.
- Control user access to the network, Manage Network Shares using Strict Permissions, Develop, implement and maintain emergency backup systems, Answer helpdesk tickets and log any non-complex solutions within the FAQ.
- Website Design and Development
- Administer and Monitor network speeds and performance and troubleshoot any problems such as slow performance, and high bandwidth usage.

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### **WORK HISTORY**

October 2016 – Present, **IT Technician**

*Great Lakes Die Cast – Muskegon, MI*

February 2016 – October 2016, **Operations Manager**

*Tech Enterprises – Various Locations, MI*

July 2015 – Present, **Owner**

*Arrick Moore – Professional Consulting, Muskegon, MI*

October 2015 – February 2016, **Journeyman Carpenter**

*Local 100, Muskegon, MI*

April 2011 – July 2015, **Systems Support Manager**

*Michigan Works! Muskegon-Oceana / Muskegon County, Muskegon, MI*

April 2010 – April 2011, **Network Administrator / Owner**

*Arricks PCs, Muskegon, MI*

March 2009 – April 2010, **Network Administrator**

*Express Employment Professionals (Contracted to United Water), Grand Rapids, MI*

March 2007 – March 2009, **Systems Project Administrator**

*Tech Enterprises, Grand Rapids, MI*

May 2006 – August 2006, **Information Technology Intern**

*Grand Haven Area Public Schools, Grand Haven, MI*

April 2004 – April 2006, **Network Administrator / Owner**

*Arricks PCs, Muskegon, MI*

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### **EDUCATION**

2008 Davenport University, Grand Rapids, MI

- Bachelors of Applied Science (Network and Information Security)

2006 CompTIA, Grand Rapids, MI

- A+ Certified Professional

2005 Muskegon Community College, Muskegon, MI

- Associates of Applied Science (Network Administration)

2004 Muskegon Community College, Muskegon, MI

- Certificate (Network Administration)

2003 Marine Corps Institute

- Various Certifications

### **FORMAL TRAINING**

- Active Directory Management and Design
- Plan and Implement Software Solutions
- Presentations of Proposed Solutions to Clients
- Implementing, Managing and Maintaining Windows XP Professional
- Information Security Practices
- “Ethical Hacking” (Defined as Penetration Testing)
- Proficient use of Microsoft Office Systems
- Technology Research
- Design and Develop Network Systems
- Windows Server 2003 and 2008
- Microsoft Group Policy
- VMware View 5.0
- VMware ESXi

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### **SOFTWARES USED**

- Active Directory
- Adobe Dreamweaver
- Adobe Photoshop
- Aptana 3.0
- BIRT (Eclipse) report tools
- CentOS Email & Web Servers
- Cisco Webex
- Citrix
- Dameware Remote Support
- Delcam Exchange
- DockMaster
- DraftSight
- Dreamweaver CS6
- Exchange 2003, Exchange Online
- Expression Web 2, 3 & 4
- FrontPage 2003+
- Ghost 7.0
- Ghost Cast Server
- GoToAssist
- G-Stars
- Intranet Connections
- Joomla CMS Development & Management
- Kaspersky Enterprise Security
- LAMP Servers
- Maintain IT
- Microsoft HyperV
- Minimal VoIP
- Mitchell On Demand
- MP2
- MS Office 2000-2016
- MySQL
- Novell Netware
- Office 365
- OSMIS
- PeopleSoft
- Project 2007-2013
- QuickBooks
- Remote Command
- Remote Desktop
- Replicon Administration
- Salesforce
- Symix 4.02.R4
- SQL Database Development, Administration and Design
- Symantec Endpoint Cloud
- Symantec Endpoint Security
- SysPrep
- Tabe Online Assessment Administration
- TinyTerm
- Totara Moodle
- Visio 2007-2013
- Visual Studio Ultimate 2013
- VMware Server, and Workstation 6
- VMware View 5.0, and ESXi
- Website Design, Development & Management
- Windows 98, 2000, XP, 7, 8.1 and 10
- Windows Server 2003, 2008 and 2012
- WinVNC
- Word Press CMS Development & Management
- Workkeys Administration

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### **PROFESSIONAL REFERENCES**

Con Nolan – cnolan@gldiecast.com – 231.740-5292  
President – Great Lakes Die Cast

Dean Hodges – dhodges@gldiecast.com – 231.750.1785  
Organization Manager – Great Lakes Die Cast

Andrew Stone – andy.stone@santacruzcounty.us – 831.763.8824  
County of Santa Cruz – Workforce Investment Board Director

Anisa Mazuca – mazucaa@michiganworks.gov – 517.371.1100 X 212  
Michigan Works! Association – Director of Operations

Dan Lawrence – danl@hinmancompany.com – 231-724-5393  
Hinman Company LLC – Building Superintendent

Kirk Driesenga – kirkd@hinmancompany.com – 616-957-3711  
Hinman Company LLC – Regional Director of Leasing

Steve Atwood – steve@hinmancompany.com - 269-488-3649  
Hinman Company LLC – Regional Project Manager

Jonathon Kleinhans – 716-622-1159 (After Hours) 585.364.9159 (Business Hours)  
Kleinhans Ventures, LLC - Owner

Mike Tucker – mtucker@savannahga.gov – 912-351-8829  
Coastal Workforce Services – Executive Director

Sam Agosta – SamA@techenterprise.com – (586) 294-7771  
Tech Enterprises – Owner

Robert Johnson – josetrebora@aol.com - (231) 798-2131  
West Michigan Worship Center – Pastor – Client of Arricks PC's

Larry Brennan – Larry\_Brennan@ajg.com – (616) 233-0918  
Assistant Vice President – Loss Control  
Arthur J. Gallagher Risk Management Services, Inc.

Larry Patterson – LarryPat2739@gmail.com – (414) 731.3030  
Former IT Manager  
United Water / Suez Global Environmental