

William R. Knitter

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Objective

Currently I am working as an IS Manager in the Rochester, NY area. As my professional development progresses, I continue to be interested in furthering my career and am always interested in dynamic opportunities.

Employment

July 2005 – Present, IS Manager, Performance Technologies, Inc., Rochester, NY

- Responsible for all aspects of IS operations, including the management of IS staff at corporate headquarters as well as remote offices.
- Involved in strategic planning for the IS Organization
- Responsible for corporate-wide Sarbanes-Oxley 404 compliance (accelerated filer)
- Project Manager for several large scale IT initiatives, involved at all stages
- Held IS Manager title July 2006 – Present. Was CIS Group Leader July 2005 to June 2006.

March 2003 – June 2005, MIS Support Analyst, Transcat, Inc., Rochester, NY

- Management of a broad range of software and hardware projects. Responsible for conception, design, and Implementation of projects. Coordinate with business leaders to adequately leverage technology to meet corporate objectives. Projects are detailed in the accomplishments section of this resume.
- Travel to satellite offices, working on system upgrades, network improvements, and training projects. Hands-on project management follow-thru.
- Developed policies and procedures for both IT internal purposes as well as Audit and Sarbanes/Oxley compliance. Also provide training to internal staff.

August 2002 – Nov 2002, Contracted Work Flow Analyst, Excellus, Inc., Rochester, NY

- Part time contractor on process improvement projects for Blue Cross Blue Shield company. Documentation of business processes and procedures.
- Analyzed processes and applied technology for improvement.

May 2002 – August 2002, Work Flow Analyst, RIT CAST Laboratory, Rochester, NY

- Employed by university research lab and contracted out to Excellus, Inc. insurance company to document and improve business processes within the organization
- Managed multiple IT projects, including design, implementation, and training.

March 2001 – April 2002, Technical Specialist, Transmation, Inc.

- Full time employment March – September of 2001
- Part time work continued October 2001 April 2002 as I finished my degree
- System support, networking projects, server-side maintenance, system configuration, troubleshooting, documentation, help desk, etc.
- Mixed technology environment at multiple corporate locations

Education

Rochester Institute of Technology

Bachelors of Science in Information Technology, Highest Honors

- Cumulative GPA of 3.89, GPA in Information Technology of 3.94
- Minor in Economics
- Recipient of Outstanding Scholar award

Skills

- Extensive IT management capabilities including managing staff, hiring, implementing accountability, strategizing, and developing policies and procedures.
- Experience in managing emergency situations
- Excellent communication skills (written, verbal, presentation)
- Ability to manage and complete detailed solution analysis to meet business requirements
- Specialized technical knowledge on network and server management, on topics from design to implementation and maintenance. Experience and knowledge in multi-vendor environments.
- Experience in assessing needs / working with business experts to design IT solutions to business problems. Very comfortable and proficient in a wide variety of business environments.
- Experience as IS compliance manager for Sarbanes Oxley 404 Compliance (IT control frameworks COSO / COBIT, auditor interface) and has achieved successful IT compliance. Proficient at designing compliance frameworks, completing internal audits, and creating / implementing remediations to discrepancies. Ability to write policies and procedures.
- Extensive experience with telecommunications and networking, mainly voice-over-IP.
- Specialized knowledge on network and data security, from a technical and supervisory view.
- Complete network administration - Windows Active Directory, Including Group Policies and Site Management. Similar skills with UNIX and Linux, as well as integration between all platforms.
- Experience as high level escalation on an after-hours basis.
- Experience in IT purchasing, negotiation, and maintaining productive relationships with vendors. Ability to write up project / fiscal justifications and budgets.

Projects

- Directed the centralization and consolidation of IT infrastructure to a central location
- Complete development of an IT Sarbanes-Oxley compliance framework, completion of Internal Audit, and management of Financial Auditor engagement for three years of SOX-404 compliance
- Completed a significant overhaul of IT security and change policies and procedures, producing a secure and compliant computing environment
- Designed and implemented a Unified Account system, which brought together authentication on Windows PCs, servers, Linux servers, UNIX servers, and business applications
- Continuous server upgrades and consolidation (both Windows, UNIX, and Linux) as well as data center consolidation and management. Purchase and implementation of modern server hardware.
- Design, Implementation, and Project Management of an Avaya-based VoIP communications solution providing advanced integration capabilities and PBX-level scalability
- Managed multiple site moves from an IT perspective, ensuring limited business interruption
- Designed and implemented secure WANs, utilizing VPN and Firewall technology.
- LAN design and implementation, including multiple subnets and layer 3 switching
- On several occasions, involved in CRM research, planning, and implementation
- Design and implementation of Support tools for both internal and external customer requirements
- Design and implementations of modern backup solutions, involving commercial software, tape libraries, etc. Also involved in Business Continuation Planning (Disaster Recovery)
- Designed of high-capacity data storage systems, utilizing large disk arrays and NAS technology.
- Managed both mass and continuous Hardware and Software upgrades for Client systems
- Development, implementation, and training IT asset management systems
- Design and Implementation of strategic web objectives, including web statistics reporting system

Honors and Awards

- 2002 - RIT Outstanding Scholar Recipient
- 2002 - Graduated RIT with Highest Honors
- 1999-2000 RIT Alumni Scholarship
- 1998-2002 RIT Presidential Merit Scholarship

References available upon request