

Bryan Crouch

Senior IT Professional

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IT Professional seeking a permanent or contract position in Sales Engineering and Design, Technical Solution Architecture, Business Process Architecture, Software Engineering/Development, IT Administration, Project Management, Hybrid Cloud Modernization, or Customer facing enablement

Experience

Technical Solution Architect *Arrow ECS*

April 2021 – May 2023

- Certified in CP4BA and CP4D, enabling our business partners to sell IBM software
- Specialized in hybrid cloud technologies on the Red Hat and IBM team utilizing AWS, Azure, and IBM Cloud
- Developed solutions and joined in on business partner calls with our sales force to enable partners to sell products as it pertains to cloud solutions and business process automation
- Helped design on prem and cloud solutions with Windows Server and Red Hat Enterprise
- Ensured specific APIs would fit into customer environments based on business rules
- Designed, developed, and conducted Red Hat OpenShift Workshops for our business partners with follow up to ensure they were enabled to knowledgeably sell and implement the products
- Assisted with Python scripting in machine learning scenarios with business partners
- Assisted Business Partners with cloud administration and design, including Active Directory integration into IBM Solutions
- IBM Champion for 2021

Support Specialist II *Carbonite/OpenText Software*

February 2016 – March 2021

- Supported our larger customers with Double Take disaster recovery, high availability, and

- migration software
- Advised on proper networking protocols for efficiency of data movement in DR specific situations
- Provided API support and modifications for our customers utilizing it within their environment
- Provided support and direction for migration of on premise to cloud technologies including AWS, and Azure for medium to large cloud-based networks
- Provided networking support and troubleshooting of complex and segmented/multi location networks to alleviate network issues
- Helped establish proper DR solutions for high availability and large-scale migrations based on customer needs

Chief Technology Officer *IT Solutions*

January 2014 – February 2016

- Responsible for management of all engineers and Help Desk support team
- Ensured SLAs were met for our client base
- Managed and optimized our Connect Wise ticketing system including API support
- Network Engineering Solutions for client base using technologies with Cisco, HP, Fortinet and others
- Implemented network solutions for clientele
- Provided extensive Vendor Management service for our clients
- Microsoft Server Technology Management
- Managed Citrix environments
- Assisted in Business Development including rolling technology plans
- Spent time with customers developing IT business strategies
- Management of teams supporting Cisco networks

Manager of Project Services *Diverse Tech Services*

January 2013 – January 2014

- Responsible for Project Management for new clients and existing customers
- Network Engineering Solutions for client base
- Implemented network solutions for clientele both small and large
- Sales Engineering for new and existing client base
- Microsoft Server Technology Management
- Business Development
- Managed large scale, complex network backbones
- Developed expertise in Cisco Call Manager software and hardware and managed this for the company internally
- Managed large scale Cisco networks
- Directly involved in product life cycle including project inception all the way through to completion.

Director of Information Technology *Killian Group of Companies*

March 2008 – December 2012

- Manage IT Infrastructure for entire Killian Group of companies
- Responsible for 25 servers including MS, Linux, ESX, VMware
- Managed Cisco 6590 core switch and all edge routers and switches
- Managed IT staff
- Managed Published Applications using early versions of Citrix XenApp
- Maintained all communication accounts for the company including large AT&T Mobility, VPNs, Windstream and others
- Managed 80 user Exchange Server 2003 including upgrade to 2010
- Vendor Management for all aspects of Information Technology
- Responsible for management of Timberline Accounting, Timberline Estimating, and Prolog Manager
- Developed database front ends for project management and support contract management
- Developed control systems utilizing the AMX proprietary NetLinx programming language
- Responsible for the design of digital signage networks
- Developed and maintained Polycom HD videoconferencing networks

Information Systems Manager *Christenson Transportation*

November 2004 – March 2008

- Responsible for proprietary McLeod trucking software and all hardware management
- Software engineering to a certain extent
- Manage 50+ users
- Developed many custom applications utilizing .NET and scripting languages
- Managed internal Citrix MetaFrame Applications
- Manage Cisco routers, switches, firewalls, and IP phone system, including Cisco Call Manager
- Project Management roles
- Manage e-mail system with MS Exchange
- Manage 12 servers running Windows Server 2003
- Maintain and code company web site and custom software apps using .NET software

Senior Network Consultant *JMARK Business Solutions*

May 1998 – November 2004

- Consulting for more than 200 customers
- Implemented Cisco technologies, Windows technologies
- Worked with earlier versions of Citrix MetaFrame environments
- Designed and implemented 200+ Cisco PIX and ASA firewalls
- including VPN connectivity
- Implemented CAT5, CAT6, and fiber optic cabling systems
- Designed, Implemented, and managed Windows Server NT 4.0, 2000, and 2003
- Developed Cisco security systems for clientele
- Extensive experience implementing large networks from the ground up

Education

August 1994 – May 1998

High School Diploma Houston High School – Houston, Missouri

- I do not have a Bachelors Degree. However, I have been an IT Manager of single companies, consulting roles, implementation roles, client management, CTO of a small MSP, sales engineering, development, among others. Within my first few years in IT, I feel I gained the life skills and knowledge necessary that would rival a bachelors degree from any school. I graduated high school on Friday and began my career at JMARK Business Solutions the following Monday. Trial by fire has made me into the professional I am today. My family did not have the resources for me to attend college. I made my own way and will never be ashamed of that.

Skills

Network routing, switching, security, SDWAN, and other routing protocols

Advanced written, oral, teamwork, and communication skills

Cloud technologies including AWS, Azure, IBM Cloud, GCP, etc.

Windows Server and desktop technologies

Director of IT roles and responsibilities

.NET and OO programming and troubleshooting (Python/Java/PHP)

Word Press Customization

Business Partner Technology Enablement

IBM Automation software suite including Cloud Paks

VMware Virtualization Technologies

Red Hat Enterprise Linux

Red Hat OpenShift

API Integration and troubleshooting experience

IBM Cloud Pak for Business Automation Associate Architect

IBM Cloud Pak for Data Associate Architect

Vendor Management

Containerization technologies, including Docker and Kubernetes

Exchange/Outlook 365 Server technologies

Database systems

Active Directory from inception of Windows 2000 up to present

Project Management

Network cabling systems

IBM Champion

Extremely organized and analytical