Scott Dare

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SUMMARY

Senior IT Engineer & IT Manager with 15+ years experience in system administration, operations management, and process optimization. Demonstrated proficiency in cloud infrastructure, client relationship management, and staff development.

PROFESSIONAL HIGHLIGHTS

Business Operations: Managed operations for $15M/yr revenue MSP firm. IT operations for $10M/yr revenue accounting firm. IT, HR & bookkeeping for energy conservation startup.

Staff & Client Support: Managed teams responding to requests from 180 organizations. Primary contact for professional staff. Support for financial and security audits.

IT Operations: Hands-on and team management of servers, workstations, mobile devices, SaaS vendors; budgets, inventory and regulatory audits.

EXPERIENCE

Sparkfund   **Dec 2024 – Present**
IT Manager
- Supported operations for 50-person energy utility services company
- Managed operation & budget control of SaaS systems; Google Workspace, Microsoft 365, Zoho
- Supported staff, workspaces and maintained process documentation & information archives.

Carbon Lighthouse   **Jan 2022 – May 2024**
Senior IT Engineer
- Supported Finance & HR operations for 40-person start-up energy conservation organization
- Managed operation & budget control of SaaS systems; Salesforce, Google Workspace, Zoho, TriNet, Microsoft 365, NetSuite, Quickbooks
- Supported staff, co-workspaces and maintain process documentation & information archives.

Generic Network Systems   **Aug 2012 – Feb 2021**
IT Manager / Senior IT Engineer
- Managed a team of system administrators, supporting over 180 companies, 700 application servers, in seven hosting centers across the globe. Primary contact for executive-level and professional staff.
- Created and managed the technical workflow process required for weekly build and delivery of new financial application systems.
- Provided sales support for consulting opportunities. Acted as primary client contact during major projects and service interruptions.

Eisnerlubin   **Dec 2004 – Feb 2012**
IT Director
- Provided system administration and helpdesk services for 60-person accounting firm.
- Served as primary contact for firm's high net worth clients.
- Provided support for firm's tax and audit engagements & IT consulting services.

Qwest   **Jan 1997 – Dec 2004**
Technical Director
- Coordinated the operations of technical services departments, with annual revenue of $30M.
- Created and implemented business unit budgets, profit forecasts & actuals.
- Served as sales support on business opportunities, including account planning and contract execution.

TECHNICAL EXPERIENCE

Proficient in the implementation and use of the following technologies:

- **SaaS Management:** Google Workspace, Salesforce, Zenefits, Microsoft 365, NetSuite, Adobe Creative Cloud, Dropbox, LastPass

- **Server Management:** Deploy& maintain servers; template & configuration management, Docker, Nagios; disaster recovery & backup management, Zerto, Carbonite; AWS & Azure implementations

- **Server, Application & Workstation Virtualization:** VMware vCenter, vSphere, ESX, Horizon, Dell/Wyse thin clients; Citrix XenApp, NetScaler

- **Accounting Applications:** Prosystem fx Tax Preparation, Creative Solutions Accounting Engagement CS, Quickbooks, BNA Tax Planner; ProSystem fx Scan

- **Networks:** Internet domain name management; IP/DHCP/NAT management; firewalls, wireless, routers, managed switches; VPN, OpenVPN, Cisco Radius

- **Data Security:** Device, file & messaging encryption, Bitlocker, PGP, SSL; certificate & key management, LetEncrypt; MDM, IDS, malware prevention; security hardening, eSentire

- **Network Design & Security**: Gather and document business requirements; plan and implement with network engineers and security specialist; Cisco, Wireshark

- **Web Applications:** Small office website creation, document management; Sharepoint, IIS, Apache, Nextcloud, MediaWiki, Wordpress

- **Databases:** administration, tuning, monitoring; MS SQL, Access, MySQL

- **Application Development**: Gather & document business requirements; plan & implement with application developers; end-user acceptance & quality control; JIRA, Redmine, Git

EDUCATION

University of Houston (1992)
Bachelor of Sciences in Sociology, Cum Laude

PUBLICATIONS

Technical editor for *Internet Direct*, *Internet Explorer Virtuoso* and *Netscape Virtuoso*, published by MIS Press (Former division of Henry Holt and Co. Inc.)