

Ruben Labrada

Miami, FL 
Able to relocate immediately
786-873-7760 
ruben@rubenlabrada.com 
rubenlabrada.com 

Self-motivated Information Technology management professional with 7+ years of experience leading teams and an extensive technical background. Exceedingly capable of working in high-stress environments while meeting deadlines. Highly adept at presenting technical concepts and processes to non-technical clients/staff in a comprehensible manner.

Experience

FEBRUARY 2018 – CURRENT

Director of Operations / Nutech, Inc. Miami, FL

Direct day-to-day operations including managing sales, technical support team, technical projects, 3rd party relations, and client relations. Maintained and expanded on responsibilities held under Senior Systems Engineer title. Lead and manage 30 team members.

- Meet with C-level client executives to review, expand, and secure their technical infrastructure
- Increased monthly recurring revenue by 10%
- Review client IT needs and reduce their monthly costs by streamlining servers and reducing unnecessary expenditures
- High profile clients I work with and manage: Charter Schools Associates, Banyan Health Systems, Shulas Steakhouse, Amfuel, rSource, Agilis Engineering, Arrigo Dealerships, Silver Airways, OrangeTheory Fitness, Brooks International, Safetypay, Health Channels, United Home Care, and others.
- Construct and disperse internal policies and procedures
- Conduct staff meetings and quarterly team assessments
- Review customer feedback and adjust policies to increase customer satisfaction
- Ensure team is meeting deadlines and assignments are being completed in a timely fashion
- Assign and direct team members to perform special projects as well as manage said projects
- Consistently exceed gross profit goals
- Streamlined support, increasing productivity by 20% and efficiency at the helpdesk
- Oversee client- 3rd party interaction and manage 3rd party issue resolution
- Expand 3rd party vendors and business partners to maximize profits and marketability

SEPTEMBER 2012 – CURRENT

Senior Systems Engineer / Nutech, Inc. Miami, FL

Quickly promoted from Helpdesk Technician to Sr. Systems Engineer at small-medium sized MSP. As the company is small, functioned as project manager, technical architect, and CIO for 20+ healthcare, airlines, and government contracted clients.

- Collaborate with C-level client executives to review their pains and find solutions to their issues
- Ensure clients are meeting state/federal compliance, internal policies and procedures
- Oversee support for 3000+ endpoints devices including 1000+ servers and 2000+ end users
- Manage and Implement Active Directory environments as well as migrations/consolidations

- Conduct interviews, hiring engineers, interns, and onsite technicians for clients as well as our in-house teams
- Worked as an outsourced engineer for Steiner Leisure, Banyan Health Systems, and Nextwave Funding for a period of 12-18 months.
- Direct and oversee in-house technicians and remote network/system engineers
- Design, plan, and execute technical solutions to maximize client earning potentials and reduce unnecessary costs, sparing clients a combined 15% in yearly IT cost on average
- Plan and execute P2V and Onsite to cloud solution migrations
- Plan and manage collocation to datacenters across the U.S. including overseeing 3rd party teams during migration process
- Acting sales engineer, conducting meetings with clients, managing sales team and filtering acquisitions of projects and customers
- Managed 3rd party relations such as backup solution providers, ISPs, distributors
- Responsible for maintaining client relations through onsite visits and weekly-monthly strategic meetings to ensure our technical teams are resolving their issues in a timely fashion and they are satisfied with our service
- Conduct weekly trainings to helpdesk staff and interns, elevating their technical skills from intern or level 1 to level 2+, reducing the need to hire new talent
- Maintain positive office atmosphere, proudly reducing personnel turnover from 4 employees per a year to 1 per year on average
- Manage technical documents, SOPs and client specific documentation, written by me and other technicians
- Created technical lab servers from spare equipment for technicians and engineers to build, practice, and learn technical solutions prior to deployment on client production systems
- Maintain 99% uptime of company and client systems
- Manage and maintain ConnectWise Automate, Control, and Manage RMM and CRM services
- Deploy and manage routers, switches, firewalls, load balancers, SAN switches, and virtual hosts
- Assist network/system/database administrators in troubleshooting and resolving high level technical issues
- Provide direct support to onsite technicians and engineers to resolve highly technical issues
- Design technical and workflow diagrams
- Conduct network troubleshooting, including the use of IP tools, Wireshark, and switch port mirroring to resolve network issues
- Conduct and build reports on security audits using Kali Linux pentesting tools and Nessus
- Authored reports on technical and security issues, solutions, and client suggestions to maximize client operating efficiency
- Automate and monitor common technical issues for resolution with ConnectWise Automate RMM

AUGUST 2011 – JUNE 2012

Student Technician's Assistant / South Miami Senior High

Elected as assistant to the school technician during spare time, handled technical issues while technician was off campus 3 days of the week.

- Lead technical team in deploying two computer labs
- Imaged 100+ lab computers
- Support teacher's technical issues
- Discovered and advised on security holes in school's domain

AUGUST 2010 – JUNE 2011

IT Intern / City of Coral Gables Police Department

Honors Executive Internship Program candidate chosen to assist the Coral Gables technical team

- Assisted Network Engineer to upgrade aging infrastructure, rewiring and installing new Cisco networking equipment.
- Optimized inventory management, increasing visibility to incoming and outgoing inventory
- Level 1 help desk support for City employees
- Expanded existing Server 2003 and 2008 infrastructure
- Managed/configured patrol vehicle computers

Skills

- Programming: Java, C++, PHP, Perl, Python, SQL, Powershell, Bash
- Operating Systems: VMware ESXI, Windows Server 2003-2016 and HyperV, macOS X Server, Cisco IOS, Junos OS, Linux/RedHat, HP Comware/ProCurve
- Networking: WAN, LAN, SDWAN, MPLS, WLAN
- Network + Certified
- Strong business acumen
- Problem Solver
- Spanish Speaker
- Microsoft Exchange
- Citrix XenApp and XenDesktop
- Cisco CCNA trained
- Cloud infrastructure
- OSCP certification in progress
- Active Directory Administration

Education

DECEMBER 2016

B.S. in Information Technology / Florida International University

Concentration on Database administration, Network administration, and System administration.

DECEMBER 2016

Minor in Entrepreneurship / Florida International University

Focus on Small Business Management and Business Development

JUNE 2012

High School Diploma / South Miami Senior High School

Graduated Magna Cumlaude and lead ION MINI Urban Challenge National 1st prize winning team in Washington D.C., programming and presenting the best robot. President of FBLA and Computer Club.

Projects

- Built, deployed, and maintained a dozen FOG imaging servers running Ubuntu to schools facilitating imaging of desktop Windows machines within 10 minutes of PXE boot. This included scripting and automating application installs as well as auto-joining devices to the domain.
- Automated PowerShell scripts for use with Azure RMS as well as group policy software deployments and machine maintenance.
- Build custom Windows images and deployments using Windows ADK tools
- Conduct Exchange migrations (2003-2016) as well as Office365 migrations
- Plan and complete AD joins, consolidations, and new deployments
- Planned, implemented, and trained clients on Azure Rights Management for data protection
- Institute QoS for company and client infrastructure, eliminating VOIP issues
- Plan deployment as well as manage technical team and 3rd party during new site constructions, including low-voltage wiring, security measure installs, network devices, and I.T. closet design
- Designed and instituted 802.1X LAN and WLAN Network Access Control solutions for government clients utilizing multiple Radius servers and auto-assigned SHA256 certificates to authenticate. Then trained client technical teams on how to configure, troubleshoot, and expand this setup if needed.
- Create patch/update test environment and policies for patching server/desktop devices
- Design and deploy low-cost or free solutions to not-for-profit and volunteer organizations including PFSense, Open Mesh devices, etc.
- Conducted the planning and designing as well as deployment of Labtech (now ConnectWise Automate) RMM and ConnectWise Manage CRM
- Deployed an automated domain password reset tool reducing monthly ticket count by 10%
- Resolved client Citrix issues after another vendor deployed XenDesktop to multiple client sites without the capability to roam in a 90% Wyse terminal environment
- Design and install backup solutions for clients, commonly using Datto or Veeam
- Deploy multiple client virtual infrastructures using VMware or HyperV including SANs
- Planned and migrated dozens of clients from local hardware to cloud solutions such as Azure and AWS or to collocations, in some cases keeping them a hybrid environment