



**Christopher  
Burkey**  
IT Professional

9858 Shore Break Lane  
Apt 210  
Berlin MD, 21811  
(724) 840-5740  
chris.burkey@gmail.com  
theBurkeyProject.com

## Professional Summary

Hands-on Technology Director ready to bring 13+ years of experience and take on a challenging IT environment. Diligent, forward-thinking and adaptable to dynamic company, customer and project needs. Successful at motivating teams to meet demanding timelines.

## Skills

Active Directory, AWS, Azure, DNS, DHCP, VMWare ESXi, VSphere, Group Policy, MacOS, Linux, Cisco, Meraki, CUCM, JAMF, Ruckus, Storage Area Network, Firewall, Microsoft, Staff Development, Talent Recruitment, Disaster Recovery, Budgeting, Team Building, Strategic Planning, Coaching, SCCM, MDM, VPN, Network Attached Storage, Customer Support, Inventory Management, Loss Prevention, Project Management, Quality Assurance, Partner Relationship Management

## Professional Experience

**Town of Ocean City Maryland**, Ocean City, MD  
*Director of Technology*

2020 - Present

- Manage 9 staff members and a \$2.5 million budget to effectively support over 1,000 full time employees operating out of 23 remote sites.
- Work with stakeholders to ensure IT services meet all operational requirements while remaining within budget.
- Negotiate contracts with vendors providing managed fiber and voice services resulting in a savings of 40% over previous contract.
- Manage and oversee subcontractors during building and construction projects
- Created policies and procedures around data center disaster recovery, end user acceptable use, email and documents retention
- Key architect in the development of disaster recovery plans for IT, order processing and distribution, and data integrity; maintained high availability of hardware and order entry software systems.
- Liaise with third party software vendors to provide first class support to end users.
- Provide configuration management on switches, routers, laptops, PCs, phones, video conferencing equipment, iOS devices, servers, SANs and Firewalls

**PENNCREST School District**, Saegertown, PA

2018 - 2020

*Director of Technology*

- Primary decision-maker for internal technology spending, creating budget guidelines to reduce waste and decrease unnecessary upgrades.
- Spearheaded disaster resilience and recovery efforts, successfully retaining 10 terabytes of data that would have otherwise been lost.
- Developed and implemented technical application support and information technology policies and procedures that advanced investment needs, outcomes and performance measurements to balance continuous innovation with responsible risk-taking.
- Implemented, created and tested disaster recovery and business continuity plans and maintained appropriate back-up system.
- Managed and motivated project teams to promote collaboration and keep members on-task and productive.
- Investigated and corrected or escalated project problems.
- Gathered requirements, defined scopes, allocated resources and established schedules, meeting, or exceeding project demands.
- Department responsible for 3,100 tablets, 700 laptops and desktops in a multi-platform domain.
- Staff development and support.
- Manage the district's physical and virtual infrastructure.
- Windows and macOS system administration.

**Plum Borough School District**, Plum, PA

2008 - 2018

*Director of Technology (November 2014 – September 2018)*

*Interim Technology Director (May 2014 – November 2014)*

*Early positions; Help desk, Network Admin, System Admin*

- Managed 8 staff members and a \$1 million budget to effectively support 4,000 students, and 450 full time staff members, while working as part of a 10-member interdepartmental steering team.
- Department responsible for 1800 tablets, 900 laptops, and 400 desktops in a multi-platform domain.
- Desktop support, network operations, and district's social media and web presence.
- Staff development and support.
- Conducted yearly introduction and refresher courses for the district's learning management system (LMS).

- Provided ongoing training for all district systems.
- Championed the district's transition of student information systems (SIS).
- Supported district personnel on all levels of help desk calls.
- Managed the district's physical and virtual infrastructure.
- Responsible for installing, supporting, updating, and patch management of the district's VMware infrastructure.
- Provided the district with a high availability Microsoft Windows infrastructure allowing for zero downtime during critical system updates.
- Maintained the district's datacenter storage to allow for reliable storage and data loss prevention.
- Utilized Veeam to backup and replicate production environment to our disaster recovery site.
- Implemented an Open Source Kaltura server that was able to save the district \$10,000 / year over a similarly featured hosted solution.
- Planned the acquisition and installation of a new data center for the district.
- Recruited high-caliber development personnel, prioritizing candidates with history of helping employers execute business goals by exceeding expectations.

**Diamond Drugs Inc, Indiana, PA**

2002 - 2008

*Pharmacy Technician / Customer Liaison*

- Provided multiple levels of customer support
  - Primary contact for patient issues with insurance billing
  - Headed the Medicare Part D initial rollout
  - Responsible for contacting physicians for patient clarification and safety
  - Maintained and updated data entry processing system
- Inventory Management
  - Responsible for daily / weekly inventory in order to control costs
  - Implemented barcode scanning system to improve inventory efficiency
  - Maintained minimum on hand stock to maximize company profits

**Communications and Commerce, Indiana, PA**

2000 - 2002

*Call Center Supervisor / Team Coordinator*

- Supervised a team of 20 people
  - Provided daily training of new team members
  - Monitored daily and weekly performance statistics and provided additional training for team members with low scores
  - Handled escalated customer support issues
- Provided quality assurance

- Randomly monitored team member phone calls to ensure they were handling clients in a professional and company approved manner
- Provided coaching on areas of calls that were not up to standards
- Continued team growth by giving positive feedback to team members who met or exceeded performance matrix
- Training coordinator / staff development
  - Part of a small team that received training from corporate office in order to train 500+ team members onsite
  - Developed training schedules and additional content to reinforce training objectives

## Education

<b>Robert Morris University</b>	2014
Masters of Science in Information Security and Assurance	
<b>ITT Technical Institute</b>	2012
Bachelors of Science in Information Systems Security	