

J. Thomas Stokkeland

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Summary

Information Technology Management

[Cloud | Security | AI | VOIP | Infra/Net/Ops | ITSM]

30 Years' Experience, 15 Years IT Management; Manufacturing, Public sector, and Healthcare/Software.

Proven leader with engineering background, years of project management and hands on experience, solid analytical capabilities. Utilizing concise communication, ability to be pragmatic and focused on the goal.

- Problem Solving
- Security & Compliance
- Vendor Management
- AI Integrations & Guidrails
- Continuity & DR, Risk Mgmt.
- Project Management
- Mentoring & Team Building
- Budgets/Reporting/ROI
- IT Service Management

Professional Experience

Director of Information Technology, Mobile Heartbeat LLC

2013 September – Present. Waltham, MA (Software for Healthcare)

Responsible for all aspects of IT Operations, Security, Business Continuity, Performance, Planning, Budgeting, Service Management, Team growth and mentoring.

- Completed infrastructure overhaul and data center move, added full redundancy, increased platform resources by 230% without changing footprint, cutovers on time and within budget.
- Within 1 year increased overall system reliability and performance with minimal investment, resulting in Development through QA release cycles reduced by 30%
- Product Owner and Engineering SME VOIP Solution/Platform (SIP/Asterisk) & Telecom Ops
- Continuously running multiple IT projects. Security, network/infrastructure, fork lifts, sw, migrations, etc
- Successfully Launched Cloud Operations, Architecture with Cross Region HA/DR – SAAS
- Datacenter and Cloud migrations (Azure), Hybrid – IAAS/PAAS
- Security: Network, Endpoint, Server, Cloud. AI/Guidrails, Monitoring. SIEM, Incident P&P, Penetration Tests, Risk Management, Data Protection, Ransomware, Intrusion/Anomaly Detection, DLP
- Service Management (ITIL), Integrated AI, Policies/Procedures, Audits, Monitoring, and Documentation
- Regulatory Compliance and Standards/Certifications. HIPAA/HITECH, SOC2, HITRUST.
- Business Continuity/DR, Orchestration/Automation, Email/Office 365 migration, SQL/Object DB, SharePoint, Virtualization/SAN/Network/ Load Balancing, Voice, DevOps, MS-CAF , IdP

Manager IT Engineering and Projects, Zippo Manufacturing

2011 May - 2013 September. Bradford, PA (Manufacturing)

Responsible for All IT projects, as well as all Network/Systems/Telecom Infrastructure and security.

Continually ran all aspects of projects and teams to modernize all infrastructure systems; improving efficiency, and expanding overall capabilities with planned and realistic ROI goals. Vendors/Negotiations, projects etc

- Migrated off legacy systems to consolidated virtualization/storage, reducing physical footprint by 75%, improving reliability, capacity, and uptime, while reducing operational cost.
- Established structured and managed Virtualization/Storage infrastructure
- Network, Security, Factory-Wifi, E-Mail/Exchange, Security, ERP Migration, Remote Access, WAN/MAN
- Architected DR plans for 2 datacenters, 7 buildings, LAN/WAN - foreign and remote access.

IT Coordinator (Director), Seneca Nation of Indians

2008 March - 2011 May. Salamanca, NY (Public sector)

A director's role reporting to Chief of Staff. Responsible for all aspects of IT, providing infrastructure, applications, and shared services to government and health care facilities on two campuses, 29 buildings, and various remote locations.

Managed 9 direct reports in two locations, continuously ran projects, managed grants, played a major role in technology aspects of new structures and expansions.

- Established structure with P&P within Technical and Applications Services, added preventing measures – resulting in monthly incidents being reduced by 40% in 18 months (1300 users).
- Successfully addressed Council and obtained funding to implement a full technology infrastructure replacement and upgrade/security program. \$2.5M in projects for fiber infrastructure, network equipment renewal, Wi-Fi implementation, Voice replacement (VOIP) – all completed on budget and in the planned 18 month time frame. Homeland Security Grant Funding obtained and utilized for communication tech.
- Performed 4 datacenter moves in conjunction with new and renovated structures
- Platform projects: ERP Implementation/Migration, Virtualization and Storage replacement, VDI, Security

Network Administrator, Seneca Nation of Indians

2004 February - 2008 March. Salamanca, NY (Public sector)

In this 4-year period I took the organization from a 4 server, nearly flat layer 2 network, to multiple cabinet's filled, redundant and structured network, and the beginnings of a SAN and Virtualization infrastructure.

- Implemented Core network and Layer 3 functionality (Dell, Nortel, Cisco, HP - OSPF)
- Exchange Upgrades, multiple AD forests. Deployment automation, GPO, etc.
- Firewall replacement, Fortinet and Microsoft ISA, websense. MailFoundry,
- Pilot and Implementation of Lefthand SAN and Virtuallron (Oracle) Virtualization infrastructure

Automation and Control Systems Engineer, Highland Injection Molding Inc

1999 August- 2004 February. Salamanca, NY (Manufacturing)

Responsible for all retrofits and installation of control systems, as well as integration of shop floor to business IT. After 6 months I obtained responsibility of all technology aspects.

- Implemented local network, security, and shared resources
- Developed in house utilities and interfaces aiding the Shop floor to Business system data flow
- Implemented ERP system (Macola)

Programmer and Service Co-ordinator, Larsen Automasjon A/S

1998 June - 1999 May. Tyristrand, Norway (Industrial, Machine Builder)

Responsible for development, deployment, Documentation, and troubleshooting of control systems (PLC/HMI) and related electrical systems in new and installed machinery. Coordinated installation, troubleshooting, rebuilds, and service in customer facilities.

- Established Electrical engineering department, hired and mentored Engineers
- Maintained a Novell/Unix/Windows network and systems for design Engineers CAD stations
- Control Systems, PLC/HMI, Robotics, Position Controls, Hot Glue Motion/Cam

Programmer, Nor-Reg A/S

1991 July - 1998 June. Honefoss, Norway (Industrial, Machine Builder)

Program architect and developer of control systems and HMI, industrial packaging machinery. The first 18 months as an apprentice continuing my education, before a final exam and degree in march 1993.

- Specialized in R&D/Pilot projects due to my analytic and practical implementation abilities
- Participated in Windows/Unix network maintenance and helpdesk for design Engineers CAD stations
- Travel throughout Europe for startup and troubleshooting of production machinery
- Control Systems, PLC/HMI, Robotics, Position Controls, High Speed Motion/Cam Controls

Technical Skills

- Cloud, Azure Certified
- Enterprise AI Gen+Agent
- ITSM, ITILv4 Certified
- Cisco, F5, Citrix, Force10, HP, Aruba
- CUCM, Avaya, Asterisk
- VMWare, HyperV, Citrix
- Cisco UCS, MDS
- EMC, PureStorage, FC/iSCSI/FCoE
- CommVault, EMC Data Domain, Veeam, BackupExec
- AD Migration, EntraID, SAML2
- AirWatch, Intune
- Exchange/o365 Migrations
- Mongo, MS-SQL, MySQL
- MS Dynamics NAV, AX, Epicor
- Sharepoint, Visio
- Palo Alto, Qualys, Cisco, Juniper, Fortinet, Perch, Checkpoint, Proofpoint.
- Solarwinds, Zabbix/Nagios, PowerAdmin, WUG
- Unix/Linux/Windows/MacOS

Education

Degree in Automation and Mechanics (Mechatronics)

1991. Tinius Olsen Skole, Kongsberg, Norway

Training

ITIL v4 (2021), Azure AZ900 (2022). Prior to 2020 tons of technical/security subjects MS/Cisco and others.

Presentations

New York Tech Summit, Verona NY: Disaster Recovery (2013)
Practical Vendor Management (2018)

Military Service

Kp. Electro-Mechanical Weapon Systems Assistant F16, Orland MAS, Flight Line.

1993 - 1994. Royal Norwegian Air force, Orland, Norway,

F16 Aircraft weapon systems and explosives. Mandatory 1-year military duty, Norway. Honorable Discharge.