

John Galanek

Orland Park
Illinois

Phone: 312-945-8581

Email: john@galanek.net

Web: <http://johngalanek.com>

SUMMARY

Excellent analytical, organizational, and leadership skills honed in U.S. Army, proven in both combat and the corporate office. Record of leading teams to success given aggressive goals and objectives. Ability to tap over a decade of combined Systems Administration, Systems Analysis and Hardware experience to quickly solve complex IT problems.

EDUCATION

B.S. INFORMATION AND DECISION SCIENCES with College Honors 2011
UNIVERSITY OF ILLINOIS AT CHICAGO, College of Business Administration

CORE COMPETENCIES

Team Leadership • Systems Administration • Infrastructure Design
Project Management • Systems Analysis • IT Governance

PROFESSIONAL EXPERIENCE

SYSTEMS ADMINISTRATOR 2010 – Current
Social Security Administration – Office of Quality Performance

Successfully orchestrated multiple projects with competing priorities involving systems analysis and design, systems administration and business analysis. Primary architect and manager for several initiatives, including: a component level (1000 user) MS SharePoint based task management solution, several database roll-outs and automation initiatives, and multiple systems-based root cause analysis.

- Led development team in the re-design and implementation of a task management system. Completed in SharePoint the new process reduced total task completion time by 65% and increased adoption rate by 300%
- Managed \$150,000 project to build out 30 person employee training room. Project was completed on time and 25% under budget
- Designed and Implemented multiple Databases in MS SQL and Access with accompanying training material for office level (~200 user) and Component level (~1000 user) use
- Contributed significantly to a component level (~1000 user) VPN rollout
- Designed and Automated Management Reports in Oracle Hyperion and MS Excel using VBA



TRANSITIONING ARMY VETERAN / COLLEGE STUDENT

2006 –2010

Microcenter Incorporated

Maintained IT related position as a PC/MAC service technician at Microcenter (2006-2008) while studying toward Bachelor of Science degree.

- Consistently exceeded productivity goals by 30% or more
- Increased productivity by implementing slipstream OS install procedure
- Planned and executed weekly software training classes for customers

LAN TECHNICIAN

2002 - 2005

University of Illinois at Chicago - Department of Ophthalmology

Managed HIPPA compliant medical computer network in support of mission critical clinical and surgical ophthalmic procedures. Responsible for Local Support to 5 Offices including one hospital location. Responsibilities included: Desktop Support, response and resolution of service and network issues, server maintenance, collaboration with other IT departments, vendor relations, digital medical device maintenance, and Exchange server administration.

- Project manager for deployment of department's first Wi-Fi network
- Trained newly hired systems administrators.
- Implemented computer security environments and beta-tested new hardware and software
- Reduced administration overhead by 75% by designing and implementing a Database (FileMaker Pro) used in a departmental Fellowship selection process
- Participated and supported three successful Chicago Office expansions and moves

SUPERVISOR (SQUAD LEADER)

2001- 2006

U.S. Army / Illinois Army National Guard – Operation Iraqi Freedom 2003-2005

Accomplished measurable results while leading teams from 8 to 40 soldiers in a fast paced, dynamic work environment. Managed risk along multiple lines to protect equipment valued at over \$1M while meeting the vision of senior leadership.

- Mentored and maintained accountability of soldiers within the squad, providing positive guidance for their personal and professional development
- Supervised inventory management functions for Vehicular, communications, medical and specialty equipment valued at approximately \$1.2M; conducted a monthly inventory with a 100 percent accuracy rate during a two year period under austere conditions.
- Led Teams in over 100 missions during Operation Iraqi Freedom
- Planned and managed over 30 projects using project management concepts; established work breakdown structures and timelines, forecasted resources and supervised overall completion of projects
- Planned and supervised several logistical movements of four to 20 military vehicles traveling over 50 miles; completed movements with no delay time and finished ahead of schedule



SUPERVISOR (SQUAD LEADER) (continued)

- Assessed training needs and evaluated training effectiveness of squad; assisted in the development of innovative teaching techniques and conducted professional development seminars
- Analyzed violations of organizational code of conduct and administered disciplinary actions in accordance with published regulations

MANAGER – SERVICE DEPARTMENT

1999- 2001

Computer Renaissance

Supervised managed IT services personnel responsible for SMB clients. Supervised retail IT service department and retail sales personnel. Increases productivity 50% by implementing standardized diagnostic process

- Responsible for hiring/firing, training, mentoring and scheduling service technicians
- Maintained vendor / customer relations

SERVICE TECHNICIAN

1998 – 1999

DataMedics Incorporated

Provided phone support and participated in on-site service calls to SME clients under managed IT services contracts. Provided all manner of desktop/hardware support to retail customers including: troubleshooting, repairing, upgrading and build-out of computer systems.

AWARDS

- 2013 Social Security Administration Commissioners Award for Excellence
- 2012 Federal Employee of the Year Runner up – IT Team Award
- 2011 UIC Center for Research in Information Management Undergraduate Design competition winner.
- United States Army Commendation Medal
- United States Army Combat Action Badge
- Honored as Battery, Battalion and, Brigade Soldier of the Year, 2003

CERTIFICATIONS

ITIL 2011 (Formerly V3) Foundation

AXELOS Global Best Practice License: GR750141239JG

CCNA: Cisco Certified Network Associate, Routing and Switching

Cisco License: CSC012540061

Comptia A+ License: COMP001005958145



TECHNICAL SKILLS

Markup / Programming / Scripting / Query languages:	CSS, HTML, SQL (T-SQL, PL-SQL), VBA, VB Script
Network Technologies / Services:	AAA, ACL, ARP, BIND, CDP, DHCP, DMZ, DNS, EIGRP, FTP, LACP, LAMP, LDAP, IMAP, iSCSI, NAS, OSI, OSPF, POP3, QoS, RADIUS, RDP, RIP, RSync, SAN, SMTP, SSL, STP, SSH, Static Routing, SYSLOG, TCP /IP, Telnet, TFTP, VLAN, VTP, VPN, WINS, Wireless (802.11A(C) –N)
Content Management Systems (CMS):	Drupal, MS SharePoint, Wordpress
Server Monitoring and Remote Management:	Dell DRAC, HP iLO, Solarwinds
Operating Systems / Hypervisors:	Cisco IOS , FreeBSD, Hyper-V, Linux (CentOS, Debian, RHEL), MAC OSX MS Windows, MS Windows Server, Proxmox VE (KVM), VMware (Server, ESXi),
Applications:	MS Office, Trend Anti-Virus, Symantec Backup Exec, McAfee Anti-Virus Corporate, MS Active Directory, LDAP, MS Exchange , IIS, Apache, Tomcat, MS Project, SAS 9.1.3/9.2, Oracle Hyperion, Visio, VNC

ORGANIZATIONS AND ACTIVITIES

UIC Information and Decision Sciences Organization

President, January 2010-January 2011

Treasurer, May 2009 – January 2010

Member, January 2009-May 2009

Association for Computing Machinery (ACM) - UIC Chapter

Member, January 2010-May 2011

