

# ROBERT M. PUCCI

FULL CONTACT INFORMATION AVAILABLE ON REQUEST • ROB@NERDCENTRIC.COM

---

## QUALIFICATIONS SUMMARY

---

Lead Information Technology professional with a proven record of successfully architecting and implementing solutions that optimize workflow processes, combat cyber security threats, and accelerate business success. Recognized for providing solid technical leadership while empowering high performance teams to deliver focused solutions and achieve outstanding outcomes through ingenuity, team cohesiveness, and follow through. Comprehensive twenty-five-year technical background with leading technologies, including multidisciplinary experience in:

- Microsoft Office 365 Administration
- Microsoft Teams Phone Voice and Video Calling
- VMware ESXi Server Administration
- KnowBe4 Security Awareness Training
- CrowdStrike End Point Protection
- Palo Alto Next-Generation Firewalls
- Windows 2012r2 and 2019 Server Implementation
- Cisco and Meraki Network Management

---

## PROFESSIONAL EXPERIENCE

---

### Network Engineer—City of Elk Grove, Elk Grove, CA

November 2012-Present

Lead technologist providing overall guidance and vision for the technical direction of city resources. Seek out and implement automation opportunities. Strong leadership ideology paired with a comprehensive technical skillset in Windows Server, VMware, Palo Alto, and Cisco networks. Provide technical solutions and direction to junior support personnel. Develop operating procedures and training for new IT projects.

- Designed and implemented the cloud emergency response solution for the City of Elk Grove. Successfully preconfigured all city employees for a remote work environment ahead of the Covid-19 pandemic. Utilized best practices with Remote Desktop Services, Office 365 with Teams, and Palo Alto Global Protect to maintain 100 percent availability of city services. Had the foresight to prepare this deployment two years prior to the pandemic and achieved the goal of service continuity during the city-wide emergency.
- Manage the City of Elk Grove's infrastructure budget to include the tracking of all reoccurring maintenance and support expenditures. Provide strategic thinking to ensure future projects continue to optimize organizational work processes at the city. Adhere to city purchasing guidelines while managing vendors to ensure optimal pricing is achieved for all purchases.
- Lead for the city's Cyber Security team. Developed the city's Cyber Security plan. Responsible for CrowdStrike end point protection implementation, KnowBe4 security awareness training, firewall technology, zero trust architecture, network intrusion detection, and patch management.
- Led cross-functional team to migrate city traffic signaling from copper to 5G wireless technology utilizing CradlePoint routers. After a successful proof of concept deployment, continue to provide direction for the implementation at the remaining intersections. My network design improved the availability and survivability of the traffic network, while avoiding network bottlenecks and single points of failure.

### Senior Technical Analyst—Digi International, Davis, CA

November 2005-November 2012

Lead Windows Systems Administrator responsible for implementing and maintaining Windows servers and workstations in an Active Directory domain. Manage VMware ESXi servers with SAN attached storage hosting Windows virtual machines. Manage the ShoreTel VOIP and Syntellect call center systems.

- Technical leader for Foresight business intelligence team. Configured SQL Server Integration Services to import data from external sources and automated the replication to remote storage.
- Designed and developed the Windows automation tool Script Zombie, ScriptZombie.com, which automated companywide software installations and other desktop and server support tasks.

### Test Engineer II—Sprint, Rancho Cordova, CA

April 1997-October 2005

Lead maintenance technician on Sprint's National ACD platform. Researched, isolated, and resolved issues relating to the EADS Pointspan ACD and ETalk quality monitoring systems used in 46 Sprint call centers. Maintained, tested, and implemented Windows 2000 and 2003 servers. Provided end-user support for Windows XP and 2000 desktops. Automated daily maintenance, troubleshooting, and installation tasks.

- Administered and supported an NT domain consisting of 720 workstations, spanning two Sprint customer service call centers. Interfaced with staff and vendor organizations to solve system related problems. Resolved network issues utilizing network sniffers, cable testers and other common tools.

### Weather Forecaster (1W071A)—United States Air Force, Multiple Locations

June 1987-March 1997

---

## EDUCATION AND CERTIFICATIONS

---

Bachelor of Science, Information Technology (Summa Cum Laude)

2003

University of Phoenix, Sacramento, CA

---