

# Jeffrey Mesch

IT Director

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## SUMMARY

19+ years experience as an IT Director leading IT team professionals to implement best practices & deliver compelling value to end users.

Proficient in orchestrating end-to-end technical operations, monitoring IT infrastructure, and communicating with all stakeholders. Adept at developing end user oriented solutions cost effectively.

## KEY SKILLS

• Strategic Planning & Budgeting • Policy Development • Contract Negotiation • Vendor Management • Cybersecurity • Business Continuity • Network & Server Infrastructure • Communications Infrastructure • Cloud Computing • Project Management • Team Building • Staff Management/Development • End User Communication • End User Training

## TECHNICAL SKILL

### HIGHLIGHTS

**Operating Systems:** Windows, MacOS, Linux, iOS, Android, ChromeOS

**Cloud Computing:** Google Cloud Platform, Microsoft Azure

**Networking:** Extreme (Aerohive), HP, Ruckus, Ubiquiti

**Voice:** Zoom Phone, Cisco UCaaS, Jive, Mitel

**SaaS:** G Suite, Zoom, Slack, Canvas LMS

**Languages:** HTML, Java, C++, Basic, SQL, Python, PHP

## PROFESSIONAL EXPERIENCE

### Sacred Heart Major Seminary

#### I.T. Manager

Detroit, MI

📅 Aug '16 - Present

*Seminary and School of Theology with +500 students and +120 employees*

#### End-to-End Technical Operations Management

- Established new **policy** putting a **priority** on **cloud infrastructure**, resulting in reduced downtime, cost savings, and a seamless transition to remote operations in under **48** hours for the Covid-19 pandemic
- Redesigned **phone system for 150 extensions**, resulting in significant **improvement** in institutional **communications**
  - Interfaced directly with the **team** who developed the **product** and assisting in identifying **five** early **bugs** in the **product**
- Guided **migration** to a new **learning management system** resulting in over **80%** utilization and MOOCs with over **3,000** students

#### Identity Management & Accessibility

- Constructed and implemented a new **system** for **Identity Management** utilizing **SAML Authentication**, reducing **logins** by **90%** and **support tickets** by **30%**
  - Classified as an early adopter of **Google's SAML authentication service** for **SSO**
  - **Facilitated work being done** done at **zero** new **cost**, utilized existing and free **services**
- Created and implemented a new centralized **application portal** for all **users**, which included Library resources, increasing **utilization** by **50%**
- Authored multiple **conference presentations** to show this **work** to other **institution** and how they can benefit

#### Management & Administration

- Forged **four** new strategic **goals** annually for **I.T.** focused on the **needs** of the **end user**, resulting in a ground up approach to technology
- Instituted **partnerships** with other **organizations** resulting in reduced **costs** and faster problem resolution times

#### Key Achievements

- Achieved a departmental **satisfaction rating** of over **80%** on institutional **surveys** conducted in **2019** and **2020**, the **highest** in the entire **institution**
- Acted as an **expert consultant** to over **30 institutions** worldwide regarding **infrastructure design**, online **learning**, single-sign-on **design**, and vendor relationships

### Henry Ford Learning Institute

#### Associate Director of Technology

Dearborn, MI

📅 Jul '12 - Aug '16

*Dearborn, MI based non-profit charter school management company, operating 4 schools across 3 states*

#### Technical Operations Management

- Lead all **I.T. operations** across **5 locations** in **Michigan**, Illinois, and Texas
- Designed and implemented a **1:1 iPad program**, resulting in improved **reading skills** and standardized **test scores**
- Performed **migration** all **sites** to **G Mail**, resulting in improved **communication** and simplified **management**
- Launched a new **wireless networking configuration** for all **sites**, resulting in a seamless **user experience** regardless of **location**
- Replaced **I.T. support ticket system** to meet growing **needs**, resulting in reduced time to problem resolution

## Management & Administration

- Administered the **USAC E-Rate program**, bringing in up to **\$300,000** in funding annually
- Revised **I.T. purchasing procedures**, resulting in **30% savings** annually
- Directed multiple **building construction** and **renovation projects**, working with architects and managing **contractors**
- Built **relationships** with **four** major **partners...University of Michigan**, College for Creative Studies, the University of Texas, and the Henry Ford

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## Father Ryan High School

### Director of Technology & Computer Science Department Chair

Nashville, TN

📅 Jul '07 - Jul '12

*Private co-ed high school with +900 students and 80 faculty and staff*

#### Technical Operations

- Drove **selection** and **implementation** of a new **student information system, operational within 10 months**, resulting in institutional efficiencies and improved communication with parents
- Commissioned new **systems** for **communications**, including pioneering the **use of Twitter** in **education**
- Updated **servers** and **network systems**, resulting in a **50% drop** in energy consumption and **40%** drop in Internet bandwidth usage

#### Management

- Served on the **Diocesan Technology Committee**, charged with developing **policy** and leading **technology initiatives** for **19 area schools**
- Formulated annual **operating budget** of **\$300k** and strategic **goals aimed at advancing technology**

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## The Heights School

### Director of Technology & Computer Science

Potomac, MD

📅 Aug '05 - Jun '12

*Private school for grades 3-12 with +500 students and 30 faculty and staff*

- Spearheaded **I.T. systems design** for a **46,000** square foot campus expansion
- Overhauled entire **I.T. infrastructure** from **Microsoft-based** to **Apple-based**
- Modernized Computer Science **curriculum** and taught A.P. **Computer Science**

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## EDUCATION

### University of Wisconsin

#### Bachelor of Science

Madison, WI

📅 Sep '96 - Dec '00