JOE CHURCH

IT Manager

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PROFESSIONAL SUMMARY

Highly accomplished and results-driven IT Manager with over 25 years of extensive expertise in leading complex IT operations, infrastructure modernization, and digital transformation initiatives across diverse environments, from mid-sized organizations to global enterprises supporting 50,000+ users. Proven success in aligning IT strategy with business goals, even amidst staffing limitations, tight budget constraints, and stakeholder delays. Adept at navigating the full lifecycle of digital transformation projects, from conception and budgeting to vendor selection and execution. Offers a unique blend of strategic leadership and hands-on technical acumen, specializing in Azure, Microsoft 365, comprehensive System Administration, and advanced Project Management. Known for cultivating high-performing, collaborative teams (managing up to 26 staff across multiple functional areas), fostering professional development, and bridging communication gaps between technical teams and executive stakeholders to ensure successful project delivery, enhanced platform stability, measurable improvements in efficiency, end-user experience, and reduced operating costs. Seeks a long-term IT management role that allows for continued technical engagement while driving people and process leadership.

EMPLOYMENT HISTORY

AUG 2024–PRESENT | Systems Engineer III, Heritage Insurance, Tampa, FL

- Managed and optimized IT infrastructure, enhancing both cloud and on-premises operations for improved performance and reliability.

- Collaborated extensively with security and helpdesk teams to ensure superior service delivery and swift resolution of incidents.

- Implemented automation and scripting solutions, resulting in significant efficiency gains across various IT processes.

- Developed and refined operational processes to achieve improved outcomes and streamline workflows.

- Led critical infrastructure modernization initiatives across hybrid cloud and on-premises environments, specifically optimizing system performance and implementing automated workflows for enhanced efficiency and resource utilization.

- Streamlined datacenter operations through strategic architecture planning, maintaining a robust Microsoft 365 ecosystem, and consistently delivering high uptime for critical business systems.

MAR 2023–AUG 2024 | Tech Manager: Client Infrastructure, Baptist Health South Florida, Miami, FL

- Directed critical IT projects, significantly enhancing cloud-first initiatives and driving innovation across enterprise infrastructure.

- Managed vendor relationships and contracts, optimizing resource utilization and achieving cost efficiencies.

- Improved IT processes and automation, leading to measurable gains in operational efficiency and system reliability.

- Cultivated a supportive and collaborative team culture, actively promoting professional development and staff retention.

- Led the digital transformation of enterprise infrastructure, managing a cross-functional team of 26 staff across 3 distinct teams (mobile device management/software deployment, endpoint infrastructure, VDI), driving cloud-first strategies and implementing virtual desktop solutions while fostering a highly collaborative and productive work environment.

- Orchestrated enterprise-wide application delivery and mobile device management systems, optimizing software deployment processes and streamlining print infrastructure, faxing, and other basic office communication platforms.

- Cultivated high-performing teams of 5 direct reports, focusing on professional development and innovative problem-solving in cloud infrastructure management.

- Successfully engaged and fostered cooperation with a historically change-resistant team member, leading to improved process adoption and facilitating their promotion after 20+ years in role.

- Managed End-User Computing (EUC) solutions including AVD, Citrix XenDesktop, and VMWare Horizon, leveraging IGEL thin clients and optimizing images for complex healthcare environments, including pass-through hardware for voice dictation into EHR software.

AUG 2021–FEB 2023 | Manager: Enterprise Collaboration (Azure/M365), BrightSpring Health Services, Inc., Tampa, FL
- Led team managing enterprise email and Azure/Microsoft 365 collaboration suite, enhancing system reliability and security.

- Supported M&A activities, ensuring seamless integration and operational continuity.

- Implemented modernization strategies, achieving measurable improvements in platform performance.

- Led cross-functional M365/Azure platform modernization initiatives while managing a 7-member team, streamlining enterprise collaboration systems and driving M&A technical integration.

- Orchestrated comprehensive cloud migration strategies, optimizing email infrastructure and implementing robust security protocols across corporate platforms.

- Served as a key communicator, bridging understanding gaps between diverse teams and stakeholders, resulting in more effective team collaboration and increased overall efficiency.

APR 2021–AUG 2021 | Cloud Engineer, Catalina Marketing, St. Pete, FL
- Worked as tier-3 team in Azure management and DevOps support, optimizing cloud operations.

- Enhanced cloud resource efficiency with advanced Azure solutions.

- Collaborated on cross-functional projects, integrating traditional datacenter tech.

- Resolved complex technical issues, improving system reliability.

- Contributed to significant operational improvements in cloud infrastructure.

- Streamlined cloud resource allocation processes and strengthened security protocols while mentoring junior engineers in DevOps best practices.

- Architected scalable cloud solutions integrating traditional datacenter technologies with modern Azure services, driving operational excellence.
- Optimized Azure resource utilization through systematic monitoring and analysis, implementing cost-effective solutions while maintaining performance standards.

AUG 2020–APR 2021 | Sr. Systems Engineer, Heritage Insurance, Tampa, FL
- Led IT security projects, enhancing Azure infrastructure and Office 365 operations.
- Guided junior team members, fostering skill development and teamwork.
- Implemented critical initiatives, achieving measurable improvements in system efficiency.
- Engineered scalable cloud solutions while leading cross-functional IT projects, strengthening security frameworks and providing technical leadership.

APR 2019–AUG 2020 | Manager | Enterprise Infrastructure & Architecture, PharMerica, Inc. | Bright Spring Health Services, Tampa, FL
- Led infrastructure team of 8 engineers, streamlined 24/7 healthcare operations through strategic change management and data center migration initiatives.
- Drove process improvements and automation, enhancing operational efficiency and team collaboration.
- Managed change initiatives during business acquisitions, ensuring smooth transitions and continuity.
- Implemented strategic solutions, resulting in significant operational enhancements and cost savings.
- Orchestrated complex system integrations during business acquisitions while maintaining critical healthcare service continuity.
- Implemented automation solutions across enterprise infrastructure, reducing manual processes and enhancing operational efficiency.
- Drove technical process improvements in healthcare environment, optimizing system performance and team productivity.
- Mentored technical administrators in best practices, fostering skill development while managing mission-critical infrastructure projects.
- Played a critical role representing teams in enterprise change management practices, ensuring proper communication of impactful changes to relevant stakeholders before deployment.

APR 2018–APR 2019 | Systems Architect | Enterprise Infrastructure, PharMerica, Inc., Tampa, FL
- Led team of 8 in complex virtual environments, enhancing system efficiency and reliability.
- Contributed to process improvements and automation, achieving measurable operational gains.
- Managed data center migrations and acquisitions, ensuring seamless transitions and integration.
- Participated in change management, fostering a culture of continuous improvement.
- Utilized technical skills to solve infrastructure challenges, resulting in enhanced performance.
- Streamlined technical operations through automated workflows, reducing manual intervention and enhancing system reliability across multiple data centers.
- Architected solutions for seamless acquisition integration, modernizing legacy systems and establishing standardized infrastructure protocols.

SEP 2017–APR 2018 | Technical Architect | Life Sciences Division, Tata Consultancy Services, Tampa, FL

- Led complex projects in enterprise messaging for a global client, enhancing cross-team collaboration.

- Coordinated diverse teams to deliver measurable improvements in service efficiency.

- Oversaw Level 2/3 admins, ensuring high standards in technical operations and client satisfaction.

- Implemented strategies for continual improvement, resulting in significant client value addition.

- Spearheaded enterprise messaging architecture for global life sciences client, directing cross-functional teams and optimizing service delivery through strategic technical leadership.

- Led complex infrastructure projects while managing L2/L3 support teams, implementing robust messaging solutions and establishing operational excellence benchmarks.

- Designed and executed transformative messaging architecture solutions, driving continuous improvement initiatives and enhancing service quality metrics.

- Orchestrated seamless coordination between global teams, ensuring alignment of technical objectives with business requirements and stakeholder expectations.

- Pioneered architectural improvements in enterprise messaging systems, establishing best practices and creating sustainable technical frameworks for future growth.

JAN 2016–SEP 2017 | Systems Administrator III, PharMerica, Inc., Tampa, FL

- Led team of 12 in supporting complex virtualized systems, enhancing operational efficiency.

- Collaborated across departments to automate processes, improving workflow significantly.

- Optimized existing systems, resolving environmental challenges for better performance.

- Designed infrastructure projects, contributing to successful Office 365 migration.

- Identified and implemented workflow improvements, achieving measurable system enhancements.

- Led Office 365 migration initiative for enterprise-wide Microsoft Exchange environment, implementing solutions for complex virtualized infrastructure and systems optimization.

- Coordinated with cross-functional team of 12 to enhance infrastructure support, maintaining critical systems while identifying and resolving workflow bottlenecks.

- Designed and executed process automation strategies, streamlining operations and resolving legacy system challenges in virtualized environments.

AUG 2005–DEC 2015 | Manager IT Infrastructure (North America), Trammo, Inc., Tampa, FL

- Led migration to Windows Server 2003, enhancing system efficiency and reliability.

- Provided desktop support and collaborated with management, ensuring seamless operations.

- Trained IT staff on new technologies, fostering team competency and readiness.

- Documented technical projects, ensuring clarity and continuity in IT processes.

- Led comprehensive IT infrastructure modernization, migrating Windows NT4.0/Exchange 5.5 to Windows Server 2012 R2/Exchange 2013, implementing Hyper-V virtualization and HP Blade technology.

- Streamlined enterprise systems through strategic migration projects while maintaining seamless operations for business-critical applications and user support.

- Partnered with executive management to develop IT solutions, create technical documentation, and establish best practices for infrastructure deployment.
- Mentored IT staff on emerging technologies while managing daily operations, from desktop support to system administration and network maintenance.
- Orchestrated deployment of advanced backup solutions and server technologies while ensuring robust documentation and compliance standards.
- Optimized IT infrastructure through strategic deployment of HP Blade technology, delivering robust system architecture and improved operational efficiency.
- Successfully managed and executed complex projects including corporate office relocations, datacenter migrations, and acquisition integrations.

SKILLS
- **Cloud Platforms:** Azure, Cloud Computing, Office 365, Google Cloud (GCP)
- **Virtualization:** VMware, Hyper-V, Virtualization
- **Systems Management:** Active Directory, Microsoft Exchange, Infrastructure Management, System Administration, End-User Computing (EUC)
- **Automation & Scripting:** PowerShell, Automation, AI Automation/Scripting, ConnectWise Automate
- **IT Service Management:** ITIL, Project Management, Vendor Management, Change Management, Service-Now (CMDB, Service-Desk, Dashboards/Reporting, Automation)
- **Endpoint Management:** ManageEngine Endpoint Central, ManageEngine Patch Manager
- **Security & Compliance:** Disaster Recovery, Proof Point Email Protection, Proof Point Information Protection, HIPAA Compliance, SOC 2 Compliance
- **Strategic & Leadership:** Team Leadership, Cloud Strategy, IT Governance
- **Database:** Microsoft Certified Database Administrator (SQL 2000)
- **Storage:** PURE Storage Administrator

CERTIFICATIONS
- MCP (ID: 3178979) | MCSA 2003 with Security | MCSE 2003 with Security | CompTIA Security+ | Microsoft Certified Database Administrator (SQL 2000) | Proof Point Email Protection (5/2017) | Proof Point Information Protection (6/2017) | PURE Storage Administrator | Azure Fundamentals | Azure Administrator Associate | ITIL Foundations | Project Management

ADDITIONAL INFORMATION
- **Interests:** Technology enthusiast with a keen interest in Artificial Intelligence and Machine Learning. Embraces change and consistently seeking innovative ways to enhance efficiency.
- **Personal Philosophy:** Most meaningful accomplishments as an IT Manager include building high-performing, communicative teams and fostering a workplace where individuals feel valued and motivated. Dedicated to fostering career growth and retaining top talent in critical roles.
- **Hobbies:** Enjoys long off-road e-bike rides in spare time.

LINKS
- LinkedIn
- Main Website