

## **Nick Shorts**

788 Chestnut Street

Meadville, PA 16335

+1 813 428 2246

[nick@nickandhillary.com](mailto:nick@nickandhillary.com)

### **Experience**

Vice President, Information Technology | **Nexus Health Systems** | 7/2015 - Present

- Managed Infrastructure and Applications (EHR) Groups
- Modified team structure and personnel for efficiency and future stability
- Enhanced budget controls for outside vendors, resulting in 40% savings (2017 vs 2018)
- Introduced IT as a presence through strengthening relationships with facility executives
- Implemented security policies to decrease exposure of confidential resources
- Implemented education and self-service protocols for end user computing, resulting in an annual service desk savings of 60%, increased system accessibility and increased end user satisfaction
- Implemented ITSM, using ITIL foundations and governance
- Lead advisor role supporting solution design and architecture

Vice President, IT executive team and on the Board of Directors, directing the company internal and external of the IT department. Increased performance in infrastructure and staffing performance efficiency, cost controls, leadership, ITSM, corporate and ethical responsibility of my direct and indirect resources. Continuous improvement, standardization, growth adjusting to the myriad of changes in the healthcare environment. In 2019, I transitioned into a remote role, managing from my home in PA with regular onsite visits to support my team and facility management needs.

Enterprise Architect | **Nexus Health Systems**

- Exchange upgrade, migrated environment to Office 365
- Redesigned and rebuilt global network, inclusive of redundancy and decreasing monthly spend without interruption to patient care
- Implemented security auditing, both for systems and users
- Updated aging systems at 7 locations to ensure stability and uptime
- Implemented five year roadmap to ensure all locations can run autonomously in the event of an outage
- Managed activities and repairs during and following Hurricane Harvey, including the temporary loss of our corporate hub and one facility

IT Manager, Global | **Orion Engineered Carbons** | 02/2012 – 07/2016

- Global manager, oversight of 26 locations
- Enabled WAN migration, resulting in a full ROI within 8 months and adding redundancy
- Modernized systems, storage, and network throughout all locations, eliminating single points of failure while enhancing usability and security
- Promoted interoperability between modern systems and legacy applications
- Planned and implemented global standards for IT systems
- Increased cloud/managed hosting presence to enhance service availability
- Re-engineered end user help services to meet 24x7 needs

- Interfaced with executive and outsourced teams to optimize technology experience

### Sr. IT Administrator, Global | **Orion Engineered Carbons**

- Lead global systems administrator/architect
- Managed local and regional systems
- Oversight of desktop modernization to Windows 7 from a Windows XP/Vista environment
- Implemented proactive alerting system monitoring and historical data analysis systems
- Modernized/unified imaging efforts for all locations

### Owner / Lead Consultant | **TeamRSS, LLC** | 01/2010 - Present

- Consultancy with a focus on M&A in multiple industries (Oil/gas, pharmaceutical, healthcare, manufacturing, and distribution, among others)
- Completed projects as for organizations ranging from 500-20,000 employees
- Focused on stabilization, security, ITO implementation, LAN/WAN, etc
- Worked with multiple teams globally on application and ERP transition
- Lead teams of employees and consultants to complete efforts on short timelines

### Systems Administrator | **IDAGroup, LLC** | 03/2009 – 01/2012

- Lead administration for global hosting network
- Built datacenter racks and connectivity/security strategies internally and for clients
- Initiated transition from hosting-only to full MSP
- Worked with client technical staff to aid transition to MSP systems
- Audited and managed monitoring for all systems
- Modernized US and Swiss-based colocations, saving MRC and increasing efficiency

### Prior Experience

Enterprise Technical Service Tier 2 | **Sunbelt Software** | 01/2008 – 03/2009

Technical Support Contractor Level 1.5 | **ARC/Verizon** | 05/2004 - 11/2004

Systems Administrator | **ERA Dennis Realty** | 02/2000 - 04/2003

Desktop Support Intern | **Expanets Inc. (formerly Lucent Technologies)** | 09/1997 - 02/2000

### Workplace Skills

- Managed teams ranging from 4-200 on multiple continents, coordinating teams/groups and overseeing projects from concept to completion
- Directly responsible for budgeting department-wide, overseeing cost efficiency for steady state, capital and project efforts
- Used skills gained at prior positions, bringing a strong knowledge of IT function into organizations, ensuring clients, IT and the company's goals were aligned properly
- Works well with multiple teams, departments and skill levels to efficiently manage and execute efforts while educating, empowering and recruiting from within
- Promotes the 'big picture'- consistently working to ensure changing technologies and their potential risks/benefits are understood at all levels from entry to C-suite in both private and public firms
- Technical skills relevant at all times- at no time is learning complete, keeps learning and exploring new technologies to ensure that I can step in to assist if needed, coach and mentor team members while fully understanding the workload/effort required at each position

- Agile in changing environments, both technically and with organizational changes

## Technical Skills

Desktop / Productivity: Windows Desktop, Mac OS/OSX Desktop/Server, SuSE, CentOS/Fedora, Debian/Ubuntu Linux, OpenOffice, Microsoft Office, VNC/Remote Admin, Lotus Notes

Enterprise Software/Hardware: CentOS/RedHat, SuSE Enterprise Server, Debian GNU/Linux, OSX Server, Windows Server 2000-2019 (including roles, management features, deployment, etc), Citrix, Catalyst OS/iOS, Apache, MySQL, cPanel/WHM, Exim, OPSView/Nagios, Enterprise Anti-Virus, FOG Imaging/System Management, Asterisk, Cisco CUCM/Unity, Watchguard Firewalls, Cisco Switching/Routing/Security/UCS/SAN/Nexus, NetApp (7-Mode and CDOT), HP Switching, Mobility (Voice/Data/Device Management), IPAM/DCIM, Process Management, Change Control, Various Service Desk Suites, Capacity Planning

Virtualization: VMWare Server and ESXi, GNU-KVM, MS Hyper-V, Virtuozzo/OpenVZ, Xen

## Education

*Fall 2004 – Fall 2007*

### **Santa Fe College**

Gainesville, FL

AA Coursework- Political Science Concentration

*Fall 2005*

### **University of Florida**

Gainesville, FL

Dual-Enrollment with Santa Fe College

## Memberships, Activities and Continuing Education

Member – **InteropNet NOC Staff** (2012 – Present)

Member – **Healthcare Information and Management Systems Society** (2017 – Present)

- Inclusive of National Organization, Texas, and Florida Chapters