

Nick Shorts
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PROFILE:

Results-oriented Global Senior Technology Professional with proven skills in strategic consulting and management of Information Systems and Technology as well as Infrastructure/Managed Services. Experience includes over 20 years in healthcare, clinical trials, manufacturing, telecommunications, transportation, hospitality, and infrastructure services. Demonstrated ability in utilizing outsourcing services to achieve outstanding financial results while meeting the needs and expectations of the business community. Personal qualities are strong administrative, organizational and communication skills with effective motivational abilities. A self-starter with imagination and creativity, relying heavily on planning and control techniques to ensure high quality, timely results.

ACCOMPLISHMENT SUMMARY:

- Managed Infrastructure Technology Transitions for Private Equity Client carve-outs, establishing stand-alone environments, freeing the organization from costly Transition Service Agreements
- Established Global Infrastructure/Managed Services environments for clients and corporate employers supporting multiple locations and remote agents
- Consolidation of IT organizations to achieve high performance and significant cost reductions
- Participated in large client projects implementing infrastructure and custom application solutions
- Extensive experience on major transformation projects for clients in Europe, USA, South America, and Korea
- 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

AREAS OF EXPERTISE:

Strategic Planning	Contract Negotiations	Budgeting/P&L Responsibility
Technology Transformation	Outsourcing Assessments	Business Continuity Planning
Change Management	Vendor Management	Architecture Design
SOC1/2 Compliance	HIPAA Compliance	Sales Enablement

EXPERIENCE:

Solutions Architect | **Converge Technology Solutions** | 09/2022 - Present

- Assisted in sales of 30m+ and monthly recurring revenue of 350k+
- Lead and built a new department of solution specialists for Converge’s Managed Services practice
- Daily assistance with Account Executives to build solutions for CTS’s clients
- Worked with up to 50 clients at a time to understand their unique environments and needs
- Lead efforts for all solutions specialists to move solutions from start to sold
- Executed RFPs both in Managed Services and multi-practice
- Integrated with the Cloud and Digital Workspace teams to build Azure, AWS, and on-site solutions
- Advised and roadmapped client modernization efforts
- Advocated for and built products into our CRM based on customer need and product efficiency
- Assisted in updating marketing and scoping materials for my department

Lead Technical Global Consultant | **Strategic Management & Technology Services, LLC** | 02/2012 – 09/2022

- Consultancy with a focus on M&A in multiple industries (Oil/gas, pharmaceutical, healthcare, manufacturing, financial, and distribution among others)
- Completed projects as for organizations ranging from 500-10,000 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
- Worked with multiple clients to issue and evaluate RFPs and value for the client's organizations
- Designed and implemented Data Center operations for clients
- Designed, built, and implemented standardized laptop images for customers of up to 6000 units

Head of Information Technology | **Nexus Health Systems** | 12/2017 – 8/2020

- 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
- Instituted Continuous Quality Improvement initiatives

Enterprise Architect | **Nexus Health Systems** | 7/2015 – 12/2017 (Consultant)

- Exchange upgrade, migrated environment to Office 365
- Redesign 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** | 05/2014 – 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
- Issued and evaluated RFP and vendor responses to ensure effective budget management and proper solution selection
- 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** | 02/2012 – 05/2014 (Consultant)

- 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

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

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

TECHNICAL SKILLS:

Desktop / Productivity: Windows Desktop/Server, Mac OS/OSX Desktop/Server, SuSE, CentOS/Fedora, Debian/Ubuntu Linux, OpenOffice, Microsoft Office, VNC/Remote Admin, Lotus Notes, Microsoft 365 Suite, M365 Components and Security

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, Asterisk, Cisco CUCM/Unity, Watchguard/Cisco/Fortinet/Palo Alto/Meraki 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, additional automation, monitoring, logging and security control systems (multi-layer security, Intune/Endpoint Manager/SCCM)

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

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/AFFILIATIONS/CERTIFICATIONS:

Member – **InteropNet NOC Staff** (2012 – 2020)

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

- Inclusive of National Organization, Pennsylvania, Texas, and Florida Chapters

Certified – **Mimecast MSP Administration** (2023)