

Ariston Collander

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IT Director / Data Center Manager

IT professional with 10+ years' experience in information technology infrastructure development and support, broad IT operations, R&D, and vendor relationship management. Excel at understanding and interpreting business goals and turning them into strategic and cost effective plans. Proven areas of expertise:

<ul style="list-style-type: none">• Data center management• Intradepartmental communication• Infrastructure design and implementation	<ul style="list-style-type: none">• Strategic planning• Project management• Vendor relations
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Goals: To acquire a challenging and dynamic management position in the information technology field with the opportunity for advancement where I can benefit the business and support collaboration between the business and technology units through the use of knowledge and skills.

PCV Murcor Real Estate Services
Systems Engineering Manager, Pomona, CA

March 2006
to present

PCV Murcor offers real estate valuation services to major lending institutions across the United States. As a key member of the Information Technology department it is my responsibility to manage the engineering team consisting of two helpdesk staff, a Citrix Engineer and a VMware Engineer, as well as research new solutions to streamline the IT workflow and the business.

Key Responsibilities and Accomplishments:

- Exercised in-depth understanding of communications skills required to work with non-technical staff to provide a clear picture of the needs of IT and how they relate to the business.
- Provided technical oversight of the storage and VMware environments involving over 100TB of data and 150 virtual machines across two sites.
- Reduced costs through challenging vendors to meet our needs
- Implemented a redundant web farm on Windows Server 2008 utilizing Microsoft DFS for data replication
- Implemented a disk-to-disk backup methodology to protect client data in the production environment
- Implemented Windows SharePoint Services which the company has adopted as the primary intranet portal
- Played a significant role in the virtualization of the entire environment and implementation of several iSCSI SAN devices for data storage

Cox Computer Service
Technical Consultant, Rancho Cucamonga, CA

Oct. 2002 to
Mar 2006

Cox Computer Service provided on-site technical consulting services to a variety of businesses across the Inland Empire of Southern California. As a technical consultant, it was my duty to adapt to the requirements for each company which required a dynamic mindset in order to modify troubleshooting and consulting processes based on the needs of the business.

Key Responsibilities and Accomplishments:

- Dynamically changed method of troubleshooting based on the problems presented and unique configurations of each client
- Deployed a number of new Active Directory implementations as well as changing existing deployments to match accepted standards
- Provided recommendations on how to improve data security and performance through the use of up-to-date technology
- Took a leadership role in providing knowledge transfer to new technicians
- Performed application development services
 - ASP.NET and VB.NET
 - SQL backup
 - AS/400 data import

Ultimate Internet Access
Technical Support Supervisor, Ontario, CA

**Feb. 2001 to
 Aug. 2002**

Ultimate Internet Access is a regional Internet Service Provider focused on providing internet services and managed firewall solutions to businesses throughout the Inland Empire. As the Technical Support Supervisor I was responsible for hiring and training new helpdesk staff, providing second level support for challenging issues, and providing guidance on appropriate phone methods and troubleshooting techniques.

Key Responsibilities and Accomplishments:

- Assisted the technical support manager in interviewing and hiring new staff
- Scheduled technical support personnel and provided training in ticket management, technical issues, and general communication and user interaction.
- Handled escalated calls requiring attention to detail and more advanced troubleshooting skills
- Monitored calls to provide the highest level of service
- Hired as support technician handling phone calls. Was promoted to DSL Administrator responsible for managing new DSL installations. Through a desire for advancement and proof of skill, was promoted to Technical Support Supervisor.

Masters Degree – Information Systems

University of Phoenix

- Started: April 6th, 2010
- Estimated Completion: September, 2011

Bachelors Degree – Information Technology

University of Phoenix

- Graduated 06/2007

PCV Murcor Employee of the Month for March, 2007