Steven M. Moore

MCSE, IT Manager, IT Director, Sr. Systems Engineer, IT Professional
704-281-5930   steven.moore@carolina.rr.com

PROFESSIONAL SUMMARY

Relationship-oriented team leader and engineer with 25+ years of experience building secure, scalable, reliable networks. I specialize in (and enjoy) all aspects of upgrades, expansions, and new implementations. Perpetual learner, thoughtfully interacting with the enterprise to provide improvements in processes, capabilities, reporting, availability, ease of use, and security. I value the individuals providing the day-to-day services of the enterprise and work to instill trust and a partnership through my team and our shared customer service commitments.

AREAS OF EXPERTISE

Windows Networking. Cisco-based routing. VMware virtualization. Layered security from the perimeter to the endpoint. Departmental and team leadership. Planning, budgeting, implementation, documentation, and reporting. Training and professional skill development of the IT team as well as end users.

CAREER HIGHLIGHTS

Built from scratch enterprise networks from the corporate location outwards to all branch offices.
Performed multiple generations of upgrades and improvements resulting in cost savings and better performance.
Have provisioned (and later upgraded) over 125 branch offices throughout my career.

EXPERIENCE

DIRECTOR OF BUSINESS TECHNOLOGIES, VECTOR FLEET MANAGEMENT
CHARLOTTE, NC **12/2013 – 08/2025**
The entire "IT Department" for Vector. 50+ locations, 500+ employees, 380 computers, 30 servers (hardware and virtual). Designed and built the complete computing, connectivity, and communication systems for the enterprise. Developed and led a team of 5, whose roles include systems workflow, data warehouse & reporting, and application development. Responsible for all voice and data communications, contracts, IT business plans, designs, budgeting, procurement, licensing, security, and implementation. I performed all IT duties in my role. Under my design and management, Vector never experienced an intrusion, data loss, ransomware, virus outbreak, or compromise of any sort.

SYSTEMS ENGINEER III & IT MANAGER, COMPORIUM COMMUNICATIONS
ROCK HILL, SC **03/2011 – 12/2013**
Hired as System Engineer III, promoted to IT Manager one year later. Wintel team with 125 servers. Responsible for Exchange, SharePoint, IIS, and WSUS. Upon promotion, led team of 10. Implemented improved desktop images, identified and corrected end user account security, optimized computer lifecycle, and managed the help desk.

PRINCIPLE SOLUTIONS GROUP, CONTRACTOR TO DUKE ENERGY
CHARLOTTE, NC **04/2010 – 03/2011**
Primary responsibilities included day-to-day management of Duke Energy's 36,000-mailbox Exchange email environment as part of a team of 15. Performed monthly Exchange server updates, monitoring, load-balancing, failover tests, troubleshooting, and issue correction.

IT MANAGER/IT DIRECTOR, VEHICARE, LLC
CHARLOTTE, NC **08/2000 – 04/2010**
Built a complete Windows network of 35 cities from scratch, which has evolved into today's current Vector Fleet Management network. Designed the network, procured equipment & licenses, installed all foundational servers, deployed workstations, created all accounts, and trained users on every aspect of using a Windows network. Created servers and services for DNS, web services, email, file and print, and accounting. 260 employees at its largest.

CUSTOMER SERVICE ENGINEER, AMERICAN COMPUTER SOLUTIONS
CHARLOTTE, NC **11/1999 – 07/2000**
Microsoft Gold Solution Provider. Hired for Microsoft Exchange installations and projects. Assigned and successfully completed projects for CIT Group, Okuma America, Cone Mills, BMW Manufacturing Corp, and others. Company closed without warning, abandoning customers and employees in July of 2000. Personally contacted each client (of which I had ongoing projects) and independently 1099 contracted to complete their deliverables over the next 6 weeks.

NETWORK ADMINISTRATOR, WB GROUP (WRENN HANDLING, FORKLIFT DEALER)
CHARLOTTE, NC **02/1998 – 11/1999**
Windows network administrator. 45-city WAN. All Microsoft Back Office components. 1,200 employees, 800 users. One of two Windows administrators for the entire company.

EDUCATION
ASSOCIATE OF APPLIED SCIENCE, NETWORKING TECHNOLOGY
CENTRAL PIEDMONT COMMUNITY COLLEGE, CHARLOTTE, NC

Course material followed Cisco Academy CCNA track plus web development, Windows administration, programming, SQL, and Linux.

MICROSOFT CERTIFIED SYSTEMS ENGINEER

All Windows cores and electives for IIS and Proxy. I passed the exams after working in a large, Windows environment for one year.

SERVNET TECHNOLOGIES CHARLOTTE, NC

Windows NT Networking & Administration training. Instructors were the owners of the school, each having advanced Mathematics or MIS degrees. Small class size, hands-on. Not an exam "boot camp." This training added to a well-established computer and networking hobby, which led to a career change.

BUSINESS ADMINISTRATION
FORSYTH TECHNICAL COMMUNITY COLLEGE, WINSTON-SALEM, NC

SKILLS

- Windows Networking, including Server 2016 through Server 2022
- Provisioning all ISP services and connectivity
- Provisioning all telecom and voice contracts
- All hardware procurement and software licensing
- Active Directory & Group Policy Objects
- Internet Information Server, all versions
- Cisco Routers, Firewalls (ASA 5506 and 5508), plus FirePower subscription
- Dell Servers, Workstations, & Laptops including VRTX blade servers as VMware appliances.
- Duo Security 2FA/MFA for all AnyConnect VPN and local workstation logons
- SharePoint (all versions)
- Ring Central VoIP management & provisioning

- Microsoft Exchange, all versions through Exchange 2016/2019
- GFI Mail Essentials (Anti-Spam & Email AV)
- ThreatDown (Malwarebytes) Nebula EDR/MDR
- Microsoft 365, Teams, Skype for Business
- VMWare vSphere & ESXi 7.x
- Exchange Online
- M365 Administration
- P2V VMware conversions
- Verizon iPhones & Mobile Iron MDM
- All versions of Microsoft Office through 2021 LTSC
- Brother business printers and MFCs
- N-Able Remote Monitoring & Management
- PDQ Inventory & Deployment
- Datto Backup Appliance
- Microsoft SQL Server (all versions) back end provisioning and support
- McAfee (Trellix) Enterprise Products & ePolicy Orchestrator
- Sage Enterprise Accounting (Sage 500) installation and configuration
- Sage Fixed Assets
- All versions of Windows desktop OS, including latest builds for Windows 11
- Windows PowerShell
- Rise Vision digital signage/internal information displays for employee communication at every location (including screen design and publishing)
- Enterprise digital certificate management

GROUPS, ASSOCIATIONS, AWARDS

Former Co-Chair, Charlotte Cisco Users Group 2004-2007
United States Naval Academy Parents Club of Greater Charlotte 2012-2016
York County IT Professionals 2012
VehiCare, LLC "President's Choice" Employee of the Year, 2008

SUMMARY STATEMENT

In every technology position I've held, it has been my goal to learn the business and workflow needs of the company, providing the most dependable, robust, and secure network possible. My personal commitment is to always be personable, approachable, and genuinely helpful. Each coworker, customer, and vendor consistently receives the same level of friendly, professional care. I am a lifelong learner, as IT never stands still. I am a big picture/abstract thinker but can competently execute the 1's and 0's. I'm a planner and an organizer by nature. I meet the goals set by management and others, and I can examine the environment to develop goals independently.