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# JACKIE RAMSEY

## DIRECTOR OF IT OPERATIONS

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### PROFESSIONAL SUMMARY

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Ambitious Director of IT Operations committed to formulating innovative solutions that challenges the technology while optimizing processes. Polished in IT Architecture and Design and implementing security best practices and procedures and developing strategies to respond, recover and protect the organization interest and profit. Strategic-thinking individual experienced in turning low-performing organizations into top revenue producers. Offering engaging and pleasant personality with expertise improving customer relationships.

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### SKILLS

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Operational Efficiency Improvement

Project management

Operations management

Team management

Budget control

Relationship building

Decision-making

Strategic planning

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### WORK HISTORY

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**Director of IT Operations and Security, 08/2023 - 11/2024**

**The Wills Group – La Plata, MD**

- Enhanced team collaboration through regular communication, goal setting, and performance evaluations.
- Implemented innovative solutions to solve complex problems, resulting in increased productivity and streamlined operations.
- Managed a budget of \$1.7M effectively to ensure optimal use of resources while maintaining financial stability.
- Evaluated employee performance objectively using established metrics, leading to fair compensation adjustments based on meritocracy principles.
- Spearheaded innovative approaches to resource allocation and strategic planning.
- Increased company revenue by streamlining processes and implementing cost-saving measures.
- Leveraged professional networks and industry knowledge to strengthen client relationships.

- Developed high-performing teams by providing mentorship, guidance, and opportunities for professional growth.
- Lead continuous improvement initiatives by optimizing processes and integrating automation tools. Implement automation solutions to streamline operations and enhance service delivery.
- Cultivated a positive work environment that fostered employee engagement, increased retention rates, and boosted overall team morale.
- Developing a CIS Framework to allow information security team to align governance and increase cybersecurity protection
- Overseeing a team of Infrastructure, Networking, Field Support, and Security Analyst

**Director of IT Operations, 10/2020 - 08/2023**

**LL Flooring – Richmond, VA**

- Set a clear vision, strategy and design for all products around the IT Operations and Engineering program.
- Partner with other business groups to secure and functional platforms or the organization.
- Mentor and help other employees excel and grow around the IT organization.
- Continuously iterate to enhance and improve the IT Service Level Agreements and Service Delivery.
- Lead technology incident response in identifying, responding to, mitigating, and reporting technology incidents.
- Lead and build a relationships between the business and technology.
- Defined, implemented, and revised operational policies and guidelines
- Supported the technology stack for over 400 locations

**Microsoft Solutions Architect, 06/2019 - 10/2020**

**EPlus Technology – Roanoke, VA**

- Develop Enterprise Architecture and Deployment of Azure Cloud solutions including Azure Active Directory, Azure Load Balancing and Public DNS Services.
- Broke down technical ideas and issues into non-technical terms for business executives.
- Designed architecture strategies for large-scale Enterprise-wide application deployments.
- Mentored customers, sharing skills and expertise and encouraged each member to bring forward ideas and suggestions for improvement.
- Communicated software architecture strategies to senior leadership and third-party business leaders.
- Maintaining average project work between 25 to 35 hours per week for different customers.
- Maintained current and in-depth understanding of business processes, needs and objectives.

**Senior Systems Engineer, 11/2017 - 06/2019**

**The Orvis Company, INC – Roanoke, Virginia**

- Maintaining 24x7 support for all systems.

- Engineering and Improving all Microsoft and VMware systems.
- Providing Email and Spam Filter support in Office 365 and Barracuda.
- Level 3 support for all server and desktop operating system and applications.
- Introducing IT central management tools from support ticketing system, application monitor, asset management, AD monitoring and Auditing and application patching.
- Upgrade Core Infrastructure hardware across multiple data centers.
- Upgrade Microsoft Core Domain Servers from domain controllers, DHCP, group policy, print services, ADFS, and Azure Connect.
- Improving backup and recovery systems to reduce down time and increase recovery times.
- Performed root cause analysis to provide resolutions for production issues.

**VMware Senior Systems Administrator, 02/2010 - 12/2018**

**Liberty Medical Supply – Port Saint Lucie, FL**

- Maintain and Support for 400 Servers between Windows and Linux Operating Systems and 800 Virtual Desktops
- Patching and Securing all systems to HIPPA requirements
- Managing all Backup systems Data Center consolidation from 4 data center across US to 1 Data Center in Florida and 1 DR Colo location in Georgia
- Migration of Data Center hardware using EMC storage arrays and blade chassis to HP HCI hardware
- Upgrade backup solutions from Commvault to Unitrends
- Reduction of physical laptops and desktops to full virtual desktop infrastructure with thin clients and personal devices running horizon view
- Completed reports detailing network and systems performance, costs and downtime issues.
- Maintained flexible schedule and responded to after-hours and weekend emergencies.

**Senior Active Directory Contractor, 07/2017 - 11/2017**

**Fortive Automation Via Teksystems – Radford, VA**

- Architect and Design Active Directory consolidation from multiple individual domain to single domain with 2 trust domain for DOD and DMZ
- Cleanup and organization of Organization structures within Active Directory
- Users and Computers and Group Policy
- Configure Server 2016 Windows Server and Windows 10 Best Practices.
- Analyzed program data to provide input for key decision making and strategic planning.
- Helped solve diverse program problems with in-depth analysis.

**Windows 7 Upgrade Tech, 01/2014 - 02/2014**

**Environmental Protection Agency Via Teksystems – Cincinnati, OH**

- Backing up users data and recording applications prior to upgrade
- Performing upgrade from Windows XP to Windows 7
- Reinstalling all applications and data
- End user support on Windows 7 operating system
- Performed upgrades of 2,500 desktops and laptops from Windows XP to Windows 7

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## CONTACT

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<https://twitter.com/jackieramsey101>

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## EDUCATION

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**Bachelor's Degree:** Technology Management, 01/2025 - Current  
**Western Governors University** - Salt Lake City, UT

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## CERTIFICATIONS

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VMWare VCP-Foundation  
, 08/2018

Microsoft MTA  
, 10/2019

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## INDUSTRY CONTRIBUTIONS

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Guest Speaker at Cisco Connect Vermont - Cisco Hyperflex vs Traditional Virtualization Hardware  
Founder and Leader of Roanoke VMware User Group

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## ACCOMPLISHMENTS

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The Wills Group:

- Within the last year, I have been able to lead the organization with a massive standardization model of their network and infrastructure while remediating key security vulnerabilities within the HQ and Store networks. Using a network of trusted partners within the first 3 months I was able to introduce a ZScaler Remote Access VPN with enhanced internet security functionality, upgrade a 8 year old Numble storage array within their data center to Pure Storage, Upgrade VMWare from 6.5 to 7.0, and migrated from Veeam to Rubrik for disaster recovery, and moving core firewalls from Sonicwall to Palo Alto for information security.
- After aligning and remediating the security vulnerabilities within the Corporate network, it was time to move

the store infrastructure to a modern and supported architecture. Moving Point of Sale to supported versions while reducing the downtime of stores being closed while upgrades were in progress. The average POS upgrade was anywhere between 8 to 12 hours and after introducing playbooks, separation of duties, and automation the organization was performing software upgrades between 3 to 4 hours.

- While performing Software Upgrades to move all point of sales to a supported and standard version, we introduced a network standardization of a central internet service provider with advance monitoring, migration from using legacy unmanaged switches to enterprise managed switching, and enterprise grade firewalls with external LTE redundant internet.

LL Flooring:

- Upon starting with LL Flooring were in transformation of Remote Access VPN and SSL Inspection Software. While our organization was looking to consolidate solutions that made it easy to support and end-user friendly. In result was a single solution that provides the users with a single installed application and an always-on product.

- Next biggest task was providing a way for retail stores to be able to conduct virtual visits with customers during a pandemic. I worked with some trusted partners to deploy tablets that were completely assembled and using cloud automation, stores were able to set up the device in 6 easy steps with all the components needed to access Lumber

Liquidators applications.

- Working with trusted partners to find cost savings measures whiles improving functionality, features and usability across multiples platforms including, Telephony Services, Internet Service Providers, Disaster Recovery, Installation and Smart hand Services.