

ROBERT P. MOSELEY

bob@bobmoseley.com

INFORMATION TECHNOLOGY MANAGEMENT

I'm a service and process-oriented tech pro that seeks to provide highest level technical support to people of any skill level. I'm an excellent written and verbal communicator with the ability to keep systems, whether operational or technical, running smoothly. I set service metrics for myself and my staff and I meet them.

- I have a leadership flare that GROWS GREAT PEOPLE by delivering great projects.
- I have a dedicated focus on providing the highest quality service ever.
- I am passionate about contributing my highest value while learning to exceed it.

SELECTED CAREER ACHIEVEMENTS

Process Efficiency Development (SunStream Networks): Produced documentation and efficiency procedures that assisted the company in an additional 10% client base with 40% less salary overhead.

Rapid Project Completion (Western Investment): Seamlessly moved 50 staff and associated computers and servers in a 2-month timeframe with no downtime. Managed completion of new technology infrastructure build-out during tenant improvements to reduce ongoing operations costs.

PROFESSIONAL EXPERIENCE

LOYAL3 SECURITIES, San Francisco, CA

Sept. 2012 - Dec. 2014

Technology and Compliance Manager

- Brought SOC2 Type II compliance audit to a successful conclusion.
- Guided company technology compliance efforts through process revision, execution oversight, and teamwork, while providing IT desktop systems management and support with a ratio of one to 180.

SUNSTREAM NETWORKS, Oakland, CA

Sept. 2012 - Dec. 2014

Technical Support Manager

Tier 2 Technician

- Within four months of hire, moved from standard support technician to new role as Technical Support Manager, providing the same level of exemplary service to a 10% larger client base with a 40% less salary impact on headcount.
- Managed a team of seven techs of various skill levels and service abilities to higher levels of customer satisfaction while decreasing install times and overall support ticket times.

FREELANCE CONSULTING, San Francisco, CA

Mar. 2009 - Sept. 2012

Information Technology Consulting

- Provided technology support to law firms, production companies, event services and design firms.
- Coordinated technology move for Fitbit; defining infrastructure needs for new space, inventoried and repurposed technologies from old space, packed outgoing infrastructure and installed infrastructure in new space.

WALT DISNEY FAMILY MUSEUM, San Francisco, California

Jan. 2008 - Mar. 2009

IT Manager

- Oversaw contractor work on IT build out in three separate buildings constrained by historic building status and regulations of Presidio Trust. Negotiated and coordinated telecommunications contracts and installations into three buildings, including navigating the unique telecommunications structure within the former military base.

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WALT DISNEY FAMILY MUSEUM (cont'd.)

- Supported Museum and parent Foundation staff on Macintosh and PC platforms in multiple locations in California. Managed and maintained server systems for managing specialized museum collection registration software and performing mission-critical systems backups and restorations.
- Negotiated, oversaw, and performed quick build up of IT infrastructure to support hiring of more than 60 persons within 9 months. Standardized environment around Windows Server 7 (including virtualized servers), Cisco routers, and MS Exchange server.

ARDENBROOK, INC., Fremont, California

2006-2007

IT Property Systems Coordinator

- Coordinated IT and software support for 30 users in 4 separate property management offices managing 5 large housing communities and 7 large commercial properties.
- Provided technical and operational support for the launch of an e-commerce site in 2-month timeframe, managing consultants and providing site copy, CSS and HTML coding. Ongoing, managed e-commerce sites and customer support solutions.
- Developed/designed a low-cost solution for sharing and receiving revenue from a WiFi solution that could be implemented within a high-density apartment complex. Projected 20% utilization rate would have paid off initial hardware investment in 1st month while providing additional value to tenants through low-cost Internet access.

FLAGSHIP STUDIOS, San Francisco, California

2004-2005

Manager of Information Technology

- Managed infrastructure and support for cutting-edge game development company. Managed technical growth of company to include doubling the staff in a 1-year period.
- Moved 13-person company into professional quarters in a 6-week timeframe, managing every aspect of the computer and telecommunications installation.
- Provided crisis management during a flood event on building's second floor; moving equipment and people in the morning and having all equipment up and running by the afternoon with no downtime from infrastructure or computers.
- Served as primary contact for the game's fan community. Doubled the number of fan sites, including portal sites and associated smaller sites, worldwide.

EARLIER WORK HISTORY

CORIXA CORPORATION, So. San Francisco, CA, ***Systems Admin./Database Admin. II*** 2000-2002

Work history prior to 2000 available on request; includes variety of management and IT work, from 1991.

EDUCATION AND TRAINING

SAN FRANCISCO STATE UNIVERSITY, San Francisco, California

English major, 1986-1989

- Currently studying: ITIL Foundation Course (Udemy)
- Past training includes: FDA 21 CFR Part 11 Computer Validation, Oracle 8i SQL, Microsoft SQL Server 7, Lotus Notes Administration, and Novell Netware.