

Ryan Dorman

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EXPERIENCE

Lloyd Group

Principal Technology Engineer (June 2021 – Present)

Chief infrastructure architect supporting enterprise MSP clients

- Provide guidance to enterprise managed services clients on infrastructure design
- Guide sales engineers to ensure effective solutions design
- Support and manage internal corporate infrastructure to promote best practices
- Maintain expert level knowledge of industry trends and adapt solutions design to modern technologies
- Contribute to firm-wide strategic planning and employee development

Blink Health

Principal Network Engineer (Nov 2020 – June 2021)

Senior Network Engineer (Feb 2019 – Nov 2020)

Lead engineer supporting network and systems architecture for a hypergrowth startup

- Manage the systems and network infrastructure for 300 employees across 5 offices
- Serve as the final escalation point for Service Desk and Infrastructure issues and tickets
- Evaluate and recommend technology solutions to solve business challenges
- Architect enterprise-wide technology solutions to business process challenges
- Maintain a technology stack featuring
 - Aruba Switching/Wireless
 - Meraki Switching/Wireless
 - Palo Alto Firewalls
 - Microsoft Windows platforms and services
 - VMware vSphere
 - Amazon Web Services
 - Terraform
 - Microsoft Intune
 - JAMF Pro
- Perform all job functions in a secure and compliant fashion

Accomplishments

- Performed a gut overhaul of the network architecture in 4 existing offices
- Planned and executed a headquarters relocation for 175 employees within the allowed 3-week timeframe
- Contributed more than 100 pages of operational and design documentation
- Built a Remote Desktop farm to support legacy Windows applications
- Designed and deployed a complex VPN to interact with a legacy third-party EDI partner
- Developed a HIPAA-compliance work-from-home platform for pharmacy operations in under 1 month
- Retired legacy Windows endpoint management in favor of Intune Modern Management

Lloyd Group

Senior Technical Manager (Feb 2017 – Feb 2019)

Manager of MSP project implementation and new solution development

- Manage team of 8 engineers and 1 project manager to roll out system upgrades, new implementations and security reviews for 200+ SMB and Enterprise MSP clients
- Serve as the final escalation point for complex system and infrastructure challenges
- Collaborate with Solutions Manager to develop new products and services offerings to existing and

- prospective clients
- Maintain expert knowledge of core solutions set including:
 - Windows server 2008/2012/2016
 - Office 365 Cloud Collaboration
 - Microsoft Teams
 - Cisco route/switch infrastructure
 - Fortinet security platforms
 - VMware vCloud Director public cloud services
- Lead internal technical training on existing and new solutions for implementation and support staff
- Consult with Security Manager on ensuring solutions are implemented following PCI guidelines

Accomplishments

- Received the 2017 Lloyd All-Star award recognizing the top performing employee in 2017
- Increased labor-loaded gross margin by 9% within 2 quarters
- Deployed Microsoft Teams within existing business process to support chat/voice/video/file collaboration
- Enhanced client retention by refining internal quality assurance practices

Chimera Securities

Director, IT (April 2016 – Feb 2017)

Technical manager for trading systems, networks and datacenters

- Manage a 3-person IT team and provide hands-on engineering support for a 150-employee trading floor environment
- Troubleshoot and resolve technical issues affecting production trading systems
- Maintain a network and systems environment including:
 - Windows Server 2008/2012R2
 - Hyper-V
 - Dell PowerEdge servers
 - CentOS
 - Fortinet Fortigate Security
 - Cisco Route/Switch
- Provide DevOps support for custom scripts and applications
- Monitor and report on FINRA and SEC compliance activities within the IT department
- Oversee telecom carrier relationships
- Design datacenter systems and network architecture to support custom application development

Accomplishments

- Deployed new OpenVPN platform integrating with Active Directory without disruption to trading operations
- Implemented hypervisor-based backup (Veeam) to protect key internal systems and proprietary data
- Migrated internal file storage to the cloud (Box) while keeping within FINRA guidelines for data protection
- Designed and built a new datacenter/colo environment to support custom developed applications

Borderfree - Pitney Bowes Global eCommerce

Systems Lead (October 2014 – February 2016)

Sr. IT Systems Administrator (July 2013 - October 2014)

Global infrastructure engineering lead for corporate and production systems

- Lead the Corporate IT Engineering team in designing, implementing and troubleshooting Borderfree's network, systems, security and voice infrastructure
- Maintain network and system infrastructure based upon
 - Windows Server 2003/2008/2012
 - VMWare 5.5

- 300 Servers
- Juniper Route/Switch
- Cisco Route/Switch
- RedHat/Centos Linux
- Tegile IntelliFlash SAN Storage
- Fortinet Security
- Design, implement and support a unified communication architecture consisting of
 - Jive Cloud VoIP
 - Microsoft Lync 365
 - Google Apps Suite
 - LifeSize Telepresence
 - Bluejeans Collaboration Suite
- Interface with other Borderfree departments to ensure their technology needs are being addressed by Corporate IT
- Maintain technology and service provider relationships while maximizing value to both parties
- Provide “last level” support for remediating complex network and systems incidents
- Mentor and educate service desk and engineering IT staff on new technologies and existing systems
- Ensure Borderfree’s compliance with regulatory frameworks including SOX and PCI
- Lead technology infrastructure integration during M&A activity
- Participate in off-hours on call schedule for critical issue remediation

Accomplishments

- Completed an office expansion of corporate headquarters including a network infrastructure physical and logical overhaul with minimal disruption to employee productivity
- Performed forklift rebuild of all security, firewall, inter-site and client VPN, UTM and DLP infrastructure within 6 months of hire
- Designed and built a new datacenter infrastructure for the global datacenter in Tel Aviv
- Deployed a unified communication platform across three offices, two of which were international
- Migrated the global enterprise from Office 365 to Google Apps for Work with minimal user disruption
- Received recognition for three of the above projects with the “CEO Excellence Award”

Blackboard Inc

Lead, Critical Systems (March 2013 - July 2013)

Architect, Enterprise Infrastructure (April 2012 – March 2013) Senior Infrastructure/Security Architect

(June 2009 – April 2012) Senior Network Engineer (July 2007 - June 2009)

Technical lead for enterprise systems infrastructure team

- Performed hands-on management and maintenance of core network and systems infrastructure
- Maintain a stable and secure compute environment based upon:
 - Microsoft Windows Active Directory
 - VMware vSphere 5
 - NetApp Storage
 - Fortinet Security
 - Cisco Route/Switch
- Continually improve systems scalability and stability by upgrading key platform components including:
 - Microsoft Exchange 2007
 - Microsoft OCS/Lync
- Operated and managed the Blackboard Payment Gateway, a PCI Level 1 Service Provider payment processing product
- Evaluated new technologies and platforms to determine their applicability to solving Blackboard's business challenges and needs

- Implemented technology integration tasks associated with mergers and acquisitions

Accomplishments

- Consistently received “Greatly Exceeds” level on employee evaluations, the highest level available
- Successfully integrated the technology and processes of 13 acquired companies ranging in size from 5 to 250 employees with multiple domestic and international physical presences
- Implemented a virtualization strategy including:
 - VMWare technology platform including migrations from ESX 3.5, 4.1 and 5
 - 50-60% decrease in RTO/RPO using DR procedures enabled by virtualization
 - 70+% decrease in year-over-year hardware maintenance costs through server consolidation
 - Rapid deployment of systems and applications enabling a considerable decrease in internal “time to market”
- Implemented 2-factor authentication using SecurID to support PCI compliant access to in-scope resources
- Architected and built the technology infrastructure to collapse two production datacenters into a single new facility
- Performed a forklift overhaul of the network and voice infrastructure in 13 remote offices with minimal business disruption
- Designed and built the physical and logical network for Blackboard’s global headquarters supporting 600 on site employees and hosting enterprise-wide business functions
- Upgraded the entire network and systems architecture in 48 hours to solve a critical performance issue with PeopleSoft Financials/Supply Chain Management allowing the Finance department to complete their quarter- end close

Symantec Corporation

MSS Security Engineer (January 2007 - June 2007)

Engineering point of contact for customers of the Symantec Global Security Operations Center

- Installed, configured, monitored, troubleshot and managed SOC managed security devices including firewalls, IDS/IPS, content filters and network infrastructure
- Maintained lifecycle requirements for network security hardware and software based on vendor recommendations, security vulnerabilities and customer change windows
- Performed engineering, reporting and documentation duties adhering BS7799 and SAS70 standards
- Implemented customer change requests and provide incident resolution in accordance with established SLA
- Sustained and enhanced current knowledge of best practices and procedures for over 20 security product platforms supported by the SOC
- Facilitated communication between the SOC, manufacturer support, service providers, customers and MSS Global Delivery

Accomplishments

- Completed comprehensive training program to support 10 major security platforms for managed customers
- Assisted senior engineers with implementation of a new logging infrastructure for managed clients
- Received excellent reviews of personal performance

Pennsylvania State System of Higher Education

Senior Network Engineer (July 2005 - January 2007)

Network Communications Specialist (February 2002 - July 2005)

Senior engineer for a higher education data network supporting academic research, and business operations for the local campus and state-wise datacenter

- Designed and deployed new scalable data networks for new construction and renovation of academic, administrative, and residential buildings
- Troubleshoot and maintained campus MAN consisting of copper, multi and single mode fiber optic infrastructures
- Ensured the security of university electronic information and resources
- Evaluated product and project proposals from manufacturers and resellers and provide purchase recommendations to decision makers
- Mentored and managed interns within Information Technology in the areas of network engineering, desktop support, database development and systems administration.
- Administered Windows, UNIX, and Linux servers to support network infrastructure and application services
- Lead technical teams from disparate IT departments to deploy campus-wide projects in voice, data and video

Accomplishments

- Designed and implemented a LAN/MAN infrastructure for 5 new construction and renovation projects including migration plans, coordination with architecture and construction firms, integration with temporary facilities and phased go-live to minimize service outages.
- Collaborated with three state agencies to design and implement the data infrastructure for the largest installation of the SAP Campus Management platform worldwide
- Planned and deployed a multi-platform network access control (NAC) solution for 2500 users including posture determination, remediation and guest access
- Developed and executed plan for unification of DNS, DHCP and authentication across UNIX and Active Directory infrastructure. Conversion included three domains, over 100 Class-C networks and 100+ servers

EDUCATION

2006 Bachelor of Science, Communication - Millersville University

PROFESSIONAL MEMBERSHIPS/INDUSTRY CERTIFICATIONS/TRAINING

- JAMF Casper Certified Administrator [CCA] 2014
- Cisco Certified Network Professional [CCNP] (2005, Recertified 2008 and 2011)
- VMware Certified Professional [VCP] (certification in progress)
- Cisco IP Telephony [CIPT] (2008)
- CheckPoint Certified Security Administrator NGX [CCSA NGX] (2007)
- Charter Member, League of Professional Systems Administrators (2006)
- Northeast Regional ResNet Administration Committee Member (2006)
- ResNet Symposium Program Committee/Presenter (2004)
- Cisco Certified Network Associate [CCNA] (2002)

TECHNICAL SKILLS

Hardware and Network Technologies	Network Security Platforms	Software/Cloud Apps
<ul style="list-style-type: none">• Aruba/HPE switches• Cisco Catalyst switches• Cisco routers• Cisco Aironet• Cisco IOS/CatOS• Dell PowerEdge Server Hardware R and M Series• VMWare vSphere• Meraki Infrastructure• Aruba Wireless• Juniper EX switches	<ul style="list-style-type: none">• Cisco ASA• Fortinet FortiGate• Juniper SSG• Juniper SRX• SonicWall Firewall Appliance• Meraki MX• Palo Alto Firewall Appliance• Nessus Professional	<ul style="list-style-type: none">• Active Directory• Office 365• Google Workspace/Gsuite• macOS• JAMF Pro• Microsoft Windows Server• Nagios• Red Hat/Ubuntu Linux• Wireshark• Veeam Backup and Recovery• VMware vSphere• Microsoft Azure IaaS• AWS• PRTG• Terraform• Microsoft Intune• Ivanti Security Controls/Patch

RECOMMENDATIONS

Professional Relationship: Former colleague, Borderfree. Current Position: Product Manager

Ryan's ability to work with cross-functional teams across the company to understand requirements and advise on solutions that were thought-out and scalable. He thinks ahead to anticipate blockers and focuses on the outcomes he is trying to achieve. One of his greatest strengths is his ability to work with functional users and break down technical concepts in a way that are easy to understand.

Professional Relationship: Former manager, Blackboard Inc. Current Position: Senior Director of IT

“Ryan is a dedicated, detail-oriented manager who is able to successfully balance strategic and technical tasks. In the time that I managed Ryan at Blackboard, he grew from a technical lead into a key member of the senior IT leadership team. His work on complex IT projects was always highly praised by coworkers and customers alike. He is an asset to any IT organization.”

Professional Relationship: Former manager, Blackboard Inc. Current Position: Infrastructure Architect

“Ryan is one of the sharpest engineers that I have had the pleasure of working with in my career. His attention to detail and ability to provide in depth solutions is nothing less than amazing. It has been a pleasure to get to work with someone who is so well rounded in the arenas of networking, operating systems, security, and all other aspects of IT environments. Ryan is a rare talent who not only understands networking and technology but is also willing to share his knowledge with colleagues”

Professional Relationship: Former manager, Symantec Inc. Current Position: Security Engineer

“Ryan is very courteous and professional. One of his many strengths is his desire to learn new technologies and new approaches to solving problems. He does a great job when working with others in a team environment and when he has to work independently. I strongly recommend Ryan for his hard work and desire to succeed.”

**Professional Relationship: Former indirect manager, PA State System of Higher Education
Current Position: Director of Technical Service**

“Ryan started working full time at Millersville Univ of Pa, while still a student. He was a talented, motivated and energetic employee with a refreshingly open attitude to change. I could always count on Ryan to do whatever was within his power to resolve an issue. He is the kind of employee you don't want to lose!”