Shawn E. Hansen

1211 Lynne Dr.
Waukesha, WI 53186
(414) 350-4520
shansen@wi.rr.com

PROFESSIONAL EXPERIENCE –

ISPros Inc. – Menomonee Falls, WI / MSP Consulting Firm
Senior Engineer, 1-2018 – Present
- Senior Engineer for ~100 small to medium businesses responsible for administrating client networks and everything from the firewall to the endpoint, including pbx/voip, cameras, wi-fi, and access control.
- Successfully managed multiple projects at several clients, while simultaneously providing 3rd level support for lower engineers.
- Implemented a new managed wireless internet service and acquired additional reoccurring revenue of over $60,000 in the first 2 years.
- Responsible for managing 3rd party relationships. Audited each client's contracts and renegotiated contracts as needed for savings. Typical savings of over $30,000/year due to unnoticed expenses, overcharges, and outdated contracts.

Eastcastle Place Inc. - Milwaukee, WI / CCRC Retirement Community
Director of IT Services, 11-2007 – 7-2017
- Director of IT for 2 corporations with 450+ employees responsible for IT operations support of desktops/laptops/thin clients, servers(Hyper-V), DHCP, DNS, AD DS, LAN/WAN/Wi-Fi, Avaya telephony switches, mobile devices and all company software including financial, clinical, time keeping, payroll and dietary.
- Created yearly operational budgets, managed relationships with vendors, negotiated contracts, procured hardware/software for ongoing projects, performed end user training, and hired 3rd party contractors as needed.
- Performed many projects, often simultaneously, working with multiple departments to improve organization efficiency, save costs, improve technology and improve reliability of system platforms.
- Successfully renegotiated contracts to save over $100,000/yr in operational costs, while minimizing department expenditures and performing most project work in house including the successful deployment of a campus wide wireless network to over 650,000 sq ft.

Sellars Wipers and Sorbents – Milwaukee, WI / Manufacturing Company
Systems Administrator, 8-2004 to 7-2007
- Systems Administrator for 150+ users maintaining workstations, laptops, printers, servers, LAN/WAN/Wi-Fi, telephony switches, door access control system, and all mobile devices.
- Responsible for creating hardware platform standards, software imaging procedures, network/software documentation, Avaya IP telephony integration, IT datacenter creation, disaster recovery procedures and several other IT and non IT related projects.
- Was responsible for the IT Budget, negotiation contracts, procuring hardware/software, hiring 3rd party vendors, managing several projects concurrently while communicating with Co-CEO's and CFO regarding IT related projects, presenting details and cost figures for each project.

IT Consultant, 7-2001 to 8-2004
- Assigned to WE Energies for a Windows XP rollout of 5000 PC's
- Assigned to Northwestern Mutual Life Financial Network for a Windows XP rollout of 14,000 PC's
- Assigned to Johnson Wax Professional for a Windows 2000 rollout of 2600 PC's

TRAINING
Microsoft Office Suite by Ikon - 80 hours
Oracle IBPM Imaging - 120 hours
Infor Syteline 7 Administration - 24 hours

AWARDS
5 Star Service award, June 2003 – Northwestern Mutual Life
S.W.A.T. Team Award, May 2004 - WE Energies

CERTIFICATIONS
Microsoft MCP - Windows 7 Professional
Microsoft MCP - Windows Server 2008
Comptia A+
Comptia Network +

TECHNOLOGY
Operating Systems
- Microsoft Windows 10,8/7/Vista
- Mac OSx, iOS
- Android Mobile Platforms

Hardware Proficiency
- Sonicwall Firewall
- Fortigate Firewall
- Sophos Firewall
- Dell Desktop/Laptop/Server
- HP Desktop/Laptop/Server
- Lenovo Desktop/Laptop
- Ubiquiti Unifi, Airmax, Video
- Axis Cameras
- Synology

Network Operating Systems
- Windows Server NT, 2000-2019
- Linux Fedora, Ubunto, RedHat

Commercial Software
- Microsoft Office 97 – 2016, 365
- McAfee Anti-Virus Enterprise
- Symantec End Point Protection Enterprise
- Symantec Backup Exec
- Veeam Backup and Replication
- GFI Mail Essentials / Mail Security
- GFI Vipre Anti-Virus Enterprise
- Securence mail filtering
- Sophos Endpoint Protection
- Connectwise Remote Control
- Autotask
- Datto Backup/RMM
- Oracle IBPM
- MDI Achieve Financials
- American Data ECS Clinical
- PointClickCare
- Sage FAS