

Daniel J. Ladore

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Technology Manager

Technical Skills:

Hardware: Intel and RISC based hardware through enterprise level, IBM Enterprise level storage devices, from procurement and sizing through complete installation, cabling, and repairs. Network and fiber channel cabling, UPS and Surge Protection Devices, Cisco Switches, Routers, and Firewalls. Juniper switches/firewalls. Tegile storage.

Operating Systems: AIX, Linux (Red hat, SUSE), i5OS, OS400, VIOS, Windows – Server and Workstation Versions, VMware ESX and VMware Server, MAC OS.

Applications: Microsoft Dynamics GP, Microsoft Dynamics RMS, Salesforce, Microsoft SQL Server, SSRS, SSMS, and Visual Studio. Crystal Reports, IBM WebSphere, HTTP Server, DB2, Lotus Notes, Tivoli Enterprise Monitoring, Provisioning Manager, and Intelligent Orchestrator, Microsoft Office, Microsoft Systems Center Configuration Manager and Virtual Machine Manager.

Other Skills: People and project management training, both put into practice in my current/previous role. Planning, sizing, and procurement for hardware and networks, based on forecasted application use and infrastructure capacity requirements. Diverse hardware, software, network, and application trouble shooting and problem solving. Shell scripting, UNIX and windows.

Employment:

ARZZ International. New York, NY
IT Director

10/2018 – Present

- Optimize current IT policies and procedures and understand business and financial operations. Assist with financial reporting as required.
- Begin analyzing data to find and correct errors in reporting and in data in general. Implement in house reporting solution to warehouse data from wholesale and retail sides of the business.
- Rebuild schedule of software deployment to allow for troubleshooting/bug fixing and eliminate option for direct to production testing and deployment.
- Document and implement procedures for both retail and wholesale operations.
- Evaluate skills and overall readiness of IT. Plan and implement required changes.
- Work with parent company in Brazil to plan and deploy hosted video conference, skype for business, and SIP communications solution to facilitate better integration of teams across countries.
- Work with ERP development team to reverse large number of errors created by improperly planned warehouse consolidation project.
- Manage team of 2 full time employees and 8-10 consultants.
- Rebuild relationship between 3PL, ERP, and parent company in Brazil.
- Coordinate opening of 4 retail locations.
- Begin planning of scheduled opening of 8-12 retail locations in coming year.
- Planning and implementation of warehouse move, to include all dropship, retail, wholesale, and ecommerce stock of around 90K units.

- Manage team of two full time employees and 5-7 consultants.
- Provide primary support for Microsoft Dynamics GP, Microsoft Dynamics RMS, Microsoft SQL Server, SSRS, and Crystal Reports Server.
- Managed custom software deployment for management of watch service and repair process. Software deployed to Wilton, Illinois, and Miami locations in partnership with parent company in Switzerland.
- Managed design, planning, and implementation of Wholesale/Repair facility in Toronto, CA for Breitling USA. All aspects of business and facilities operations were created identical to existing USA operations. All infrastructure is hosted at USA HQ in Wilton, CT and accessed via secure VPN tunnel/MPLS from the Toronto office via published applications, etc. Local infrastructure was replaced including cabling, network devices, workstations, printers, alarm, surveillance, and phone system.
- Planned, designed, and implemented infrastructure and operations for Retail Boutiques in Manhattan(3), Miami, Orlando, Central Valley NY, and Sunrise Fla with Manhattan being the first Breitling owned Boutique in the world. Included complete integration between Microsoft Dynamics RMS and Microsoft Dynamics GP using customized third party software (Nodus Retail Advantage), custom VBA and .Net to allow for single point of financial and inventory management. Managed relationship between four different vendors working on project to limit scope creep, keep working environment intact, and keep schedules for time and cost.
 - Installed gigabit network for sites using Cisco/Juniper devices including running cables, patch panel installation, termination, and testing.
 - Installed wireless network (PCI Compliant) for All Breitling locations using Cisco Meraki Network equipment.
 - Installed HP and Lenovo Point of sale devices.
 - Installed and configured SQL server environment to house RMS data.
 - Video Wall Design/Construction using Apple, Dell, and Panasonic Equipment for NYC Boutique.
- Planned, Budgeted, Designed, and implemented complete upgraded infrastructure for entire United States operations including sites in New York, NY, Wilton, CT, Miami, Fla, and Chicago, IL including:
 - Upgraded network cabling to eliminate shared wiring.
 - Gigabit networking to desktops using Juniper and Cisco Switches.
 - Juniper/SonicWall VPN devices to facilitate remote access.
 - Assisted with installation of Juniper firewalls at all sites for ease of management and policies for data security, password control, internet access, and content filtering.
 - Nightly backups utilizing VEEAM, Red Gate, and SQL maintenance jobs, on and off-site.
 - Server replacement using IBM Servers and SAN as well as storage from Tegile.
 - Upgrade Crystal Reports Server, including operating system virtualization with Windows 2008/2012 Server. Created new reports as needed using crystal 8, 9, and 11, as well as migration to Microsoft SSRS.
 - Create custom SQL tables, stored procedures and views to provide reports for executives in Wilton, data to employees in Wilton for correspondence regarding purchases, and daily data exports for sales, service, and boutique information to corporate headquarters in Switzerland.
 - Manage in-house CRM deployment using Microsoft CRM server. Created customized tables, views, and reports as needed.
 - New Active Directory structure to encompass both USA and Canada domains for ease of resource sharing, management, and access control.
 - Load balanced exchange system to handle additional load and provide redundancy for additional users and also to host multiple domains.
 - Implemented Microsoft Systems Center to enable centralized management of all network assets.
- Responsible for Surveillance, Alarm (burglar and fire), and access control across all Breitling USA and Canada locations (10). Internal and PCI Audits included.

Infrastructure Engineer - Internet Division: Advanced Internet Projects

- Co-lead migration for Dynamic Provisioning Environment and associated machines from Lab in California to CIO Lab in Connecticut. Migration includes complete operational environment consisting of management servers and over 200 physical and virtual machines used for development environments, along with users and applications.
- Assist with planning, design, implementation, and monitoring of energy efficient data center in Southbury, CT to be used as customer showcase of IBM Green Technologies.
- Manage strategy and relationship between CIO and high performance software development group to ensure on-time delivery of automated portal to be used across CIO owned infrastructure for deployment of hardware and software. Duties also included development of strategy for feature additions and removals.
- Lead for infrastructure team of seven managing lab environment in Southbury, CT, consisting of over 200 physical and virtual machines, all associated network, storage, backup, design, and planning. Lead team and work closely with management to formulate architectures to support projects, assign names and dates for build out, help complete projects as required, and ensure ongoing support of the deployed hardware and projects. Also, assist with securing adoption of projects by production IBM service owners.
- Work with Research and Services Organizations to design, design, build, and deploy a new hosting environment using virtualized servers and enterprise level hardware to pilot applications for IBM via Technology Adoption Program. This includes attending in-person planning sessions designed to bring together many groups within IBM working towards similar solutions in Poughkeepsie, NY and Zurich, Switzerland.
 - Resided in Austin, TX, for 2 months at IBM ITSO Research Lab to perform research and validation testing, as well as documentation for reference material included in IBM Tivoli Intelligent Orchestrator reference book.
 - Design, build, and support development and production environments used for beta and production level applications. Lead support person for all aspects of this infrastructure, including troubleshooting in house applications written in java.
 - Participate in design, planning, build-out, and configuration of lab infrastructure in Hawthorne, NY for use on large-scale data processing projects focusing on U.S. government data security.
 - Design, plan, and implement network infrastructure for Southbury Lab, including Cisco equipment, cabling, socks server, and Inter-enterprise gateway. Configuration replaced existing token-ring, atm, thick-net, 10baseT, and half-duplex 100mbit with switched gigabit and switched fast Ethernet to support legacy servers.
 - Coordinated departmental Y2K upgrades and support plan for Innovation Systems Lab in Southbury, CT.

Education/Publications:

- Leading @ IBM program, used to develop management skills for top employees.
- Selected to be part of IBM's Top Talent program, designed to fast track potential future executives.
- Published paper, "Provisioning J2EE Applications with Tivoli Intelligent Orchestrator and WebSphere Network Deployment," 11/05
- Published article describing patent submission, "Emergency services vehicle based intersection management system," 08/05
- CNE certification March 1994.
- Completed ¾ degree in IS, Pace University, Pleasantville, NY.
- Certified as PADI SCUBA Instructor October 1996.

Other:

- Volunteer at Danbury Animal Welfare Society Shelter caring for animals and performing building maintenance. Board of Directors 2005.
- Avid amateur furniture designer and builder.
- Home Audio/Automation System design and installation.
- Avid runner, biker, and triathlete.