



PROFILE

I have worked across a variety of commercial, private and entertainment sectors providing Director level guidance with a range of information technology support. This has ranged from telecommunications design, installation and maintenance to electronics repair. My career has spanned over 15 years in the IT sector, the last 7 of which have been in a managerial position.

CONTACT

PHONE NUMBER:
201-472-0296

WEBSITE:
<http://apapaport.com/>

EMAIL ADDRESS:
Info@We-Cy.Com

LANGUAGES

English – Native Speaker
Greek – Native Speaker

ANDY PAPANICOLAOU

IT DIRECTOR

EDUCATION

Northern Kentucky University, Highland Heights, Kentucky, USA
2000- 2004
Bachelor of Science Degree
Information and Systems Administration

PC Tech, New York City, New York, USA
2009 – 2010
Microsoft Certified Systems Engineer
A+ Accreditation

WORK EXPERIENCE

Grecian Hotels Enterprises, I.T. Director
Multiple sites across Cyprus and London, UK
2017-Present

I oversee the design and installation of the entire IT infrastructure for the hotel chain across 3 sites in Cyprus and 1 in London. I also provide ongoing IT maintenance and support for the sites 24/7. This includes the IT systems to operate the running of the hotel function (including data servers, accounting software, domain controllers, file servers), as well as security systems (swipe card access, CCTV systems).

E.C.G. Pediatric Clinic LLC, I.T. Director
Fort Lee, New Jersey
2007-2019

I built and maintained complex medical database and networks for the clinic. I redesigned the records network to allow medical professionals to access patient data in a timely manner, as well as installing, upgrading and maintaining all the medical hardware and software on site. I provided advisory support for any new essential IT purchases, as well as ongoing remote support with software, network and hardware issues.

Macotel Telecommunications, Chief Information Officer
Larnaca, Cyprus
2015-2017

System designed, planned, installed and maintained the IT and security infrastructure for the company. This included building and maintaining the enterprise WiFi network, installation and configuration of Cisco routers, switches and Microsoft servers as well as installing security cameras, P.O.S. systems, VoIP and PBX Systems. I was also the primary consult on new software and hardware

ABILITIES

- Team leadership
- Creates supportive team environment
- Excellent interpersonal skills
- High-level problem-solving skills
- Excellent proficiency in written and spoken communication
- Identify need & procure IT equipment
- History of solving novel and atypical problems where others have failed
- Fast adaption to new technologies
- Create bespoke technology
- Fast data processing and application
- Training of others in software use to maximise productivity
- Track record of meeting and exceeding deadlines and expectations

purchases and offered ongoing remote assistance for all and any IT issues experienced by staff.

Ironstate Development, System Administrator Hoboken, New Jersey 2010-2013

I managed all aspects of servers and workstations including Citrix servers with Xenapp and all virtualized software. I worked extensively with Yardi voyager 6 & 7S including the installation and set-up of the system across the entire network. This included configuring browsers for the system, setting it up on mobile devices as well as YSI client software, and providing staff support. I also managed regular maintenance of core business IT functions by installing print drivers made sure workstations were able to print and run reports, backed up all servers with Arcserve software via tape and disc drives, and utilized Management Plus Government Section 8 (HUD) software. I was also a field technician for a variety of Ironstate properties to problem-solve their issues on an ad hoc basis.

RepairYouriphone.Com, Owner Edgewater, New Jersey 2009-2011

I provided professional repairs to electronic devices and laptops in my own privately-owned business. Performed all the business needs of the company from accounting, ensuring the networks and systems ran efficiently to delivering the repairs themselves. As an additional revenue stream, I also created and maintained networks and databases for local businesses.

Jonathan Peters Enterprises/Deeper Records, Studio Manager/Studio Engineer New York, New York 2004-2009

I was responsible for installing and maintaining the audio and video software and hardware equipment for the studio. In addition I also designed and created the DJ equipment set up. I had managerial responsibility for the running of the studio which involved artist booking, responsibility for the technical and media live streaming systems, as well as having overall veto on the business and creative direction of the studio. To support the IT function of the studio I designed, built and managed its own network using OSX and Windows servers, as well as maintaining a 30TB database of content.

SOFTWARE AND HARDWARE SKILLS

- Mikrotik, Cisco ISA, RV, ASA, Apple Firewalls and Routers
- Ubiquiti, Cisco and Apple Base Station access points
- TP-Link hardware and software
- Microsoft Access and Exchange
- Website design, knowledge of html, php, java and apache web server
- Macintosh OS X Expert
- Microsoft Windows Server (all versions)
- Knowledgeable in most remote applications
- Microsoft Office and Office for Mac, Office365
- DOS, Windows (all versions), Linux, Cisco IOS, RouterOS
- Fluent in most Voice Over IP Systems and PBX Systems
- Citrix Xenapp, VMWare and Parallels Virtual capabilities
- Zendesk and Freshdesk Ticketing
- Git Repositories, MongoDB

- Microsoft Azure
- Amazon Web Services (AWS)
- Axence NetTools
- iOS, Android, Windows & Blackberry Mobile
- Samsung Officeserv
- Procomm+
- Comcap
- Fidelio/Opera PMS
- Theova PMS and Accounting Software
- Yardi Voyager (7S) PMS
- Sage Accounting Software
- Timberline
- Micros POS Systems
- Veeam Backup
- Arcserve Backup
- Eset Cloud Anti-Virus
- Bitdefender Cloud Anti-Virus