

# Stephen Drone

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## Summary

A dedicated and energetic professional with proven skills in management, cost control, data networking, Cisco network infrastructure and planning. A confident and dependable problem solver who is an experienced manager and communicates well.

## Professional Experience

- 2010-Present **Managed Network Systems Lead**, CSC (Aon account)  
Manage team of 21 responsible for LAN, WAN, voice, VOIP, and extranet/firewall services at 121 U.S. sites serving 11,000 users
- Drive service delivery, service level agreements, 3<sup>rd</sup> party services, and contractual agreements to increase customer satisfaction
  - Control cost, forecast, and revenue in a multi million dollar budget.
  - Created cost models for all services that drive future budget and revenue
- 2007-2010 **Managed Network Systems Lead**, CSC (Combined Insurance account)  
Lead LAN, WAN and telecom teams for 28 U.S. and international sites serving 5000 users
- Integrated new support processes and SLAs with onshore and offshore support teams
  - Guided transformation and refresh projects to integrate and update WAN and LAN architectures. Coordinated multiple simultaneous telecom and IVR projects.
  - Vendor management and vendor project management, including circuit installs and VOIP WAN certification
- 2003-2007 **Network Manager**, CSC (Motorola account)  
Generated monthly operational review presentations detailing network availability metrics, outage information, root cause analysis, and worldwide project updates
- Coordinated U.S.-wide rollout and reporting of new service level agreements. Wrote new and updated existing SLAs
  - Managed international rollout of ITIL training and processes
  - Developed wireless SLA
- 2000-2003 **Network Manager**, Motorola  
Managed staff of network engineers responsible for converged Cisco networks, wireless networks, and large computer rooms at four Chicago area campuses and remote locations. Environment included 200 switches serving over 9000 people. Coordinated multiple simultaneous large-scale cable build-outs and personnel relocations.
- Led team of 10 responsible for Cisco switched network infrastructure at two 4000 user campuses and multiple small sites
  - Guided re-architecture projects to standardize on highly available redundant network architectures resulting in availability of 99.99% or higher
  - Created cross training, virtual team programs, and network management systems to improve staff knowledge base and increase staff utilization
  - Planned and implemented advanced VOIP network infrastructure at remote 400 user site
- 1996-2000 **Network Engineer**, Motorola
- Installed/maintained multiple switched Cisco and Cabletron ethernet networks
  - Installed and maintained T1 and frame relay WAN circuits
  - Implemented firewall to provide web and telnet proxy services and incoming VPN access
  - Planned and maintained of computer rooms and environmental monitoring systems
- 1993-1996 **System Engineer**, MicroAid

Consulted with clients ranging from small electronic pre-press houses using Apple Macintoshes to Fortune 500 companies with integrated multi-protocol networks.

- Installed and maintained Novell Netware servers, Netware for Macintosh environments, Microsoft NT servers and Microsoft LANs.

1990-1996

**Network Analyst**, Whitewater Group

- Maintained and expanded 50 user Novell network with Microsoft Windows clients
- Coordinated installation and training for Lotus Notes groupware.

## **Education**

2007

**ITIL Foundation**  
**ITIL Incident Management Process**  
**ITIL Change Management Process**

2005

**Six Sigma Green Belt Training**

1990

**University of Illinois**  
Bachelor of Science, Computer Science