

Eric K Alover

6221 W. Roosevelt Rd, Berwyn IL 60402 ♦ 708.775.7500/312.217.7746 ♦ ekalovor@gmail.com

INFORMATION TECHNOLOGY MANAGER

Lead all aspects of project delivery, including project scope, deliverables, estimates, detailed project plans and change requests
Ensure the success of a project by driving day-to-day operations
Maintain constant communication of events and project status to project stakeholders
Perform risk assessment, response planning, and will develop mitigation strategies
Identify and negotiate changes in project scope and ensure that projects are completed within the agreed upon budget and timeline
Act as the primary liaison between you and all teams assigned to the project
Motivate the project team in order to ensure successful and timely project completions
Conduct 'lessons learned sessions' with the engineering team



SENIOR ENGINEER INFRASTRUCTURE SOLUTIONS

Proper planning is the best way to ensure success. AE COMPUTERS's engineering methodology makes sure that business requirements align with technology requirements by properly assessing the current-state attributes, architecting the technical specifications, and project planning the milestones and resources. We've developed methodologies to address all of the following solutions and more:

Network Operating Systems	Virtualization Technology
Network Infrastructure	Server Systems
Storage Area Network	Database Servers
Data Backup & Replication	Firewalls & VPN
Unified Communications	E-mail Archiving
Virus Protection	Systems & Network Monitoring
Mobile Device Management	Wireless Infrastructure

SENIOR ENGINEER CONSULTANT

Provide in-depth technical and design expertise on large-scale infrastructure (systems, network, storage) projects for enterprise-class clients
Assess, architect, project plan, implement, document and support customer systems in response to business or technical requirements
Clearly communicate problem/resolution process to customers or management
Serve as project team lead with project oversight responsibilities and mentoring of Systems Engineer (SEs) consultants
Contribute to written scopes, statements of work/proposals
Develop technical documentation
Presentation skills of technical solutions (white boarding and PowerPoint)
Advanced Troubleshooting and Systems Recovery
A professional, business-focused attitude and courteous manner towards clients, partners, and peers

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Solid experience presenting and/or demonstrating new technology recommendations from a business perspective

Ability to work weekends and/or off hours as necessary to meet clients' needs ·A vehicle and road warrior attitude to drive to our clients daily if necessary

The ability to travel up to 50%

RELEVANT SKILLS

Strategic Planning

Team Building & Leadership

Project Planning

Customer Service

Process Improvement

Training & Mentoring

EXPERIENCES

President/Owner – AE Computers, Berwyn IL 10/1998 – Present

- Developed vendor relationships
- Provided executive level management and interface to clients.
- Responsible for organizational development
- Responsible for strategic planning and forecasting
- Responsible for Customer Satisfaction and Allegiance
- Created SOW and project plans

Site Manager - PC Engineering at General Motors - Chicago IL 06/1997 - 10/1999

- Senior Customer Engineer, Queue Manager, SAP management for service call and parts inventory
- Setup and managed break-fix account for CSC through BancTec Inc, at GM Locomotive Division, as well onsite & remote service.
- Support 2500 user computers, printers, laptops and other category 3 equipment as well as servers and PC repair
- System consulting and Analytical problem solving
- Servers, Laptop, Printers, PC repair, servicing, troubleshooting and setup specialist.
- Installation of and repairing of customer's unit's ranging from laptops to desktops (all made) to Hewlett Packard Laser Printers.
- Training new technicians and giving advice to any questions that might arise.
- S.A.P, (Service System Database Management, Parts Inventory Management)
- Quality Control & Assurance
- Systems Assembly, Testing FRU and component level
- Network connectivity, Ghost the image on the systems
- Configure Novell 4.11 client 32, NT 4.0, win3x win95, win98, win200 on the system and take it to the user and set up their local printer on the Que. their printer was attached to. Application of computer knowledge to troubleshoot computer hardware and software and LAN configuration problems. Have the ability to set up a NT server and clients.

Production Engineer Custom System Developer - Computer Plus, Madison WI, 05/1996 – 05/1997

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- Systems Assembly, troubles shoot computer hardware and software and LAN configuration Setup a NT server and clients
- Quality Control & Assurance
- Testing FRU and component level
- Customer Service Coordinator
- System Consulting and Analytical problem solving
- Laptop, Printers, PC repair, troubleshooting and setup, specialist
- AST - IBM, Warranty Authorized Service Center specialist

System Engineer Assistant - Vanguard Computers Inc., Madison, WI 1996 – 1997 (2nd Job)

- Field help assistance engineering
- Custom Systems Developer
- Systems Consulting, PC Hardware, Internet Application
- Operating System set up and installation
- Analytical Problems Solving
- Laptop, Printers, PC repair specialist, troubleshooting and setup
- AST - IBM, Warranty Authorized Service Center specialist

Operation System Engineer - Kodak Technical Services, Wilmington OH - 1995 - 1996

- Developed, researched, repaired, tested and assembled
- Texas Instrument/IBM laptops and computers.
- Duties also included: upgrading, repair, configuration and troubleshooting
- Quality Control and Assurance.

PC Engineer - Raptor Computers, Yellow Spring OH - 1996 (2nd Job)

- Troubleshooting, upgrading used computers
- Building, installing operating system for new computers
- Hardware/Software/Help Desk specialist

Consultant - Energy Department (Ministere de L'Energie Togo) Lomé, Togo - 1993 - 1995

- Supervised rural electrification projects.
- Headed national feasibility studies and implemented electrification projects throughout Togo and International Airport of Lomé, Togo
- Research involved usage of storage batteries in compensating for Reactive Power.
- Teaching safe handling of equipment, dealing with energy conservation.

Developmental Engineer - SEAEAC (Safe Cheap and Available Energy in W Africa) - 1991 - 1993

- Initiated and established resource network of professionals to brainstorm energy issues and problems.
- Planned process to teach ways of utilizing energy efficiently.

Power Plant Engineer - Kiev Power, Kiev, Ukraine - 1990 - 1991

- Team Leader for 1st respondent Electrical Student at Chernobyl disaster on 26 April 1986
- Regulation network for reactive power and voltage

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- Energy conservation and energy production

SYSTEMS/SOFTWARE SKILLS

Windows Servers: 2003 to 2016

Microsoft Project

Microsoft Visio

Adobe Suite

QuickBooks Accounting

Symantec Norton Anti-Virus & others

Project Management

Cisco Application & Hardware

Amazon Web Services (AWS)

Microsoft Office

Windows XP, Windows 7, 8,10

Microsoft SQL server

Symantec Backup Exec

Barracuda Mail Security

Symantec Mail Security

Web sense and Content Filtering software

Nuance Suite & Document

Cloud Computing

PUBLICATIONS

- Hydro-electric Dam on River Mono, Togo of 100 Megawatts (Russian) by E. K. Alover – Pr I.V. Leporsky
- Caution and Work Safety on Electrical Sites (Russian) by E. K. Alover - Pr R.b. Cebarnov
- Regulation Network for Reactive Power and Voltage in an Electrical Zone (Russian) by E. K. Alover - Pr Patapienko
- The Necessity of Energy Saving in West Africa (French) by E. K. Alover - Ing AMA d' Almeida

EDUCATION

Master of Science in Electrical & Computer Engineering - Kiev Polytechnic Institute (<http://www.kpi.ua/en>) Kiev, Ukraine (Majors: High Voltage Power, Information System, Electronics, Electrical Equipment)

Certificate in Business Management - School of Management University of Benin, Lomé, Togo

Fluent in English, Russian and French

CERTIFICATIONS

- A+ Certified Technician
- HEWLETT PACKARD, USA - Authorized Service Technician ID # SB0639
- Certificate in Maintenance and Repair of HP Computers/Printers Products
- COMPAQ, USA - Accredited System Engineer
- Certificate in Maintenance and Repair of COMPAQ Computers/Severs/Laptop IBM, USA
- Certificate in Maintenance and Repair of IBM Computers /Printers products.
- AST-COMPAQ-ACER-TOSHBA-PACKARD BELL

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- Warranty Authorized service center specialist