

Phil Spitze

twitter.com/philspitze // [linkedin.com/in/philspitze](https://www.linkedin.com/in/philspitze)

Executive Profile

I am an aggressive problem solver, able to think outside the box while keeping business needs in focus. I am a natural leader and motivator and can lead small or large teams comfortably. My attention to detail makes me a successful project manager, and I have many years of experience working with and managing complex mission-critical systems. Personally, I am thoughtful and enjoy the challenges of working in IT.

Notable Blog Posts

Password Security: <http://bit.ly/pspasswd>

Multi-tasking: <http://bit.ly/pstasks>

ColdFusion 9 Web Servers: <http://bit.ly/pscf9iis>

Buddhists at Work: <http://bit.ly/psbuddhists>

Employment Highlights

Network Manager, Fuel Interactive // Apr 2008 – Dec 2011, Myrtle Beach, SC

- Completed data center migration of all servers and mission-critical systems with minimal downtime and less than 1% customer interruption.
- Conducted internal PCI Compliance audit for hotel booking engine web application transacting over \$10mil per month. Implemented various network segmentation changes, new VPN connections and PureCM change control to application servers and code. Performed annual staff trainings and wrote employee policies, all in accordance with PCI Compliance regulations version 2.x.
- Responsible for managing and maintaining corporate server environment consisting of web/email hosting servers, file sharing servers, MSSQL and MySQL database servers, VMWare ESX/i servers and all network equipment and server hardware hosting over 400 client websites. Routinely planned for scalability changes while company experienced 25% growth rate in web traffic.
- Planned and executed software and hardware upgrades to ensure maximum uptime (tracking higher than 99.9% for 2011) and availability to clients.
- Worked with ISP to perform forensic analysis of suspect web traffic and port scanning activities on the network.
- Provided basic hardware and software support to internal and external clients by phone and email.

Business Systems Analyst, AMCORE Bank // Apr 2006 – Apr 2008, Rockford, IL

- Selected and implemented a corporate CMS application using Ektron.NET 400 commercial application and .NET framework. Created dynamic templates for navigation and data display. Trained all content managers.
- Managed online banking software platform servicing 1.2 million active accounts, including software and hardware upgrades, responding to support issues, and training of customer support staff.
- Researched and implemented cost and time saving procedures for various departments within the operations division of the bank.

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Production Support Specialist, AMCORE Bank ~ Apr 2003 – Apr 2006, Rockford, IL

- Managed mortgage processing system for 100 users. Performed annual software and regulatory upgrades. Trained new users. Created ad-hoc reports and scripts to increase efficiency and shorten processing time.
- Performed basic computer support tasks for departmental staff.
- Helped re-write department intranet pages to be more efficient and relevant to user base.

Sales Specialist, Lowes // Sep 2002 – Apr 2003, Rockford, IL

- Responsible for assisting customers with appliance pre-sales questions, handling of in-store pickups, and general assistance to all customers.
- Performed ordering and stocking of merchandise in appliance department.

US Help Desk Manager, Nexus Management // May 1998 – Dec 2001, Portland, ME

- Designed, built, and managed the US Help Desk office in Portland, Maine.
- Hired, trained, and managed all staff for 24x5 operations.
- Managed ServiceIT call tracking software.

Non-Profit Work

President and Executive Director, Photographers Without Borders

Jan 2007 - Present

Education

May 2013, MA: Buddhist Studies

International Buddhist College, Thailand

2000, Microsoft Office User Specialist (Expert: Word, Excel, Powerpoint)

Nexus Management, Inc.

1999, Help Desk Manager Certification

Help Desk 2000 Inc.

May 1995, BS: Industrial Training

Keene State College