

Kurtis M. Kiesel

Vice President Information Technology, MCSA

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Vice President, Information Technology (2011-present)

Lancaster Pollard

(65 E. State Street, Columbus Ohio)

Lancaster Pollard is a leader in financing senior living facilities. Headed the I.T. Department as it grew from a small company to a medium size business.

- Managed Information Technology for 150+ staff in 9 office across the United States
- Sold yearly I.T. plans for projects and budget to senior leadership, along with quarterly budget updates, and long term department planning and vision
- Standing regular meeting with department heads for project planning and operations committee
- Developed department and corporate IT policies and procedures, and procedure manuals including CDP and DRP
- Founded Company DevOps SCRUM Teams; hiring staff and organizing projects for; pipeline, servicing, GL and digital document retention
- Planned, sold, and executed the following projects internally:
 - Migrate physical server infrastructure to VMWare
 - Replicate server infrastructure to a second site
 - Oversaw the creation of a 6 site MPLS network
 - Managed telecom at all 9 sites
 - Migrating server infrastructure to off site datacenter
 - RFP's: VOIP phone system partner, 3rd Party intrusion detection and security checkups, Software vendors, printers, and underwriting platforms
 - Deployed Juniper and Palo-Alto switches and firewalls
 - Tegile SAN deployment
 - Dell VM Host cluster
 - Beta test 'FICS' Servicing Software
 - Confluence & JIRA deployment and staff implementation
 - Digital warehoused pipeline and serving data; with CMS data and geodata
 - Planned and coded application to organize pipeline data in shares using: MSSQL, Powershell, and Windows libraries to secure file structure with ACL's, and provide a clean user desktop experience
 - MSSQL server deployment and upgrades
 - On Premise Dynamics 365 upgrades 4.0-current
 - ClickDimensions marketing integration with Dynamics 365
 - Custom SSIS reports for Dynamics 365 for weekly progress and forecasting of opportunity pipeline planning
 - Dynamics SL & Management Reporter upgrades
 - SharePoint and Business Portal upgrades
 - Federated Skype for Business with Web Apps deployment and upgrades
 - Hosting of digital dealrooms
 - Quest ArchiveManager, Symantec Appliance, & MIMECAST implementation for Exchange and Skype
 - CONCUR implementation

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- On Premise Exchange Cluster upgrades
 - OnBase Deployment: thick client, Unity, server, document retention, scan queues, forms and custom workflows
 - Co-championed AD consolidation & Sarbanes-Oxley compliance under acquisition
 - Major yearly hardware refreshes: workstations, cellphones, desk phones, laptops, & Surfaces
- Working Manager: Service desk, Infrastructure, Development staff, and Cristo Rey interns.
 - Consulted Executive Leadership for new regional office planning.
 - *Major Technologies:* Windows Server, AD/GPO management, scripting, WSUS, Exchange, Dynamics 365, JIRA, Confluence, MSSQL; Palo Alto, Juniper, Dell Servers, HP Servers, Tegile, and ShoreTel

Management of Information Services Administrator (2008 – 2011)

Ohio Association of County Behavioral Health Authorities (OACHBA)
(33N. High Street, Columbus Ohio)

OACBHA is a not for profit trade organization for local county run Boards in Ohio that oversee Behavioral Health services locally.

- Oversaw statewide committees on technology, member of multiple state agency technology committees.
- Design, management, support, and regular maintenance of internal small business network; rack mounted physical servers, multiple virtual servers, workstations, laptops, & Blackberries.
- Custom hardware design, purchase, assembly, & configuration
- Designed a custom advocacy network for contacting state legislative representatives
- Developed Statewide Behavioral Health reports with complete State Medicaid Data.
- Design, built, & tested Random Moment Time Study web application.
- Website migration, design, administration, and training company website.
- *Technologies :* MSSQL, MySQL, PHP, Wordpress, Joomla!, VMware, Wordpress, custom online survey software, Vista, XP, Server 2008, Microsoft Domain Migration, Blackberry Business Server, Exchange 2007, Microsoft Dynamics CRM implementation, & Linux server management.
- Office 365 Upgrade (Pro-Bono 2017)

Database Administrator (2005 – 2008)

Alcohol and Drug Addiction Services Board of Cuyahoga County (ADASBCC)
(Cleveland Ohio)

- Database management, design, & maintenance
- Automated processing of regular complex tasks
- H.I.P.A.A. security trainer
- User support
- *Technologies :* MSSQL, MYSQL, PHP, ASP, proprietary flat file imports into databases, reports, designing custom network monitoring systems, MS office, VMware, Vista, XP, Server 2003, & designed & programmed custom CRM solution.

Network Administrator, Database Administrator, Programmer(2002 – 2005)

PC GURU (Beachwood, Ohio)

- Network administration at multiple northeast Ohio area clients

- Proprietary application & database programming & upgrading
- *Technologies* : Windows XP, Citrix, Server 2000, MS Access upgrades and migration to MSSQL, Custom Microsoft CRM integration and training, VB application improvements & programming, & other proprietary software work.

Graduate (2001)

Art Institute of Pittsburgh (Pittsburgh Pennsylvania)

- Associates Degree in Specialized Technology / Computer Animation
- *Technologies*: Windows & Macintosh : Photoshop, Dreamweaver, programming, 3D Studio Max, Toons, sculpting, paper and pencil, & a million other things associated with art.