

ROGER W. BRUIST

Professional Profile

Experience

Brought numerous Boston area small and medium businesses and non-profits into compliance and security alignment

Achieved positive results for small and medium businesses through the implementation of improved infrastructure, application integration and cost benefit analysis of IT implementation

Established new consulting and support teams in California and Massachusetts, focused on customer needs and compliance

Earned numerous top contributor awards for team management, crisis management, customer satisfaction, and the authoring of articles and documents.

Team lead for State of California E-Mail Project—the implementation includes 126,000 end users in 258 departments

Member of the MCSE Editorial Examination Board for Windows NT 4.0 and Windows 2000

Core Areas of Practice

Project Management

Partner Management

Quality Assurance

Policies and Protocols

Organizational Architecture

Operations Design

Program Development

Strategic Planning

Compliance and Security

Professional Experience

Tech Networks of Boston—Boston, MA

Chief Technology Officer

- Developed security and compliance programs including HIPAA, PCI, and MA201 R17
- Performed lifecycle technical reviews and assessments in the SMB market
- Implemented training and certification program for staff
- Developed top to bottom protocols and policies for project department
- Created proposals and RFC's for clients and performed discovery tasks and audits
- Implemented critical response procedures and matrix

Position Highlights:

- Managed Project Department; developed and implemented two new programs with consulting and managed services teams, generating recurring revenue streams
- Developed corporate policies and procedures for Tech Networks of Boston and their customers
- Performed over forty reviews for compliance and security, resulting in project plans generating future revenue
- Implemented a green IT strategy for all aspects of Tech Networks for both project and support teams
- Worked on sales strategy and direction focusing of 1-3-5 year lifecycle plans, resulting in ongoing project and managed services contracts
- Assisted non-profit organizations in the migration of e-mail and collaboration software to the cloud

Air Hart Web Design—Acton, MA

Senior Consultant

- **Governmental compliance for financial institutions**
Implemented Sarbanes Oxley, HIPPA and GLA compliance for web, services and e-mail for banks and insurance institutions
- **Security design and implementation for commercial web sites**
Managed the design and implementation of secure web sites and portals for commercial web sites including DMZ, SQL and links to secure payment options

Microsoft Corporation—Waltham, MA

Technical Engagement Manager

Areas of Technical Expertise:

- Managed projects and consulting engagements for 17 financial accounts in the New England Financial Services division, opening a new area focused on the middle tier corporate space, as well as scoped, designed and created contract and documentation for all engagements in the segment.
- Managed Lotus Notes to Exchange migrations, including security design with PKI implementations. Managed Web Portal design and implementation, Customer Relationship Management (Microsoft CRM) Product integration and systems design, storage design and recovery solutions.
- Developed numerous engagements in the infrastructure and collaboration consulting arena including both existing and new infrastructure, as well as organizational realignment.

Microsoft Corporation—Sacramento, CA
Technical Account Manager

Areas of Technical Expertise:

- Integrated security
- System recovery
- System design and architecture
- Domain migration and integration
- Storage management solutions, local and remote
- Data Center design and architecture
- Staff architecture and modeling

Position Highlights:

- Managed a complex scope of support issues for Premier Support enterprise customers by acting as a technical and management resource to assist customers in the use, support and implementation of Microsoft solutions.
- Ensured the highest level of customer satisfaction by understanding and identifying root issues and needs through a strong working relationship and efficient customer management.
- Worked with team members to ensure correct levels of training and mentoring, establishing consistent processes and delivery to all regional customers.
- Local critical situation manager for regional customers, establishing management communications, technical resource identification and managing customer satisfaction
- Security lead for Microsoft Corporation for State and Local Government
- Architect and team lead for State of California EDD Active Directory deployment, a 30-million dollar project
- Numerous top contributor awards for team management, crisis management, customer satisfaction and the authoring of articles and documents
- Keynote speaker for numerous State of California events on security,, system recovery and high availability modeling
- Technical contact and advisor to State of California CIO, AIO's for architecture, security, infrastructure and project planning
- Delivered numerous security seminars, assessments and classes for a broad range of governmental agencies at the state and federal levels

Microsoft Corporation—Redmond, WA
Beta Support Lead Engineer

- Staffing
- Critical Situation management
- Problem resolution and solution coordination
- Sign off authority
- Documentation coordination and design
- Documentation design and coordination
- Help systems design and content for Windows 2000
- Determination of certification requirements
- Domain design and implementation
- Infrastructure migration and integration
- Security design and implementation

Position Highlights:

- Responsible for the end-to-end communications regarding beta test programs, leading to the release of operating systems and Back Office applications. As lead, also managed twenty-one team members and had management responsibility for the development of support matrices for all new products. Responsibilities also included documentation design, program management feedback, and problem identification and resolution of issues reported by customers external to

Microsoft. The position also included sign-off authority for all products shipped, certifying the readiness of both product and support staff.

- As Lead Beta Support Engineer for all Windows and Back Office 2000 projects, managed the release of all Windows NT Service Packs for the enterprise support teams, including the coordination of test and sign-off processes with the Back Office support teams, MTS, Premier Support and the various specialty groups in the Enterprise Support organization.
- Interfaced with release managers on supportability, cost of support and customer impact, reducing the cost of support by millions of dollars by using advanced design modeling and cost/benefit analysis of bugs and bug fixes.
- Reviewed and analyzed ongoing top 20 issues, briefing senior management on the Windows 2000 beta status including technical, time, cost/benefit and financial analysis.
- Managed and designed a hot-bug process with the Windows development team, working with major corporate sites to fix critical errors during the Windows NT beta process and resolving bugs preventing testing of the products.
- Coordinated all reviews of courseware, manuals, resource kits, supportability and MCSE examination materials for Windows 2000.
- Reviewed and edited all sections of the Windows 2000 resource kit as well as all error messaging and documentation.

**Microsoft Corporation—Redmond, WA
Windows NT Support Lead**

Position Highlights:

- As beta and team lead for Windows NT projects and development cycles for both the systems team and support organizations, supported major corporate customers with ongoing issues, escalations and proactive prevention planning.
- As contact point for product group and support organizations for all critical customer issues, reviewed issues with Program Management for all Windows NT beta releases, including all major releases, clustering, enterprise server, Novell interoperation networking tools, sniffers, and advanced network protocols.
- Developed courses for unattended set-up, troubleshooting and set-up architecture.
- Assisted in developing the Stop Screen Troubleshooter and the Recoverability troubleshooter for Windows NT and Windows 2000.

Education & Professional Development

BA, Economics/ History—Austin College

Certificate in Project Management (PMP)—Boston University

Additional Certifications—MCSE, MCSA, ITIL

Professional Affiliations & Associations

State of California Critical Problem Response Team • Member

Sacramento Valley Society of Software Architects Association • Member

Awards & Achievements

ECU Premier Support Top Contributor • Publications and Organizational Development Work (1996)

Outstanding Contributor • **Technical Account Management, Microsoft State and Local Government (2004)**