Patrick Domingues

IT professional & author

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Professional profile

I’m a goal-oriented IT professional with a passion for leadership, projects, and deadline-driven work. I am always striving to learn and develop my skills in the field to stay on top of the latest trends and technologies.

Throughout my career, I have honed my skills in various areas of technology, compliance, project management, and team leadership. I am committed to achieving measurable results for my clients and delivering high-quality work within the given time frame.

As a natural leader, I enjoy collaborating with my team and empowering them to achieve their goals. I believe that effective communication, clear direction, and a positive attitude are essential to building strong and productive teams.

Certifications & training

ITIL Foundation	CompTIA Healthcare IT
MTA Server Administrator	Cisco SMB Engineer
Ubiquiti Enterprise Wireless Admin	SixSigma - Green Belt
CompTIA Server+	VMware VCA
Expert Rating Server 2008	Microsoft Azure Fundamentals
HIPAA Security Expert	HIPAA Privacy Associate
Sophos Fundamentals Engineer	Expert Rating Help Desk
Microsoft Security, Compliance, and Identity Fundamentals	

Professional experience

Chief Executive Officer

Zevonix, LLC

Aug 2024 - Present

As the CEO of Zevonix, I am focused on delivering innovative IT solutions that drive efficiency, security, and growth for businesses of all sizes. With a strategic approach to technology using our Pathway to Smarter IT framework we help our clients navigate the complexities of modern IT infrastructure, offering tailored services that address their unique challenges. At Zevonix, we specialize in:

- Managed IT Services: Ensuring that businesses run smoothly by managing their IT operations, from hardware to cloud solutions.
- Cybersecurity: Protecting critical data and systems with advanced security measures and proactive monitoring and alignment with security compliance.
- IT Strategy Consulting: Providing businesses with expert guidance on technology investments and long-term growth.
- Cloud Solutions: Enabling businesses to scale with reliable cloud infrastructure and seamless migration strategies.
- Data Management & Backup: Ensuring data integrity with robust storage solutions and backup strategies. I am passionate about driving client success utilizing our Pathway to Smarter IT that align with your business goals. My role encompasses strategic leadership, business development, and fostering relationships that ensure our clients receive the highest level of service and support.

IT Manager

The Spice & Tea Exchange

Jan 2023 - Aug 2024

- Develop and implement IT policies and strategies to support the organization's goals.
- Lead the IT department, including hiring, training, and performance evaluation of staff.
- Ensure alignment of IT infrastructure with current and future business requirements.
- Oversee the maintenance, development, and implementation of all IT systems, including hardware, software, and networks.
- Manage IT security protocols and disaster recovery systems to protect data and ensure continuity of operations.
- Uphold compliance with legal, regulatory, and policy requirements regarding information and technology systems.

- Manage risk related to IT, including cyber threats, data loss, and system failures.
- Monitor performance of information technology systems and provide recommendations on improvements.
- Ensure customer service is timely and accurate on a daily basis.
- Develop and manage the IT department's budget to ensure resources are allocated effectively.
- Negotiate and manage contracts with technology vendors and service providers.

Sr. Systems Engineer

The Spice & Tea Exchange

Jun 2022 - Jan 2023

- Developed and executed comprehensive cloud migration strategies, facilitating a seamless transition to cloud infrastructure, thereby enhancing organizational agility and reducing infrastructure costs.
- Administered Microsoft 365 and Azure environments, with a focus on optimizing performance and reliability of cloud services. Implemented and managed Microsoft Intune for mobile device and application management, ensuring compliance and enhancing security.
- Implemented Single Sign-On (SSO) integrations for multiple applications, leveraging Azure Active Directory for streamlined user access, improved security protocols, and enhanced identity management.
- Maintained high availability and minimal downtime of critical services, employing best practices in IT security and identity management to safeguard organizational data.
- Introduced Remote Monitoring and Management (RMM) tools to gain deeper insights into endpoints, significantly improving the capabilities of internal and external technical support teams and enhancing endpoint security.

Project Engineer

iVenture - Jacksonville, Florida

Feb 2022 - Jun 2022

As a Project Engineer, I specialize in designing, implementing, and maintaining sophisticated Windows server, application, and network technologies. My role also encompasses assisting in developing project scopes and managing the migration of data and server applications. My duties include:

- Designing, installing, and maintaining the latest Microsoft Windows server technologies, associated applications, and virtualization technologies.
- Configuring network hardware such as switches, firewalls, and routers.
- Taking complete responsibility for system and network migrations, ensuring seamless data and application transfers for networks of 10-250 users.

- Planning and executing server, application, and data migration projects, which can range from 2 days to 8 weeks.
- Regularly engaging with team members and clients to discuss technology design and planning, as well as project scopes.
- Providing training and technical advice to team members on both new and existing technologies.

IT Manager

TeamLogicIT - Jacksonville, Florida

Aug 2017 - Feb 2022

Provided expert-level support and guidance to users and organizations, driving enhancements in customer service and operational efficiency. Excelled in applying technology solutions within budget constraints to achieve organizational objectives. Adept at planning and executing projects that align with organizational needs, collaborating effectively with teams across the organization and beyond. Managed special projects and delivered critical briefings to improve customer support practices. Provided comprehensive training on hardware and software to enhance user competency and satisfaction.

Lead IT Specialist

TeamLogicIT - Jacksonville, Florida

Jan 2016 - Aug 2017

Provides senior level customer support services to users and organizations. Serves as consultant in specialty areas that concern a variety of functional operations and provides technical assistance, advice and training related to hardware and software operation to employees and customers. Responsible for project management planning, designing, and carrying out projects and analyses of the organization’s requirements; coordinating, facilitating, or participating on project teams, as a peer, with experts both within and outside the organization.

Technical Support Team Lead

Antisyn - Jacksonville, Florida

Jun 2013 - Nov 2015

- Spearheaded a technical support team, fostering a culture of excellence and setting high standards and goals to ensure superior service delivery.
- Support strategies across servers, workstations, hardware, and software, enhancing system performance and reliability.
- Directed the team in diagnosing computer hardware and software issues, utilizing in-depth analysis to pinpoint problems and crafting patient, detailed resolutions for clients.

- Upgrades and installations, ensuring seamless integration and optimal operation of computer software, networks, and integrated systems.
- Rapidly responded to client IT issues, designing diagnostic tests and interventions to resolve complex technical problems efficiently and effectively.
- Regular updates and maintenance protocols, significantly improving system efficacy and client satisfaction.

IT Support Technician

TeamLogicIT - Orange County, Florida

Jul 2011 - 2013

- Diagnosed computer hardware and software issues, identifying the root cause of technical problems and providing comprehensive support to clients until resolution.
- Performed location-based upgrades and installations on computer software, networks, and integrated systems, ensuring optimal accuracy, compatibility, and performance.
- Conducted regular updates and maintenance tasks to enhance system efficiency and reliability.

IT Support Technician

TeamLogicIT - Flagler County, Florida

Jun 2010 - Jun 2011

Managed IT infrastructure for 18 clients, including 167 workstations and 8 servers, maintaining over 90% system health with SystemWatch IT (Kaseya).

- Led help desk support via AutoTask, providing efficient technical solutions and managing incoming office calls.
- Conducted repairs for drop-off computers, generated IT assessment reports, and performed necessary on-site repairs.
- Executed verification and qualification sales calls, establishing initial customer contact and aiding business development

IT Technician

J&R Computer Services - Volusia County, Florida.

Jul 2008 - Jun 2010

This BreakFix company was one of the starting points of my advancement in troubleshooting processes, learn how to go about troubleshooting and supporting the following.

- Spyware, malware, virus removal.
- Network / Server Administration.

- Repair Hardware issues with PC’s or Servers.
- Answers various questions from clients.
- Help Desk Support Via phone.
- Supply onsite customer tech support.
- Type step by step logged invoices for clients.

Education

Bachelor's degree, Counseling Psychology

Florida Christian University

2006 - 2009

Decided to study this to have a better handle on the psychology of people.

Associate of Science (AS) - Computer/Information Technology Administration and Management

Daytona Community College

2005 - 2006

This was part of dual enrollment so some college coursework was completed.

High School

Flagler Palm Coast

2002-2006

Flagler Palm Coast High School, Palm Coast, Florida - Year: 2002-2006

Volunteer experience

Princess Place Preserve

2002-2005

While attending FPCHS for 3 years I gave History and Estuary Tours of a 1200 acre park called “The Princes Place Preserve.”

Skills & tools

Soft Skills

Leadership · Strategic Planning · Communication · Problem-Solving · Time Management · Customer Service · Adaptability

Business and Management Skills

Vendor Management · Change Management · Financial Management:

MSP/ITSM Applications

AutoTask PSA · Kaseya RMM · ConnectWise ITSM · Syncro RMM ITSM · Atera RMM ITSM · LabTech RMM · Comodo One RMM

Medical Software Skills

Allscripts EHR · Allscripts PM · Practice Velocity EMR · Practice Velocity PM

Software Skills

Microsoft Hyper-V · VMware · Microsoft SQL Server · Microsoft Dynamics CRM · Microsoft Office 365 · Microsoft Azure · Microsoft AD · Adobe Suite · Quickbooks Suite · Acronis Backup · Intronis Backup · Barracuda Backup · Datto Backup

Operating System Skills

Windows Server 2016 · Windows Server 2012 · Windows Server 2008 · Windows OS for workstations · VMware Suite · Linux Distros

Hardware Skills

Sonicwall Firewalls · Cisco SMB Firewalls · Sophos Firewalls · Unifi / Netgear / Dell / Cisco SMB - Switches · Dell / HP / Other - WS & SRV · Dell / HP / Xerox / Other - Printers

Other Skills

PowerShell · Html/CSS · Bash · Python