

James J Hruska II

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Willing to relocate

USAF Veteran, 2E231, E-4
Honorable Discharge
U.S. Citizen

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BUSINESS AND IT SOLUTIONS PROFESSIONAL

Technology-oriented consultant with 25+ years of technical experience as a systems architect, team leader, presenter, and trainer. Extensive experience in many different environments supporting both large enterprises and SME customers in the role of trusted advisor. Demonstrated ability to design complex solutions and explain highly technical concepts in clear, concise terms that are tailored to the audience. Customer-centric with a consultative philosophy and approach to projects. Ability to work in both individual and team environments as needs dictate. Trained in business finance, providing an understanding of the effect that information technology initiatives have on other business functions. Core competencies include:

- IT Infrastructure Design & Implementation
 - Internet / Intranet / Extranet
 - Voice / IP Telephony / Data
 - Local Area Network / Wide Area Network
 - Wireless LAN / Ethernet / MPLS / TDMA
 - Technology Architecture & Integration
 - Project Management
 - Leadership / Management
 - Team Building
 - Training / Mentoring
 - Domestic and Global customer support
 - Provide support to Fortune 500 Accounts
 - Understand the needs of small business
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PROFESSIONAL EXPERIENCE

BT Americas – Youngstown, OH

Lead Technical Design Architect (2017 - 2018)

Primary responsibility for all aspects of BT's technical architecture delivery and ongoing management for the US group of a Global 500 financial company under a 360 million Euro contract. Worked with a global team in support of the global solution. Influenced customer personnel as a trusted advisor. Supported initiatives including SD-WAN, Voice over IP, trading turrets, MPLS, and Wireless LAN redesign.

Notable Accomplishments:

- **Produced and maintained the end to end technical architecture for the US** from the customer requirements in line with BT best practice and account standards while working in concert with peers in other countries to ensure that the solution adheres to the vision and global specifications.
 - **Oversaw the delivery effort and led the supporting team of technical specialists for deployment of a top ten customer** within the overall architecture including the management of nine different resources and five concurrent projects with disparate timelines, objectives, and expectations.
 - **Spearheaded the design of the mission-critical high-speed WAN infrastructure** between the customer's data centers and the major head office sites with a focus on high availability against a complex set of customer requirements and service expectations.
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Sales Support Manager (2008 - 2017)

Design Local Area and Wide Area Networks in a consulting role. Supplied technical support and guidance for a portfolio of customers varied in size and industry. Assist sales account managers to drive incremental business through identification of opportunities by meeting with customers, presenting the company's service offerings, and closing business.

Notable Accomplishments:

- **Led the technical team in support of closing a \$650 million, five-year deal** – one of the largest outsourcing projects in BT history. Also, participated in sales and support of the pursuit of numerous other accounts of all sizes up to Fortune 500 customers.
- **Developed the processes, created the documentation, and managed a team of consultants** to perform an inventory of all equipment across 600+ sites around the globe involving both onsite and remote verification of over 30 different attributes for each piece of equipment for a maintenance take-over.
- **Launched a Service Request Management team** for a global outsourcing project including creating the forms, processes, and organization to support a monthly volume of 150+ service requests.
- **Executed the design and rollout of an 80 site, \$120 million project** to upgrade the North American Wide Area Network of a Fortune 500 company including all aspects of project management, design best practices, and vendor management for both circuits and hardware.
- **Piloted new ordering systems** to reduce the time from lead to order approximately 20% by streamlining the processes involved in quoting and order placement.

Senior Consultant (2006 - 2008)

Performed consulting services on a contract basis for short-term engagements of less than six months. Engagements included services such as troubleshooting, security audits, installation of equipment, project management, network assessments, business needs analysis, and best practices gap analysis.

Notable Accomplishments:

- **Managed a large green-field installation of 60 devices** for a new state of the art headquarters building including project management, design, and implementation tasks.
- **Requested by name by prior customers** due to high customer satisfaction.

AT&T – Youngstown, OH**Network Engineer (1997 - 2006)**

Recognized as a leader in the consulting organization and was identified by management as a “go-to” consultant for the difficult projects assigned to the group. Served as a specialist in emerging technologies for the consulting group. Maintained customer relations with customers while onsite in both long-term and short-term projects. Delivered professional services on a contract basis to many customers in a wide variety of environments.

Notable Accomplishments:

- **Pioneered the VoIP / IPT product offering for the company** during the implementation of several Cisco AVVID networks including one of over 700 users and 24 sites.
- **Provided onsite, long-term support to a Global 500 company** through a two-and-a-half-year contract for staff augmentation.
- **Trained colleagues and customer employees** to maintain, support, and operate emerging technologies.

IBM Global Networks – White Plains, NY**Network Engineer (1996 - 1997)**

Supplied the configuration files for new devices to connect new customer sites into the IBM Global Networks Wide Area Network. Supplied remote, second-level technical support to customers during implementation.

Notable Accomplishments:

- **Designed, implemented, and tested new router installations into a network of over 2000 routers**, taking into consideration the effect of each new router on overall network performance.

United States Air Force – Sumter, SC

Computer and Switching Systems Technician (1993 - 1996)

Designed and implemented fully redundant networks for mission-critical use under the most hostile of conditions. Isolated and corrected critical network faults under pressure from executive level time constraints. During technical school, was one of four student leaders in charge of a flight of fellow airmen consisting of over 100 enlisted personnel.

Notable Accomplishments:

- **Created new training manuals** used by the Air Force for network technology. One of only eight airmen in the entire USAF selected to assist in the development of these manuals used throughout the Air Force.

Education and Credentials



Cisco Certified Network Associate (CCNA)
Routing & Switching
Valid Feb 2019-Feb 2022

MBA, Finance and Information Technology – Walden University, Minneapolis, MN

BA, General Management – Walden University, Minneapolis, MN – Graduated *summa cum laude*

PROFESSIONAL COURSEWORK: Meraki CMNO training, CCNA Boot Camp, Cisco WLSE training, Nortel Mesh 6850C Training, Netvanta 3000 Technical CBT, Cisco IP Telephony, Cisco Voice over Frame Relay, ATM & IP, Cisco Aironet Wireless Site Survey, Aironet Wireless LAN Fundamentals, Building Scalable Cisco Internetworks, Building Cisco Remote Access Networks, Building Cisco Multilayer Switched Networks, Fore LAN Core certification class, Fore LAN Edge certification class, Cisco Internetwork Design, Border Gateway Protocol Configuration, OSPF Design and Configuration, Cisco Campus ATM Solutions, Cisco Internetwork Troubleshooting, ATM Internetworking, Essentials of ATM, Fore ATM Core Device Configuration, Introduction to Fore ATM, Advanced Cisco Router Configuration, Introduction to Cisco Router Configuration, USAF Technical School for Computer Technician

ORGANIZATIONS: Toastmasters (Past Vice President of Education), Boardman Little Spartans Football (Past Trustee, Past President), Lowellville Rod & Gun Club (Past President, Past Recording Secretary)

Technical Skills

Cisco IOS, WAN, LAN, Wireless LAN, VPN, Unified Communications, IP, EIGRP, BGP, OSPF, RIP, Static Routing, VTP, VLANs, EtherChannel, MPLS, Frame Relay, HDLC, PPP, Multi-Link PPP, IPSec, Windows, Linux, Chrome OS, OS/2, HTML, PHP, JavaScript, MySQL, VBScript, AutoHotKey scripting, Virtualization, Load Balancing, Firewalls, WAN acceleration, Proxy servers, DNS, DHCP, IP address management, IP Subnetting, OSI Model