

**Craig M. Rigano**

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**Summary:**

Over twenty-five years of IT experience in systems administration and desktop support management including vendor management, telecommunications management, project management, IT asset management and local network support. Other experiences include imaging and software distribution for desktops and laptops, creating standard operating procedures and work instructions and smart phone support.

**Skills:**

A+ Hardware Certified  
Fax Administration  
Microsoft Office  
Windows and Mac OS X  
Encryption Software

HP Certified Professional  
Phone PBX administration  
LANDesk Management Suite  
Mobile Device Support  
Document Management

Altiris Client Management Suite  
Windows Active Directory  
Vendor Management  
Service Desk Plus  
Office 365 Cloud Email Administration

**Work Experience:**

Interactive Marketing Solutions, Corp.  
Director of Operations

Stamford, CT  
April 2022 – Present

- Manage day to day operations for a B2B marketing company
- Work with CEO to strategize marketing efforts to increase sales through email and social media
- Work with SEO vendor to increase website presence through various search engines
- Work with web developer to optimize company website as needed
- Work with network administrator to ensure SFTP accounts are created for new customers
- Provide IT support for CEO and staff in multiple locations

Con Edison Clean Energy Businesses  
Telecommunications Manager

Valhalla, NY  
October 2018 – April 2022

- Managed the telecommunications for over 100 Wind and Solar sites regionally
- Met weekly with CEO, senior leadership and project managers to discuss ordering, progress and turn up of primary and backup communications for new solar sites
- Compared pricing with multiple telecom vendors to have fiber and microwave solutions installed for new solar sites
- Managed Avaya IP office phone system
- Implemented and installed a centrally managed card reader system (CCure 9000)
- Responsible for managing corporate cell phone accounts for both Verizon and AT&T
- Worked with both Verizon and AT&T to ensure our cell phone accounts were “rightsized” and current with the number of phones we have, saving the company over \$40,000 per year in reoccurring costs
- Worked with both Verizon and AT&T to cancel unused circuits, saving the company over \$100,000 per year in reoccurring costs
- Worked with our Network Manager to implement Cradlepoint 4G cellular modems as a backup solution for our sites
- Managed Windows 10 project to upgrade all company laptops to version 20H2
- Worked with IT consultant to assume responsibility of imaging and software distribution tasks in Service Desk Plus

Omnicom Group Inc.  
IT Regional Service Delivery Manager (Promotion)

April 2007 – October 2018  
New York, NY

- Responsible for building strong relationships within the Omnicom networks and becoming a trusted partner with the business
- Managed a team of advanced technicians to deploy to sites where assistance is needed
- Responsible for investigating and diagnosing incidents escalated from the Service Desk as the key contact for unsatisfied customer issues

Consolidated Data Services (DAS Global)  
IT Manager (Promotion)

Greenwich, CT

- Worked with IT Directors and managed domain consolidation across three different domains in two countries which included desktop, application, email, group policy and network drives
- Re-designed local area network and wireless network to improve efficiency and provide seamless transition from wired to wireless while in the office
- Implemented PII solution for Health and Welfare and Payroll departments to both store and send encrypted data
- Worked with audio and video, electrical and carpenter vendors to re-design and build out conference rooms and office spaces for new and existing tenants
- Worked with AT&T to install micro cells for better cellular service in the building
- Reduced operating costs by consolidating and purchasing new printers which reduced electrical and toner costs
- Microsoft Office 365 Email Administration

Omnicom Capital Inc.  
IT Project Administrator (Promotion)

Greenwich, CT

- Responsible for the day-to-day operations and client side support for 150 + users in CT and UK locations
- Implemented LANDesk environment which included imaging, software and patch management for 150 + laptops and desktops located in CT and UK locations
- Managed OnBase administration for various Omnicom companies such as Omnicom Legal, DDB, Omnicom Europe and Omnicom Capital to promote a single source for document storage and retrieval
- Developed automated process for downloading daily bank files that reduced a three-hour manual process to thirty minutes

DDB Worldwide  
Micro Computer Support Specialist

Greenwich, CT

- Responsible for the day-to-day operations and client side support for 90+ local users
- Assisted implementation of imaging, software distribution, and patch management process using LANDesk software in collaboration with NY team members
- Negotiated vendor estimates and installation of approved network and phone upgrades
- Administered Avaya IP Office and Definity phone and voicemail systems
- Supported onsite network hardware including Windows servers and Cisco switches/routers
- Active Directory administration including account creations, unlocks and password resets

Fremont Investment & Loan  
Desktop Engineer II

Elmsford, NY  
June 2005 – March 2007

- Supported 300+ customers in Windows XP Professional environment
- Active Directory administration including account unlocks, password resets and profile updates
- Utilized Altiris Client Management Software for all computer hardware inventories
- Conducted desktop and laptop standard image rollout for 300+ computers
- Administered Nortel PBX phone system and Meridian Voicemail system
- Provided onsite support for network hardware including Windows servers and Cisco switches/routers
- Castelle Fax Press Premier Server administration and troubleshooting
- HP Storage Works Tape Library maintenance and daily backup tape schedule

Town of Greenwich  
User Support Analyst

Greenwich, CT  
June 2002 – June 2005

- Provided telephone, e-mail and desk-side support for 500+ customers in Windows 2000/XP Environment
- Used Altiris Inventory Solutions to manage and maintain all computer hardware inventories
- Setup and administered GoToMyPc remote access for offsite customers
- Created standard operating procedures and work instructions for common issues and resolutions

**Education:**

Pace University – Pleasantville, NY

- Bachelor of Science degree in Information Systems

**Fraternity:**

- Delta Upsilon International Fraternity

**Awards and Recognition:**

Con Edison Clean Energy Businesses – Recognized for saving a minimum of \$100,000 in Telecommunication expenses per year.  
Omnicom / Omnicom Capital Inc. / Team CDS: Consistently recognized for excellent customer service skills and positive attitude.  
Fremont Investment & Loan: Employee of the Month Award - 2006  
Town of Greenwich: Customer Service Award - 2004