

RHIAN BLOCK

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PROFILE SUMMARY

Accomplished and visionary Information Technology Director with over two decades of extensive experience in orchestrating, refining, and fortifying network infrastructures. Proficient in leading multidisciplinary teams, spearheading innovative initiatives, and providing strategic leadership to elevate network performance and resilience. Recognized for driving organizational efficiency, ensuring robust compliance with security frameworks, and delivering superior user support at executive levels.

Key Accomplishments include:

- Successfully supervised staff, ensuring prompt resolution of technical issues and high user satisfaction levels.
- Managed on-premises and cloud-based environments, optimizing network efficiency through innovative solutions.
- Provided expert technical guidance on major projects, contributing to the security and success of network initiatives.
- Implemented robust cybersecurity measures, including regular audits and assessments, to fortify network security against evolving cyber threats and unauthorized access.
- Maintained all broadcast facilities and studio operations in a highly demanding work environment as the Assistant Chief Engineer and Information Systems Engineer at WPLY/WPHI-FM Radio Philadelphia.

Areas of Expertise include:

Network Administration | Technical Support | Infrastructure Management | Security Frameworks/Policies | Strategic Planning
Team Leadership | Vendor Management | Budget Allocation

WORK EXPERIENCE

DIRECTOR OF NETWORK OPERATIONS

11/2017 - PRESENT

The American College of Financial Services | King of Prussia, PA

- Supervised and coordinated the services of help desk staff to provide comprehensive support to both internal and remote users, ensuring prompt resolution of technical issues and high user satisfaction.
- Led a dedicated technical team in maintaining the organization's technical operations and support functions, prioritizing security protocols and safeguards to safeguard network integrity.
- Managed and contributed to the strategic direction of on-premises environments such as VMware, technical support desk operations, and various cloud-based service platforms (e.g., O365, Azure, DR), implementing innovative solutions to enhance network efficiency and resilience.
- Implemented streamlined processes and procedures aligned with company objectives, optimizing productivity and efficiency for the technical team while upholding stringent security standards.
- Provided technical guidance and expert insights on major projects, employing thorough planning and efficient implementation strategies to ensure the security and success of network initiatives.
- Provided expert guidance on projects, ensuring successful implementation and security of network initiatives.
- Collaborated with vendors and department heads to maintain contracts, promote teamwork, and allocate resources effectively for network administration objectives.

NETWORK ENGINEER

09/2016 - 11/2017

Safari Montage, Inc. | Conshohocken, PA

- Offered valuable recommendations and expert-level insights into all areas of technology and trends related to the availability and security of systems, ensuring the robustness and integrity of network infrastructure.
- Played a crucial role in providing the technical awareness necessary for appropriate forecasting of budgets for departmental projects and business growth, ensuring the allocation of resources aligned with strategic objectives.
- Implemented new technologies and services to enhance organizational capabilities, seamlessly integrating them into existing physical, virtual, and cloud-based infrastructures to optimize network performance and efficiency.
- Demonstrated proficiency in working both independently and collaboratively with team members to achieve strategic goals set forth by the organization, fostering a cohesive and results-driven work environment.
- Utilized troubleshooting skills to effectively maintain and install mission-critical services and equipment, including core networking and VOIP systems, essential to the seamless operations of the organization, ensuring minimal downtime and maximum reliability.

NETWORK SUPERVISOR

12/2008 - 08/2016

McBee Associates, Inc. | Wayne, PA

- Managed infrastructure upgrades and modifications across corporate and remote sites, ensuring optimal network performance and security.
- Led collaborative efforts to architect, install, configure, and maintain enterprise-critical SAN storage arrays, boosting capacity and fortifying reliability.
- Oversaw technical support team activities, including hiring and skill assessment, to address end user needs effectively.
- Provided practical recommendations and technical insights to senior executives for informed decision-making and strategic planning.
- Developed network best practices and policies to enhance reliability and security, optimizing resource allocation and cost-effectiveness.

NETWORK ADMINISTRATOR

12/2004 - 12/2008

McBee Associates, Inc. | Wayne, PA

- Managed network infrastructure, including routers, switches, firewalls, and servers, ensuring seamless connectivity and optimal performance.
- Provided expertise in integrating VMware virtualization technologies, reducing costs and improving resource utilization.
- Directly involved in planning, implementing, and designing WAN infrastructure for company-wide inter-office VOIP communication and high-speed connectivity.
- Maintained network security protocols to safeguard company data against cyber threats and unauthorized access.
- Conducted regular audits and assessments of network systems, implementing remediation measures to address vulnerabilities and enhance security.

SENIOR LEVEL IT NETWORKING CONSULTANT

05/2003 - 11/2004

Micro Endeavors, Inc. | Lansdowne, PA

- Orchestrated the strategic planning, installation, and configuration of server environments, integrating active directory, exchange, and VPN technologies for small and medium-sized companies (with a workforce of 150+ employees).
- Executed comprehensive disaster recovery operations on Exchange and various Microsoft Server environments, ensuring minimal downtime and data loss.
- Diagnosed and resolved issues within LAN, WAN, and VPN networking environments, ensuring seamless connectivity and optimal performance for clients.
- Conducted proactive maintenance of networking infrastructures in adherence to agreed service contracts, minimizing potential disruptions and maximizing system reliability.
- Provided technical expertise on projects and offered valuable guidance to companies with diverse network environments, contributing to efficient and secure network operations.

PROFESSIONAL CERTIFICATIONS

Cisco Certified Network Professional/Associate

VMware Certified Associate - Data Center Virtualization

Microsoft Certified Professional

CompTIA: A+ | Network+ | i-Net+ | Server +

EDUCATION

Bachelor of Arts in Information Systems | Eastern University | 2006

- Graduated with Distinction Top 10%

Associate of Arts in Science in Electronic Engineering | Pennsylvania Institute of Technology | 1999