

# JONATHAN NAGEL

## CHIEF INFORMATION OFFICER ~ DIRECTOR OF IT

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Dynamic, top-performing IT Executive skilled in directing highly successful client engagements, with extensive credentials and experience in Information Systems management, design, improvement, documentation, business applications, and company operations. High-impact, decisive thinker with insightful management skills and the ability to communicate with precision and impact to all levels. Combines expert management skills with the creation of innovative, technologically advanced business solutions. Remarkable aptitude for assessing corporate needs and delivering cost-effective business solutions that exceed customer specifications. Impeccable integrity and work ethic.

*Information Systems Management • IT Strategy • Deployment/Migrations*

*Disaster Recovery Planning • IT Infrastructure/Design • Change Management • Needs Assessment*

*Network Administration • Process Improvement • Team Leadership • Vendor Relations • Telecom Management*

### CAREER HIGHLIGHTS

**Fort Myers/Sun/Meridian Broadcasting, Fort Myers, FL**

**2007-Present**

*A traditional media company with over 250 employees and \$35M annually.*

**DIRECTOR OF INFORMATION SYSTEMS.** Maintains a culture of high performance through expert leadership of the technology team of eight for three companies, while providing support of two television stations and nine radio stations. Key contributor in strategic planning and change management initiatives, providing definition of mission-critical priorities. Decision-maker for continuity planning risk management, capacity planning, policy development, and goal setting. Strengthens organizational effectiveness by hiring the right talent and defining the tactical real of performance management.

#### **Key highlights**

- Realized a \$1M savings in telecomm and information systems by analyzing infrastructure and eliminating waste and redundancy.
- Led the implementation of the industries first ever news portal by leveraging technology knowledge and managing a forward-thinking web development project. Embedded business technology planning strategies and growth projections to consolidate the storage infrastructure, which reduced overall cost by \$120K annually.
- Utilized open source ticketing system and outstanding troubleshooting capabilities to drive a significant reduction in trouble resolution time by 64%.
- Achieved an aggressive uptime through deployment of passive and proactive monitoring, achieving 99.99% availability.
- Implemented audit and control efforts for print cost and Internet productivity, reducing OPEX cost by \$51K for printing and 8% for productivity.
- Partnered with business executives in the design and delivery of strategic Information Systems policies.

**TJL Information Technologies, Fort Myers, FL**

**2006-2007**

*An IT consulting company with 20 staff members.*

**LEAD ENGINEER/HP PARTNER.** Established and cultivated strong client relationships with staff, clients, key stakeholders, and client executive leaders. Ensured top performance of technical staff by providing leadership and direction to seven staff members. Partnered with Hewlett Packard to provide support of local businesses. Drove security initiatives by analyzing and resolving key operational and risk issues for clients. Frequently sought after by clients to tackle stubborn problems and lead strategic upgrades that rapidly improved productivity and profitability.

#### **Key highlights**

- Generated \$612K per year in additional revenue by negotiating and securing technical support contract with Southwest Florida International Airport. This was the most profitable contract in company history.

**Master Protection Corporation, Fort Myers, FL**

2004-2006

*A Fire Suppression company with more than 200 staff members and \$20M in annual revenue.*

**SYSTEMS & NETWORK ADMINISTRATOR.** Selected to provide support and systems administration for thousands of subcontractors around the country to ensure data availability. Charged with managing the data center, the WAN, the Citrix Server Cluster, and multiple applications for the division. Partnered with senior management in creating strategic growth and technology plans. Implemented and enforced Information Systems policies across the board.

**Key highlights**

- Entrusted to oversee the implementation of multiple projects and initiatives while maintaining a customer-centric approach by partnering with multiple business units to communicate requirements.
- Achieved continued excellence in performance by overhauling systems and procedures, including the upgrade of servers and patched systems to provide a productive response for system maintenance.
- Spearheaded the development of new inventory system to track and control warehouses, which included deploying servers, building software, and training staff.
- Established a new secure document delivery system and integration with an existing accounting and inventory control applications, providing improved capability and reduced costs.

**Home-Tech, Fort Myers, FL**

2002-2004

*A provider of consumer technical support with over 200 staff members.*

**NETWORK SUPPORT - PC TECHNICIAN - PROGRAMMER.** Performed on-site diagnostics and resolution for multiple clients, code internal utilities, and resolved hardware and software issues. Provided support and management of more than 150 in-house staff members. Handled all programming for Coldfusion for Intranet database access.

**Key highlights**

- Established all configuration management for IT systems, providing deployment of systems and procedures for patch management and security best practices.
- Spearheaded the development of business continuity plan, which saved the company more than \$500K during Hurricane Charlie.
- Led the conversion of the department from cost center to a revenue-generating division, which increased sales and overall profitability.

**Computer Outlets, Fort Myers, FL**

2001-2003

*A retail computer and data recovery company.*

**SYSTEMS BUILDER.** Analyzed and resolved critical hardware and software issues for consumer and commercial customers. Performed strategic data recovery and integrity verification. Consulted with local business, providing performance and tuning services.

**Key highlights**

- Increased sales by 11% annually by providing excellence in customer satisfaction through the development of multiple feedback programs.
- Successfully recovered accounting data for Physicians Primary Care, resulting in \$750K in new AR.

*Previous experience at Colocation Systems as a Junior Systems Administrator.*

**EDUCATION - PROFESSIONAL DEVELOPMENT**

**Bachelor of Science in Computer Science** – Edison State, Fort Myers, FL

Certified Information Systems Security Professional

Microsoft Certified Professional

Network+, Linux+, Security+

**PROFESSIONAL AFFILIATIONS**

ISSA Member