

# Jason Svoboda

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Passionate Information Technology professional well versed in several functional areas looking for a systems, networking or information security position in the Las Vegas metro area.

## Professional Experience

### Senior Field Services Analyst (November 2004 – Present)

CNO Financial Group | Carmel, IN

Work closely in a team of three to manage and support over 300 Bankers Life and Casualty field offices soup to nuts, from network infrastructure to desktop support.

- Accounted for 45% of team service desk ticket closures since 2011 – 16,308 of 36,556 tickets.
- Serve as data network project manager for office openings, closings and relocations.
- Completed an Internet service provider billing audit that identified and eliminated 30+ unused data circuits saving the company over \$125,000 per year in lost revenue.
- Mediate multiple managed service providers and offshore resources to ensure high availability of network and computing resources.

### Systems Administrator (August 2002 – November 2004)

Gibault Children's Services | Terre Haute, IN

Designed, implemented, and managed all aspects of multi-state corporate network, Exchange email system, and Windows server farm.

- Controlled a \$100,000 annual purchasing budget, negotiating favorable contract terms with service and solution providers.
- Wrote, revised and updated company Information Systems policies and served as the Security Officer in reaching and maintaining HIPAA compliance.
- Designed, developed, and supported Internet and Intranet presences; Spearheaded aggressive Internet search engine optimization program to attract leads for new business units.

## Certifications

CompTIA A+ CE  
CompTIA Cloud+ CE  
CompTIA Network+ CE  
CompTIA Security+ CE

Cisco Certified Network Associate (CCNA) Cyber Ops  
CWNP Certified Wireless Network Administrator (CWNA)  
ITIL Foundation - IT Service Management  
Microsoft MTA Security Fundamentals

## Education

**Bachelor's Degree, Management Information Systems** | Indiana State University | Terre Haute, IN