

JASON SVOBODA

9006 Mercer Drive ▪ Fishers, IN 46038 ▪ Phone: (317) 430-1579
Email: jasonsvoboda@outlook.com ▪ Expanded Resume: <https://www.jasonsvoboda.me>

PROFESSIONAL EXPERIENCE

SENIOR FIELD SERVICES ANALYST (PROMOTED FROM DESKTOP SUPPORT ANALYST)
CNO Financial Group, Inc. - <http://www.cnoinc.com>

Carmel, Indiana
November 2004 – Present

Work closely in a team of four to manage and support over 320 Bankers Life and Casualty field insurance offices soup to nuts, from network infrastructure to desktop support. Mediate service providers (both ISPs and MSPs) and offshore resources to ensure high availability of network and computing resources. Provide end user VPN support for corporate workforce including rotational 24/7 on-call support. Handle all aspects of data network infrastructure needs for Bankers Life office openings, closings and relocations. Write end user instruction guides for various hardware and software applications and systems.

SIGNIFICANT ACCOMPLISHMENTS:

- ✓ Accounted for 45% of team service desk tickets since 2011 – closed 15,245 of 33,992 tickets.
- ✓ Converted 70+ T1 data circuits to alternate Internet connectivity since 2012 that will lead to nearly \$200,000 per year in savings while significantly increasing data network bandwidth capabilities.
- ✓ Completed an Internet service provider billing audit that identified and eliminated 35+ unused data circuits saving the company over \$125,000 per year in lost revenue.

OWNER
Sycamore Pride, LLC - <http://www.sycamorepride.com>

Fishers, Indiana
August 2007 – Present

Own and operate several web properties and social media accounts focused on Indiana State Sycamore athletics. Handle all technical aspects of running sites from managing webhosting, forum software, coding PHP/MySQL add-ons and troubleshooting user issues and security incidents. Have organically grown forum through multi-faceted marketing plan. Coordinated several fundraising initiatives with Indiana State University to help raise funds for athletic programs.

SYSTEMS ADMINISTRATOR (PROMOTED FROM IT SPECIALIST)
Gibault Children's Services - <http://www.gibault.org>

Terre Haute, Indiana
August 2002 – November 2004

Designed, implemented, and managed all aspects of multi-state, multi-location corporate LAN/WAN, Exchange email system, and Windows server farm. Provided end user support for everything IT related. Created and managed intern coop program with Indiana State University. Wrote, revised and updated company Information Systems policies and served as the Security Officer in reaching and maintaining HIPAA compliance. Controlled a \$100,000 annual purchasing budget, negotiating favorable contract terms with service and solution providers like Verizon, Dell, and CDW-G. Designed, developed, and supported corporate Internet and Intranet presences; Spearheaded aggressive Internet search engine optimization and marketing program to attract new leads for new business units.

CERTIFICATIONS

COMPTIA A+
COMPTIA NETWORK+
COMPTIA SECURITY+
ITIL FOUNDATION

MICROSOFT MTA - SECURITY FUNDAMENTALS
CWNP CERTIFIED WIRELESS TECHNOLOGY SPECIALIST (CWTS)
CWNP CERTIFIED WIRELESS NETWORK ADMINISTRATOR (CWNA)

EDUCATION

INDIANA STATE UNIVERSITY
B.S., Management Information Systems

Terre Haute, Indiana
June 1996 – May 2001