

Derek Wabbington

Senior IT Engineer

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SUMMARY

Dedicated IT professional with over a decade of experience leading and managing diverse technical teams across varied industries. Adept at steering technology infrastructure, enhancing efficiency, and ensuring seamless operations. Excels in developing innovative solutions and fostering collaborative environments to meet organizational goals.

Proven track record in spearheading complex technology projects, ensuring timely delivery within budget constraints. Proficient in software integration, infrastructure upgrades, cybersecurity management strategies, and aligning technology evolution with organizational needs.

WORK EXPERIENCE

Tohono O'odham Nation, Sells, Arizona

06/2024 – Present

Tribal Nation with 30k+ members and over 2k+ employees served by the IT department

Senior IT Manager

- Oversee a team of 35 IT professionals to deliver high-quality support, administration and development for internal teams.
- Regularly review license and subscriptions to identify areas of optimization. Well versed in negotiating preferred rates for renewals and new projects.
- Serve as the SME for core Microsoft 365 apps (Exchange Hybrid, SharePoint, Microsoft Defender XDR and Intune)
- Serve as the webmaster for the nations websites (Wordpress)
- Created an internal Wiki and a end user facing Knowledgebase to increase knowledge sharing within the nation.
- Also serve as the primary project manager for complex technical projects.

Primus Pharmaceuticals, Scottsdale, Arizona

03/2018 – 06/2024

Pharmaceutical company with 80+ employees and \$80m+ annual revenue

IT Manager

- In this role I lead the IT department and administer the entire technology stack. Areas of administration include Systems Administration, Help Desk Management, IT Project Management, Webmaster, and Event Management.
- Oversee an outsourced team of 10 IT professionals to deliver high-quality support and analytics for internal teams.
- Developed and maintain an enterprise solution that reduced monthly costs by \$50K while increasing efficiency across 4 departments.
- Mobile Device Management deployment and administration for our remote sales team.
- Have authored 8 IT SOPs to assist the company reaching FDA compliance.
- Performed the company's first IT Risk Assessment and presented findings to the company executives.
- Engaged in change leadership by converting the company from primarily on-premise IT Systems to primarily a SaaS IT Systems.

TALL Tec, Phoenix, Arizona

08/2013 – 12/2022

Freelance digital marketing company used for gig projects since 2013.

IT Project Manager / Front End Developer

- Oversee an outsourced team of 3 IT professionals to deliver high quality web design, digital marketing, and branding services.
- Provided 3rd party troubleshooting of server, web, and mobile applications.
- Custom PC/Server builds; specialize in micro-PC/Server deployments.
- Offered IT Manager as a Service for local small businesses in the Phoenix Area

Enghouse Interactive, Phoenix, Arizona

10/2016 – 02/2018

Enghouse Systems Limited (TSX: ENGH), is a leading global provider of contact center software.

Enterprise Voice Engineer

- Supports Enghouse Interactive Communication Center that includes regularly review logs and perform Root Cause Analysis for reported issues.

- Regularly write SQL queries and perform backup/restore tasks in SQL Management Studio as well as trace and analyze RTC traffic.
- Perform deployments that integrated with Skype for Business, Avaya Office, and Cisco Pbx VoIP.

Experis [Microsoft], Phoenix, Arizona

12/2014 – 09/2016

Experis is a part of the ManpowerGroup (NYSE: MAN) is a global leader in IT professional resourcing.

Office 365 Administrator

- I provided support for Office 365 customers on behalf of Microsoft.
- Helped educate, consult, and aid with the on boarding process with the suite of products that Office 365 offers.
- Performed Exchange to Exchange Online migrations using cutover, staged and hybrid methods and 3rd party, cutover migrations from IMAP/POP servers to Exchange Online
- Selected to be a part of the Microsoft Teams preview team to perform user testing and supply written feedback on new features and improvements.
- Selected to be a part of the Microsoft Flow preview team to perform user testing and supply written feedback on new features and improvements.

GoDaddy, Scottsdale, Arizona

10/2013 – 11/2014

Microsoft (NYSE: GDDY) operates in 125 countries and is made up of more than 6,800 passionate employees worldwide.

IT Supervisor

- Managed a team of 35-40 IT consultants.
- Mentored agents on consulting techniques
- Served as Tier 2 escalation point for agents.
- Owned Supervisor escalation requests
- Managed agent schedules
- Regularly schedule individual and team meetings to review call examples and provide relevant coaching.

GoDaddy, Gilbert, Arizona

10/2012 – 10/2013

Microsoft (NYSE: GDDY) operates in 125 countries and is made up of more than 6,800 passionate employees worldwide.

IT Solutions Consultant

- Receive inbound calls from existing and potential customers.
- Performed onboarding for new for set up of Go Daddy products.
- Performed Level 1 helpdesk support.
- Consult with customer accounts and recommend products & services.

Professional Basketball Player, Harlem Globetrotters, ABA, and CBA

06/2007 – 09/2012

EDUCATION

Northeastern Community College, Sterling, CO

05/2004

Associate of Arts — General Studies

University of Wyoming, Laramie, WY

05/2006

Study Area — African-American/Black Studies

Grand Canyon University, Phoenix, AZ

05/2012

Study Area — Kinesiology and Exercise Science

References: Available on Request