

Theodore Higgins

(508) 246-1877 - thiggins1990@hotmail.com - <https://www.linkedin.com/in/theodore-higgins-ma/>

Summary

Fifteen years of blended network, systems, and software development IT experience, an innovator and thought leader who has transformed the service offerings of Kuehne + Nagel, ReTrans Freight, and Newgistics Freight Services. Focused on logistics and eCommerce solutions at Kuehne+Nagel, created and implemented an order management system that drove compliance up 25%; architected and deployed a disaster recovery solution guaranteeing a 99.99% uptime; redesigned and architected a secure network that increased freight quote API response performance by 212%; and deployed company's first fully redundant colocation which includes a 5-minute disaster recovery RTO policy and guaranteed uptime, geographical route optimization with optimal load balancing. At ReTrans Freight, designed, coded, and deployed an app that generated \$1.5M in FY'17 and \$25.7M in FY'20; increased performance of freight auditing software by 475%; and solely designed, developed, and deployed first Apple iOS freight shipment app. Talented for mastering any IT situation and developing solutions has earned a reputation for never-fail resourcefulness. Experienced working in teams and collaborative environments, but also self-sufficient, self-motivated, and excels in solo work. Additionally, passionate about networking, security, virtualization, intelligent investments, and using the latest technologies to accelerate company growth.

Technology and Environments

- Server OS: Windows Server 2003 R2, 2008 R2, 2012R2
- Client OS: MS Windows XP, 7, 8.1, 10
- Virtualization: VMware vSphere 6.0 & 6.5, 7.5
Microsoft Hyper-V
- Database: MS SQL Server 2008, 2012, 2016
- Storage Area Networks: EMC VNXe
- Firewalls & Switches: SonicWALL, Fortinet, Barracuda, HP Aruba
- ERP: Salesforce, Microsoft Dynamics GP
- Development: MS Visual Studio, Crystal Reports XI, Microsoft SSIS & SSRS, XCode
- Programming: .NET, Visual Basic, C#, MVC, Web API, REST, JSON, Swift, SQL
- E-Mail: MS Exchange Server 2007, 2010, 2013 – Office365
- Internet Information Services: MS IIS 6, 7, 7.5, 8
- Other: Active Directory, Group Policy, DNS, DHCP, LAN, WAN, VPN, SSLVPN

Certifications

- AWS Certified Cloud Practitioner
- CompTIA A+
- CompTIA Network+
- CompTIA Security+
- Brivo On-Air
- New Horizons Managerial Leadership
- New Horizons CompTIA Project+

Work History

Director of Information Technology, Kuehne + Nagel - Fall River, MA

2018 - Current

- *Continued both previous software development and network management duties but now also responsible for a team of developers, helpdesk staff, and QA*
- Saved \$120,000 recently on COVID-19 temporary work from home solution by implementing RSA tokens, SSLVPN, and Microsoft RDS terminal server on existing underutilized equipment
- Work closely with customers and K+N business development team to assess project requirements and develop technology solutions
- Architected and deployed a disaster recovery procedure that guarantees a 99.99% uptime, continually evaluate and update policies and systems

- Engage all levels of customer's team from Help Desk reps, Facilities Managers and C-suite executives to demonstrate how K+N software and solutions can increase revenue and market leadership
- Develop, track, and control technology operating budgets – perform cost and benefit analyses for IT spending initiatives
- Identify opportunities for application optimization, redesign, and development that improves efficiency, decreases workloads, and increases productivity
- Troubleshoot and resolve user and application issues – delegating where appropriate and personally handling sensitive or critical concerns
- Analyze department and job-related functionality requirements to align technology priorities with business needs
- Develop, implement, and continuously evaluate technical application support and information technology policies and procedures - acutely aware of investment needs, outcomes, and performance measurements to balance continuous innovation with responsible risk-taking
- Communicate regularly with customers concerning data exchange and technology integration
- Guide implementation of company-wide enterprise security strategy for network and hardware, disaster recovery, data protection, and endpoint protection
- Perform regular audits and tests of infrastructure and applications to prevent unauthorized access

Network Manager, Kuehne + Nagel - Fall River, MA

2015 – 2018

- *Continued previous software development duties but now also in charge of Re-Trans Freight network & managing the helpdesk staff*
- Redesigned and architected a secure network that reduced response time from 1.5 seconds to .48 second freight quotes
- Researched, acquired, and implemented load balancing on a highly transactional network to handle 24M eCommerce freight quotes in FY'20
- Deployed company's first fully redundant colocation for guaranteed uptime, geographical route optimization, load balancing, which includes a 5-minute disaster recovery RTO policy
- Secured and connected private networks at multiple sites across interstate corporate WAN
- Directed acquisition, configuration, installation and testing of Fortinet, Barracuda, and SonicWall network equipment, Microsoft servers, VMware, and Microsoft SQL databases
- Trained/mentored junior team members and end-users, enhancing knowledgebase and productivity
- Set up hardware and software in optimal configurations to meet network performance and security requirements
- Migrated Exchange on Prem to Microsoft's Exchange Online

NET Software Developer, Kuehne + Nagel - Fall River, MA

2012 – 2015

- Increased performance of freight auditing software by 475% by incorporating multithreading, grouped API calls, compression, caching, and utilizing a custom BSON serializer which reduced total auditing time by 60 hours / \$1,200 a week
- Solely designed, developed, and deployed a transportation booking system that processed 5,300/\$1.5M shipments the first year of inception and recently processed 120,000 /\$25.7M shipments in FY'20
- Solely designed, developed, and deployed first Apple iOS app, allowing customers to quote quickly and accurately, track, and book freight shipments
- Collaborated with developers and performance engineers to identify bottlenecks / enhance support
- Designed and developed websites, apps, database queries, and analytical data structures
- Translated technical concepts and information into terms all parties could easily comprehend
- Worked closely with clients to establish specifications and system designs
- Evaluated project requirements and specifications and developed software applications that surpassed client expectations

- Collaborated on all stages of the software development lifecycle, from requirement gathering to production releases

IT Specialist, American Doctors Online - Fairhaven, MA

2011 – 2015

- *College Internship transformed into an employment offer upon graduation – decided to accept Newgistics position but remained PT and weekends to assist the transition*
- Responded to maintenance calls while being on call 24x7, routinely troubleshooting Windows desktops, laptops, mobile phones, and proprietary telemedicine computer carts
- Set up equipment for employee use, performing and ensuring proper installation of cable, operating systems, and appropriate software while ensuring HIPAA compliance
- Confer with staff, users, and management to establish requirements for new systems or modifications
- Completed Wi-Fi site surveys to provide proper connection and call quality for telemedicine video calls
- Traveled to customer sites to perform installs, diagnostics, and upgrades of telemedicine equipment

Security Installation Technician, Higgins Security - Wareham, MA

2006 – 2012

- Commonly worked with large enterprise businesses that required security clearance and small privately-owned businesses
- Responded to maintenance calls and troubleshot devices for 100's of customers
- Installed, tested, and serviced full systems for various commercial and residential customers
- Read and understood product manuals and blueprints for card access systems, security cameras, fire alarms, burglar alarms, and intercom systems

Education

Bachelor of Science: Management of Information Systems

University of Massachusetts - Dartmouth

References available upon request