

**VINCENT T. PANICO**  
Seventeen Craig Road  
Neshanic Station, NJ 08853-3506  
(908) 248-4669  
vincent@vincentpanico.com

**OBJECTIVE**

To work in a position where I'll face challenging projects while continuing to expand my extensive knowledge of IT management. The ability to work in a dynamic environment while utilizing the latest technologies to grow and develop the future expansion of the organization is crucial.

**EDUCATION**

Aug, 2011 – Present                      Rider University  
Candidate for Bachelors in Business Administration  
*Lawrenceville, NJ*

Aug, 2009 – May, 2011                Raritan Valley Community College  
Associates in Business Administration  
*North Branch, NJ*

**EXPERIENCE**

October, 2008 – Present                NJ Tech Medics - **CEO**  
*Neshanic Station, NJ*

- Dispatched team of employees to clients around NJ to provide timely, accurate, and comprehensive support
- Organized meetings to evaluate feedback from clients and employees
- Translated client needs into turn-key technology solutions to increase profit margin and streamline internal operations
- Precisely represented clients on the web through social media tools (Twitter, Facebook, YouTube) and web sites
- Analyzed clients' budgets to optimize technology usage and redistribute funds to most vital areas

September, 2006 – Present            Hunterdon Central Regional High School – **IT Support Analyst**  
*Flemington, NJ*

- Established quality assurance, documentation, and Student Help Desk procedures to improve internal processes and enhance productivity
- Redesigned support systems to be instructional support based rather than break-fix based
- Integrated community support and relations into IT team operations to develop a working rapport with local tax payers
- Developed knowledge based ticket system to insure quality and timely support to rapidly expanding customer base
- Created centralized help desk to further streamline operations and exceed customer expectations
- Instituted project management guidelines within organization to improve ability to meet timelines, budget, and objectives
- Spearheaded management of large student intern team to balance load of skilled technicians onto more advanced projects

June, 2006 – Feb, 2008

- Designed new architecture for website to guarantee redundancy and load balancing, increase uptime, and drive more traffic through SEO
- Developed scalable plan to migrate 3,500+ users from Novell to Google based collaboration systems
- Created, evaluated, and redesigned 3,500+ device deployment plan for a 1:1 based educational environment

Harvey Cedars Bible Conference – **IT Manager**

*Harvey Cedars, NJ*

- Acted as a 1 member IT team, providing a range of services to the staff and company
- Oversaw support and repair of 75-100 staff devices
- Maintained POS terminal in to drive sales and develop customer relations
- Implemented and expanded guest wireless access to keep customer experience modern
- Developed a plan for interactive, intuitive activities guide for customer use
- Proposed conceptual ideas for technology integration which would enhance guest experience
- Maintained accurate A/V inventory through custom-made database application
- Coordinated the set up and break down of comprehensive professional lighting and sound productions
- Ran lighting console and sound board through hundreds of performances over several years
- Fulfilled customers' requests for custom DVDs and CDs of scheduled events
- Interacted with guests to get feedback on business performance and make necessary changes according to their comments

### **HONORS & ACCOMPLISHMENTS**

1st Place in Statewide Future Business Leaders of America (FBLA) Computer Apps Test (2008), 10th Place in National FBLA Computer Apps Test (2008), Nominated for Amazing Teens in Business (2007), Nominated for Entrepreneur of the Year (2007), Boy Scouts of America (8 years),

### **REFERENCES**

Available upon request