Rick Lewis

Technical Services Manager/ MSP Manager

Experienced Technical Services Manager with a proven track record in network engineering, infrastructure upgrades, and client-focused IT solutions across diverse industries. Skilled in project management, SOC integration, and cost-saving strategies across multi-site environments. Known for reducing downtime, improving system reliability, and leading seamless migrations. Adept at aligning technology solutions with business goals to drive performance and efficiency.

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SKILLS

PROJECT MANAGEMENT
- Client Onboarding & Migration
- Vendor Coordination
- Resource & Team Leadership
- Project Documentation
- Process Optimization
- Cost Reduction Strategies
- Technical Training & Support
- Risk Assessment

NETWORKING & INFRASTRUCTURE
- Cisco Routing & Switching
- VOIP Phone Systems (Cisco, Shoretel, Microsoft Teams Voice)
- WAN & LAN Design & Troubleshooting
- Firewall Management (Cisco, FortiGate, Barracuda)
- Network Security & SOC Integration
- Fiber Optics, T1, ADSL, Cat5e/6
- VMware & Hyper-V Virtualization
- Windows Server & Desktop Administration

WORK EXPERIENCE

Technical Services Manager
Canyon Rim Consulting | 2021 – Present
Manage and monitor over 200 endpoints across 15 clients, leading migrations and improving IT security posture through SOC integration and remote management.

- Managed and monitored 200+ endpoints, reducing downtime by 30% via proactive SOC monitoring and RMM tools.
- Led 10+ client onboarding and migration projects, delivering all on time and under budget.
- Reduced IT support tickets by 40% with user training and automated monitoring.
- Developed standardized project templates, cutting onboarding time by 25%.
- Consulted clients on security improvements and cost reduction strategies.
- Maintained high client satisfaction with responsive remote support.

Sr. System Support Specialist
Merrick Pet Care | 2020 – 2021
Oversaw phone system upgrades and firewall management at multiple locations, increasing network stability and security posture.

- Updated and optimized FortiGate firewalls, improving network throughput by 50%.
- Decreased phone system downtime by 50% through Shoretel system upgrades.
- Maintained 99.9% network uptime with proactive monitoring.
- Developed documentation and troubleshooting protocols that cut issue resolution time by 35%.
- Trained staff on new phone and security systems.

Network Engineer
Potter County | 2013 – 2020
Managed infrastructure buildouts including two Fire/Rescue stations and led network upgrades for improved reliability.

- Delivered full IT infrastructure buildouts 2+ weeks early.
- Led network improvements increasing reliability by 35%.
- Reduced emergency outages by 40% with proactive maintenance.
- Developed disaster recovery plans reducing recovery time from 48 to under 6 hours.
- Supported phone system maintenance, troubleshooting, and upgrades.

Network Engineer
Merrick Pet Care | 2012 – 2013
Designed network improvements and provided multi-site IT support, troubleshooting hardware and telephony systems.

- Enhanced network speed and stability by 30%.
- Achieved 98%+ issue resolution across systems.
- Reduced hardware costs by 20% with proactive maintenance.
- Assisted in project management and execution.

Network Engineer
ComData Solutions / Tech1.net | 2007 – 2012
Installed WAN and VoIP infrastructure for 100+ clients and managed vendor agreements to optimize service delivery.

- Installed equipment for over 100 client locations with under 1% failure post-deployment.
- Resolved 95% of support cases without escalation.
- Negotiated vendor agreements saving clients $10,000 annually.
- Configured servers for hosted internet and phone systems.

Field Service Representative
Pitney Bowes / Oce' Imagistics | 2003 – 2007
Provided technical service and repairs for copiers, postage meters, and fax machines, prioritizing urgent customer needs.

- Handled complex repairs with high customer satisfaction.
- Managed service calls and customer requests efficiently.