

Chandler M. Young

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Summary: I am a results-driven IT Director with a proven track record of leadership and technical expertise. With a strong background in IT management and a hands-on approach to solving complex technical challenges, I have consistently demonstrated my ability to implement innovative solutions that drive organizational success. My in-depth knowledge of IT systems, combined with effective communication and project management skills, allows me to bridge the gap between technical teams and business objectives, ensuring the efficient and effective use of technology to meet strategic goals.

Education:

Western Kentucky University (Dec. 2016):

- Bachelor of Science in Computer Information Technology - 4.0 GPA

Elizabethtown Community and Technical College (May 2015):

- Associate in Arts (General Education certification) - 4.0 GPA
- Associate in Applied Science for Network Administration (Microsoft Server and Cisco Networking concentration) - 3.97 GPA

Employment History:

Director of Information Technology (December 2019 - Present)

Sisters of Charity of Nazareth

- Work collaboratively with Directors to develop long-range plans for network/hardware/software needs for the organization, develop goals and objectives, policies and procedures for the department and establish priorities.
- Evaluate and implement IT procedures and equipment for maximum efficiency and cost containment – including security and back-up policies and procedures.
- Work with other Directors/Administrators to develop budgets for technology-related needs.
- Structure, lead, train, and develop IT staff for maximum effectiveness.
- Chair the IT Committee and meet with the committee on a quarterly basis each year.
- Maintain a system of backup of all files, security, and rights and assures that users follow approved policies and procedures.
- Coordinate third-party maintenance as necessary for network hardware, software, and telecommunications services.
- Keep abreast of emerging technology trends and communicate their potential impact on IT operations.

System Administrator (March 2015 - December 2019)

Sisters of Charity of Nazareth

- Plan, maintain, and implement new technologies across the Nazareth campus and other global mission facilities.
- Design, deploy, and maintain the Windows Server 2019 Hyper-V cluster along with working to virtualize existing physical servers.
- Design and implement a Cisco Unified Communications solution with high availability in two geographically separated data centers.
- Work with vendors and remote support technicians in order to fulfill the needs of the Nazareth information technology system.
- Monitor and maintain network stability, including bandwidth utilization, server processor and memory capacity, error logs and connectivity.
- Deploy software using PowerShell scripts, Group Policy Objects, Microsoft Intune, and other deployment technologies to organizational servers and desktop workstations.
- Design, deploy, and maintain the Aruba Instant enterprise wireless network across the Nazareth campus.
- Led the migration, and administered the Microsoft 365 platform for the organization.
- Setup the Veeam backup solution for disaster recovery with failover to Microsoft Azure.

Cable Internet Technical Support Specialist I (May 2013 - March 2015)

City of Bardstown - Bardstown Cable TV and Internet

- Provision Metro Ethernet switches and PON ONU's for handoff to customers.
- Provide customer-friendly and proficient technical support to high speed data customers using phone, email, chat, instant messaging, and other means of communication.
- Document and escalate issues, and work with other departments, ISPs, or business partners in order to resolve them as quickly and efficiently as possible.
- Support all high speed data customers by diagnosing and troubleshooting network and router related issues, as well as standard technical issues.
- Provide support to installers and field technicians.

IT Support Technician (June 2010 - August 2013)

Nelson County Board of Education

- Provided computer repair and served as a helpdesk technician.
- Performed other tasks such as, L-Computing thin-client server configuration, deployment of software and printers through Group Policy, Apple device support, and Google Chromebook support.

Certifications:

- Cisco Certified Network Professional (CCNP) - Enterprise
- Cisco Certified Network Associate (CCNA)
- Microsoft Azure Fundamentals AZ-900
- CompTIA Network+ Certification Reference ID: WVP76LT1YCQ4K87P
- CompTIA A+ Certification Reference ID: HFPY9HDBYPEQ1V7C

- Linux Professional Institute - Linux Essentials Certified

Technical Expertise:

- Cisco Routing and Switching
- Microsoft 365 Administration and Security
- Microsoft Active Directory and Entra ID
- Microsoft Group Policy and Microsoft Intune Endpoint Management
- Microsoft Azure
- Microsoft Network Policy Server configuration and troubleshooting
- VMware vSphere
- Cisco Unified Communications
- Linux Server Administration

Volunteer Work:

- Serve as a local coach and mentor to youth in the 4-H program
- IT Program Advisor for the Nelson County UP Center Advisory Committee
- Treasurer for the American Legion Post 42 Radio Club