KEITH RICE

Drexel Hill, PA • keith@fluxonetech.com

Digital Transformation Strategist

Professional known for building strong partnerships, elevating IT service experience, and driving operational growth. Skilled in identifying systemic improvement opportunities and executing on forward-thinking modernization strategies that scale.

- ❖ 19 years IT operations experience
- ❖ High adaptability and urgency for organizational progress
- ❖ Mission-focused problem solver

NOTABLE ACHIEVEMENTS

- ❖ Implemented end-to-end Infinite Campus student information system migration within 6 months, from design through rollout **(Girard College)**
- ❖ Drove infrastructure and systems modernization across member, programs and operations systems **(YMCA)**
- ❖ Managed data center scale-out supporting 30 sites and $4M in infrastructure capacity; delivered 3–4 campus expansions per year under 60–day deadlines **(Mastery Schools)**

EXPERIENCE

Vice President of IT

2024 - 2026

YMCA of Greater Brandywine, West Chester, PA

- Led multi-year cross-departmental Salesforce implementation project efforts to eliminate disparate legacy business systems
- Oversaw nine-person tech team delivering helpdesk support, managing infrastructure, and driving data systems and reporting services
- Strengthened IT culture through leadership development and cross-department collaboration
- Championed Microsoft Copilot AI, advancing automation-first culture and AI-enabled operations across the organization.
- Directed infrastructure modernization across network, server, endpoint and backup systems
- Partnered with senior leadership executives, association and branch staff members
- Refined AWS + M365 disaster recovery strategy to strengthen enterprise resiliency

Additional Achievements:

- Consolidated business systems, improving cross-departmental data flow to decrease redundant manual processes
- Built and staffed the Data Services Team, creating structure from legacy systems to Salesforce administration, reporting reliability, and operational scalability
- Designed the identity automation roadmap preparing the enterprise for Okta-based SSO, lifecycle provisioning, and access governance
- Modernized network infrastructure planning and phasing Meraki switch replacements

Director of Technology
2018 - 2024

Girard College, Philadelphia, PA

- Directed diverse department encompassing Service Desk, Infrastructure, AV, Print operations
- Implemented Infinite Campus SIS system streamlining academic and business operations
- Launched overhaul of the wired and wireless infrastructure to support digital learning and business operations environments, benefiting students and staff
- Enforced comprehensive data backup and recovery strategy
- Built and maintained annual Operations and CapEx budget projections
- Implemented Clever automated rostering saving time and eliminating manual data entry

Additional Achievements:

- Implemented Smartboard technology to enhance classroom learning and engagement
- Developed and launched SharePoint portal, unifying business resources operational synergy
- Assessed and evaluated MSP partners prioritizing responsiveness, expertise, and future-focused services
- Orchestrated the rollout of Microsoft MyApps, streamlining security and accessibility
- Enforced Cyber-security systems including email gateway, MDM, XDR, SSO

Director of Technology
2014 - 2018

EastSide Charter School/Charter School of New Castle, Wilmington, DE

- Managed IT services and data center on behalf of the state for 4 charter schools
- Led team in supporting 200 staff and over 1000 students throughout New Castle County
- Maintained 4 DDOE-compliant campus networks as the Information Security Officer (ISO)
- Sourced and implemented alternative solutions under fixed budget constraints, increasing student/device ratio by 50%, reducing costs and hardware issues, improving connectivity
- Developed technology roadmap with leaders defining current and future opportunities

Additional Achievements:

- Presented and secured federal E-Rate Funds enabling sites to address critical bandwidth and wireless LAN needs at 10% of the cost, with 90% covered by government funding
- Reducing and sharing resources, upgraded and consolidated 4 separate networks to one; consolidated 9 outdated servers to 2 servers and virtualized software solutions

Systems Administrator
Mastery Charter Schools, Philadelphia, PA
2010 - 2014

- Led on-premise exchange to Office365 conversion
- Managed technology projects, including 15 campus network environments
- Supervised helpdesk ticketing problem resolutions and service requests
- Supported 2,500 total users in 15 campus locations and the central office

Additional Achievements:

- Administered Active Directory, Group Policies, ADSI, Scripting, PowerShell
- VMware management via vSphere, Microsoft Federated Exchange Server, Office 365

Network Administrator
Mastery Charter Schools, Philadelphia, PA 2009 - 2010

- Maintained network MDFs, IDFs, network documentation, charts, diagrams, recovery procedures, automatic failover implementations, and manual failover processes
- Monitored systems with logical security, NTFS Shares, WhatsUp Gold network monitoring
- Resolved issues utilizing MPLS, TI, and Metro Ethernet troubleshooting
- Oversaw 50+ Windows Server, Application, IIS, SQL, DHCP, DNS, Print, File
- Secured data with tape and cloud backup (Symantec backup Exec, Barracuda cloud storage)
- Cisco VoIP management, Unified CM Administration, Unity Connection Administration
- Cisco Catalyst switches, Wireless Access points, Wireless Controllers 5550 series

Technology Manager (Helpdesk)
Mastery Charter Schools, Philadelphia, PA 2007- 2009

- Supported teachers and administrators with daily ticket requests and issues
- Provided executive, urgency, remote and walk-up support, including 24/7 emergencies
- Mentored helpdesk and interns in supporting staff using methodologies and networking tools
- Account administrator for 15 Verizon Wireless and Sprint accounts. Negotiate price plans, troubleshoot devices, and maintain overall accounts in compliance with E-rate standards
- Monitored and maintained exchange server mailboxes, implemented size quotes and retention policies

QUALIFICATIONS

- Project Management
- Remote Team
- Team Leadership
- Budget Oversight
- Data Systems Integration
- Process Optimization
- Data Backup & Recovery
- Cloud Strategy
- Vendor Relations
- Information Security Officer
- Infrastructure Oversight
- Information Systems

EDUCATION

University of Phoenix, School of Technology/Business, 2023
Bachelor of Science in Information Technology

TECHNICAL SKILLS

Salesforce, Okta, M365, Microsoft CoPilot, Microsoft CoPilot Studio, ChatGPT, Claude AI, Office365, Powershell, Veeam, Google Workspace, Cisco Meraki, VMware, Hyper-V, Infinite Campus, Clever, Shoretel-Mitel, LightSpeed Relay, Adobe Creative Cloud, Network Management, Network Monitoring Systems,