

# PETER ALBRIGHT

Sioux City, IA – Open to Travel, Remote, Hybrid & On-site

(712)253-2826 | albripet@gmail.com | LinkedIn.com/in/peteralbright | peteralbright.net

---

I possess extensive technical expertise in all levels of computing, with proficiency in various software and hardware platforms including, but not limited to, Microsoft and virtualization technologies. My leadership and management skills are demonstrated through successful oversight of IT teams, budget management, and compliance. As an Instructor, I am dedicated to education, focusing on Information Technology, and excel in curriculum development, student advising, and community building. My experience includes consulting, solutions design, and project management, where I handle product readiness, customer quality issues, and complex technical aspects. I collaborate effectively across sectors, departments, or peer groups to improve processes and resolve challenges. My commitment to continuous learning is evident through my certifications and volunteer work throughout the community.

## AREAS OF EXPERTISE

Computing Solutions | Cyber Security | Compliance | Enterprise Architecture | Virtualization | Technologies 'as a Service' | Risk Management | Executive Team Leadership | Strategic Leadership | Cost Optimization | Technology Management | Strategic Alliances | Contingency Planning | Disaster Recovery | Employee Development | Training | Documentation | Emerging Technologies | Mobile Technologies | IT Governance | Project Management | Creativity | Financial Management

## TECHNICAL ACUMEN

**KNOWLEDGE OF GLOBAL BUSINESS CULTURES:** Based in the US with travel to Japan.

**INDUSTRY EXPERIENCE:** Software, Hardware, IT Services, Consulting, Engineering, Training, and Education

**SYSTEMS/SOFTWARE/HARDWARE:** All versions of Microsoft Operating Systems including Server and Exchange Server. Active Directory, Users/Groups/Security and Authentication, WDS (Windows Deployment), DNS, Namespaces, DHCP, WSUS, Remote Desktop, Remote Replication/Disaster Recovery, Server/Client Backups.

Microsoft software including Office, Front Page, Outlook, Publisher, Groove, and CRM.

Industry software, including but not limited to; Backup/Storage Management, Adobe Photoshop, Illustrator, Premier, Acrobat, Macromedia Dreamweaver, Flash, and various other imaging software.

Industry hardware, including but not limited to, Intel and AMD based Desktops, Laptops, and Servers, Apple and Android devices, SAN, NAS, DAS, Enterprise Hardware, Network hardware (Wi-Fi, hubs, switches, router, cabling (Ethernet, Fiber, iSCSI), racks, KVM, etc.), IP cameras, scanners, and printers.

---

## PROFESSIONAL EXPERIENCE | KEY ACHIEVEMENTS

---

### CNOS – Dakota Dunes

2022 | 2024

*CNOS (Center for Neurosciences, Orthopedics, & Spine) provides medical treatment and preventative services for a wide variety of healthcare needs.*

#### “Technology Director”

**Key Skills:** Executive Leadership, Technology Roadmap, Multi-Million Dollar Budget, Project Management, Effective Communications.

- Was responsible for smooth, efficient, and pertinent technology applications throughout the 750-node network.
- Upheld compliance standards as described in CNOS Compliance Program and related policies.
- Prepared, recommended, and balanced the department budget and ensured departments operated within allocated funds.
- Promoted positive public relations inside the clinic, with managed services organizations, and throughout the community.
- Managed a team of Managers, Helpdesk, Systems Admins, and Network Admin Technicians.

### Western Iowa Tech Community College

2012 | Present

*Western Iowa Tech Community College is a public community college with five campuses in Northwestern Iowa. The Program offers associate degrees and certifications.*

#### “Full-Time & Adjunct Professor | Network Administration & Security”

**Key Skills:** Deep Technical Knowledge, Teaching Ability, Communication, Research Skills, and Curriculum Development.

- Responsible for course instruction and student and classroom management, with instructions in Microsoft MCSA, A+, Security+, VMware, Information Storage and Management (SAN), and other technology courses.
- Maintains community relationships with local businesses and Advisory Board members regarding student learning.

## BP Computer Consultation and Repair

2003 | 2020

*BP Computer Consultation and Repair offers expert consultation, as well as computer and laptop repair, virus protection, spyware & malware removal, computer upgrades, and hardware installation services.*

### “Founder & CEO”

**Key Skills: Business Acumen, Customer Service, Marketing and Sales, Financial Management, and Problem Solving.**

- **Founded, owned, and operated** a local consultation and repair company.
- **Delivered customer solutions and designs** for all technology-related hardware and software.

## Tangent Computers

2009 | 2010

*Tangent Computers is the leading software manufacturing company for medical-grade computers and Industrial PC computers. Offering software business solutions including Microsoft Solutions. Globally trusted.*

### “Information Technology Enterprise Consultation Manager”

**Key Skills: Strategic Thinking, Technical Expertise, Consulting, Leadership, Customer, and Vendor Relations.**

- **Provided customer solution designs** for Enterprise hardware and software, including servers, SAN's, and DR.
- **Created and provided Enterprise line product training** to internal and external customers.

## MPC/Gateway Professional

1993 | 2009

*Gateway Professional, later bought by MPC, was founded by Ted Waitt and Mike Hammond in 1985, the company developed, manufactured, supported, and marketed a wide range of personal computers, computer monitors, servers, and computer accessories. At its peak in the year 2000, the company employed nearly 25,000 worldwide.*

### “Enterprise Solutions Manager | Program Manager | Senior Staff Manager | Senior System Engineer| Tradeshow Manager | Departmental Instructor for Technical Support”

**Key Skills: Strategic Thinking, Technical Expertise, Consulting, Team Leadership, Business Acumen, Change Management**

#### Enterprise Solutions Manager

- **Managed** Enterprise account relationships and mentored Sales Teams on Enterprise products.
- **Provided technical consultation** for large data center server and storage needs, including design.
- **Provided technical expertise** on bid and grant writing for major accounts.

#### Program Manager

- **Program managed** post-launch product readiness/support issues.
- **Managed** relationship with high-value customers and customized support around their needs.
- **Managed all Tier III technical and quality issues** for Major Account representatives.

#### Senior Staff Manager

- **Developed business plans for departments**, including Customer Quality Case Management.
- **Created the CQCM department** to manage high-dollar customer quality and technical issues.
- **Managed direct reports** included the manager of the Technical Lab, Case Managers, and Customer Service, as well as 40+ indirect reports.
- **Established interdepartmental relationships, SLAs (Service Level Agreements), and synergies** to improve efficiencies for faster issue resolution.

#### Senior System Engineer

- **Managed technology/technical information** to develop relationships for internal and external clients.
- **Worked with multiple departments to drive completion** of unsolved issues and maintained technical issue audits.
- **Consulting services** for the data center; enterprise hardware and software.

### Trade Show Manager

- **Planned, scheduled, implemented, and conducted** follow up sales analysis of Gateway Trade Shows.
- **Created** business plans and maintained a large Trade Show budget.
- **Conducted Marketing Research** for show design and development.

### Departmental Instructor for Technical Support

- **Managed and instructed** newly hired Technical Support Technicians.
- **Enhanced existing courses** by incorporating diverse methodologies and effective teaching techniques.
- **Produced courses and materials** to be utilized by other Departmental Instructors.

---

## EDUCATION

---

**ASSOCIATE OF APPLIED SCIENCES (AAS) DEGREE** | Networking Administration & Security | Western Iowa Tech Community College Diploma; LAN Technician, Certificates; A+, CCNA, MCITP, MCTS | 2010-2012

**INCOMPLETE DEGREE** | Digital Design & Mass Communication | Morningside College | Sioux City, IA | 1985-1986

**HIGH SCHOOL DIPLOMA** | East High School | Sioux City, IA | 1981-1985

---

## BOARDS & COMMITTEES

---

**COMMITTEE CHAIR** | Information Technology College Program Advisory Committee | 2012 – 2022

**COMMITTEE MEMBER** | Information Technology College Program Advisory Committee | 2022 – Present

**BOARD ADVISOR** | Sioux City Community Theatre | 2022 – Present

---

## CERTIFICATION & TRAINING

---

**Certifications Received:** (x3) Microsoft Certified Professional (MCP) 70-410, 70-411, 70-073 | VMware Certified Professional (VCP) | Practice Fusion EMR Certified | Dell Certified Systems Expert | Hitachi SAN Products Expert | ESI Project Management

**Training and Certificates Received:** ESI Project Management | Process Management and Documentation (ISO 9000) | Interview and Selection | Hazardous Communications | Positive Employee Relations | Management Practices | Franklin Time Management

---

## VOLUNTEER EXPERIENCE

---

**Children's Church Music Leader** | Cornerstone World Outreach | 1997 – Present

**Emergency Rescue Technician & Communications Officer** | Woodbury County Emergency Services | 1980 - 1984