Joe Accardi

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Skills

Technical: VMWare ESXi, Synology NAS, Microsoft Windows Desktop, Microsoft Windows Server, Microsoft Office 365, Microsoft Power Platform, Microsoft Exchange, Microsoft PowerShell, Microsoft C#, Oracle PL/SQL, Python, EDI X12 document troubleshooting.
Non-technical: Conflict de-escalation, active listening, problem solving, written and verbal communication, project management, service desk management.

Projects

Code Kentucky

- Using C#, I created an automated teller machine console application. I used this for my final project for the first semester of the Code Kentucky program.
  https://github.com/jcacc/MrMoney
- Using C#, I created a console application that splits orders out of one CSV file to different files based on fulfillment type.
  https://github.com/jcacc/OrderlyCLI
- Using Python and the tkinter library, I created a desktop application that interacts with th Kuando busylight. I wanted a bit more control over the light because at the time, the support for the new Teams client was limited.
  https://github.com/jcacc/pyStatus

Ripple Junction Design Company – https://www.ripplejunction.com

- Using ALVAO ITSM, designed and implemented an IT service desk for the generation of tickets. This involved the creation of intake forms, service desk processes, and building a service catalog.
- Using Microsoft Power Automate, I created a process to upload order status to various eCommerce channels (Amazon, Wal-Mart). Information was extracted from an Oracle SQL database, transformed into a flat-file export, then uploaded to FTP for the Order Management System (Acenda) to process.
- Power Automate was also used to gather EDI transaction data for the 852 (Product Activity) document set. This was used by Supply Chain for forecasting.
- Performed onboarding and testing for EDI transactions for various trading partners such as Nordstrom's, Wal-Mart, TJ Maxx, CVS, Five Below, Meijer, Fred Meyer. I facilitated weekly EDI Onboarding Status meetings with our trading partners and EDI providers.
- Worked with an external IT service provider on the creation and ownership of business continuity and disaster recovery policies. We worked with the shareholders of the company as well as functional leaders to decide the RPO (Recovery Point Objective) and RTO (Recovery Time Objective).
- Helped in the implementation of MFA (multi-factor authentication) company-wide for Microsoft 365. Worked with end-users to set up the Microsoft Authenticator app on their mobile device.

- Created user-facing documentation for ShipManager software, a FileMaker-based application, for training. I set up the software on the workstations and made sure that the workflow was efficient and able to be reproduced across different hardware.
- Created savings of over $100k migrating from Cleo to Order Desk for POD (print on demand) order processing.

ZeroDay Technology Solutions

- Performed a migration from Exchange 2003 to Exchange 2010 using a two-phase upgrade for a local distillery company.
- Worked with the Director of Managed Services to develop offerings for managed service companies. This included picking the PSA (professional services automation) platform, the monitoring software stack, and the SLAs (service level agreements). An on-call system was also developed with a third-party answering service for after-hours support and the Nextiva system.
- Collaborated on a regular basis with the home office in St Louis to provision infrastructure hardware and equipment for new hires.

Civilution, Inc

- Served as a third-party contractor for an array of healthcare service customers. One involved travelling to rural doctors' offices to install Fortigate firewalls. I had to verify connectivity to the home office and ensure EHR (electronic health record) application functionality.
- Assisted in the roll-out of Citrix XenApp 6.5 for a local flooring material distributor, including configuration of application & control servers and user-facing Wyse terminals.

Education
Code Kentucky

C# Software Development Part 1	August 2022
C# Software Development Part 2	January 2023

LinkedIn Learning

Career Essentials in System Administration	December 2022
Learning C#	November 2022
Python	August 2023

Work History

Ripple Junction Design Company – Systems Administrator   West Chester, OH
March 2017 - Present

- Leveraged ALVAO ITSM to design and implement a comprehensive IT service desk. This project included developing intake forms, establishing service desk processes, and creating a detailed service catalog for efficient ticket generation and management. I was recognized for my work and featured in a case study by the ITSM platform.

- Served as point-of-contact for technical issues within the organization.
  - Microsoft 365 administration and troubleshooting
  - EDI X12 administration (Supply Chain & Finance transaction sets)
  - Oracle database administration
  - ERP software (GCS Software's A2000)
- Developed EDI onboarding plan for new trading partners.
- Provisioned accounts and equipment for new end-users.
- Provided technical assistance for end-users internationally.
- Created technical documentation for processes.
- I was initially hired as an IT Support Technician but was promoted to Systems Administrator after 4 years.

ZeroDay Technology Solutions – Systems Engineer   Mason, OH
June 2013 – March 2017

- Worked as a project engineer that assisted in Exchange and Citrix migrations.
- Curated software stack to use for our managed service customers. (AutoTask, LabTech, and PowerAdmin Server Monitor and Nagios)
- Served as an on-site resource for managed service customers. I collaborated with existing IT teams as well as acting as a virtual Systems Administrator.

Civilution, Inc   Mason, OH
September 2009 – June 2013

- Performed Exchange and Citrix server work on complicated environments for healthcare providers.
- Travelled on-site to install Windows servers for a Pittsburgh-based dairy company and perform initial setup of Active Directory. Provided hands-on and remote-hands assistance.
- Refurbished Dell workstations to use for managed service customers.
- Provided on-site and remote support for managed service customer base.
- **Civilution was purchased by ZeroDay Technology Solutions in June 2013.**