Lee Hartigan

leftside9@yahoo.com • (561) 628-5888
LinkedIn • Royal Palm Beach, FL 33411

IT Management Professional

Accomplished and technically proficient professional with extensive experience in leading end-to-end IT operations, including network infrastructure management, system administration, and software development.

Expertise in optimizing IT systems, databases, and applications to enhance operational efficiency, streamline data exchange, and improve overall business performance. Proven track record of directing cross-functional teams, overseeing large-scale projects, and implementing innovative solutions for scalability, security, and cost reduction. Skilled in developing custom software applications, managing server environments, and integrating APIs for seamless internal and external system connectivity. Strong leadership and strategic planning abilities with a focus on driving technology adoption, regulatory compliance, and business growth.

Areas of Expertise: IT Strategy & Innovation | Business Continuity & Disaster Recovery | Systems Integration & Automation | Vendor & Stakeholder Management | IT Governance & Compliance | Performance Tuning & Optimization

Technical Proficiencies

Programming Languages	C#	ASP.NET	C++	C	Java	JavaScript	jQuery	JSON	PHP	ColdFusion	HTML5	XHTML	CSS3
Application Development	Web, Desktop, APIs (SOAP, XML, REST, WCF)	Windows services	Responsive Web Design (Bootstrap, Agile Development)
Database Management	Microsoft SQL Server (7, 2000, 2005, 2014, 2016)	MySQL and MySQL clustering	TSQL/SQL-92	Normalized Database Design	Stored Procedures	Extended Stored Procedures	Query Optimization	Strategic Indexing
Hardware	Installation, maintenance and troubleshooting of desktop PCs, servers (including Active Directory), networking equipment and peripherals
Networking	Cisco Switches	Firewalls	Content Balancers	Virtual LANs	Subnets (access ports and trunk ports)	Networking Protocols (TCP/UDP, BGP, EIGRP, HSRP)
Design & Multimedia	Adobe products (Photoshop, Premiere, Illustrator, etc.)
Virtualization	VMware	Xencenter
ERP/POS Systems	NetSuite	Magento
VOIP/SIP Products	Asterisk	Freeswitch

Career Experience

American Safety Products/Seatbelt Solutions, Jupiter, FL   2021 – Present
Director of IT

Direct end-to-end IT operations, installation, configuration, and maintenance of network infrastructure, production servers, desktop systems, and peripheral devices to ensure optimal performance and security. Engineer custom software applications and APIs to integrate internal systems and enhance employee productivity, regulatory compliance, and operational transparency. Streamline data exchange with external clients and wholesalers for sales tracking, inventory control, and operational efficiency.

- Provided server and desktop support as well as writing software to better communicate with clients and keep inventory correct

Improv Comedy Clubs, Royal Palm Beach, FL   2013 – Present
Software Engineer

Manage soft-sales strategies, promotional activities, and audience attendance to enhance brand visibility and drive overall club performance. Interface with third-party ticketing APIs to capture online ticket sales, control seating arrangements, and optimize agent-driven sales and promotions.

- Programmed C# and C++ for Windows service portion of the application to ensure seamless integration with ticketing systems.

- Spearheaded the design and development of a lead generation program for multiple Improv Comedy Clubs to increase customer engagement and organizational revenue.

United World Telecom, Delray Beach, FL
Director of IT

Led a team of four to five developers, oversaw project coordination, and timely completed individual and team-driven initiatives utilizing technologies, such as C#, C#.NET Core, ASP, PHP, and Angular. Specialized in network infrastructure, database optimization, and server management, while contributing to programming efforts in C# and PHP for seamless integration across systems.

- Transformed single points of failure into fault-tolerant systems by implementing failover and redundancy measures, strengthened network protection, and minimized downtime risks for the company.
- Optimized slow queries in MSSQL and MySQL; consistently improved database performance by rewriting inefficient database code, converting stored procedures, and designing efficient database tables to support high-performing applications.

Champion Communications, West Palm Beach, FL   2008 – 2018
Senior Project Manager/Developer

Directed a team of eight application engineers for end-to-end design, development, implementation, and maintenance of complex projects to align with business objectives and technical specifications. Engineered robust applications utilizing databases (MSSQL/MySQL).

- Optimized stored procedures and queries to enhance performance by integrating web technologies, interactive voice applications, APIs (SOAP/XML/WCF/REST), and reporting systems.
- Migrated network infrastructure from traditional hardware to virtual machines hosted on Amazon Web Services (AWS) and third-party hosting environments for cost savings and scalability improvements.
- Developed a diverse range of applications, including web-based platforms (desktop browsers, mobile-optimized sites using Bootstrap, jQuery, and JSON), Windows services, and integrations with Interactive Voice Response (IVR) systems for seamless connectivity with databases (MSSQL/MySQL).

Additional Experience

PC Specialist | Programmer I & II | Analyst, Palm Beach County Sheriff's Office, West Palm Beach, FL

Education

Computer Science 3+ years attendance, Baylor University, Waco, TX

General education, Palm Beach Community College, WPB, FL

General education, Palm Beach Atlantic University, WPB, FL