

Contact

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www.linkedin.com/in/wcmurphy
(LinkedIn)
connectwise.com (Company)

Top Skills

Leadership
IT Operations
Microsoft Azure

Languages

English (Native or Bilingual)

Certifications

MCSA: Windows 7
A+
Network+
Project+

Honors-Awards

Army Commendation Award
Army Achievement Medal
Army Good Conduct Award
Non-Commissioned Officer of the Quarter
Florida Bright Futures Scholar

Cody Murphy

Servant Leader | CX Champion | IT Professional | Army Veteran
Greater Tampa Bay Area

Summary

I am a servant leader who believes caring for your team will cultivate the knowledge and confidence necessary to solve the most complex problems and foster innovation. A customer-centric IT approach is critical, along with the humility to lead by example.

A proven innovator and progressive leader who cares for and deeply values those who work under my leadership. I encourage all people to lead, even if they are not in a position of management. I enjoy reading and learning from thought leaders such as Bob Chapman (Barry-Wehmiller), Patrick Lencioni (The Ideal Team Player), Simon Sinek (Leaders Eat Last), and Charlie Kim (Next Jump).

I enjoy serving my community as a volunteer soccer coach with i9 Sports, as an elementary Sunday school class leader at Radiant Church, and serving with local food pantries and shelters.

Outside of work, I spend most of my time with my wife and two sons around the pool or playing in our backyard. I enjoy reading and jump between fiction and non-fiction regularly. I am an avid podcast listener and enjoy trail running.

Experience

ConnectWise

8 years 5 months

Senior Manager, Cloud Engineering

October 2022 - Present (3 months)

Tampa, Florida, United States

Senior Manager, IT Operations

January 2020 - October 2022 (2 years 10 months)

Tampa, Florida

- Responsible for leading our Systems and End User Support teams
- Extensive IT Project Management experience

- Budgeting and planning
- IT technology integration project lead for six acquired companies as large as 1500 colleagues
- VDI & DaaS infrastructure design and implementation (Windows Virtual Desktop, AWS Workspaces, VDI)
- Azure cloud services (VM, vnets, netapp, load balancing, BDR, DNS, Azure Files, AAD/SSO, Ent. Apps)
- VoIP phone system migrations, consolidation, and administration
- Roll-out of expanded IT End User Support team across USA, UK, AUS, PHIL

Manager, Desktop Support / System Engineer

March 2016 - January 2020 (3 years 11 months)

Tampa, Florida

- From the ground up assembled a highly agile and efficient service desk team by developing necessary policies, processes, escalation procedures, documentation and SLA/OLAs
- Engineering and deployment of VMware Workspace ONE UEM (AirWatch Mobile Device Management [MDM]) for global management of macOS devices
- Conducted POC of Amazon Workspaces and MS Windows Virtual Desktop VDI/DaaS products
- Engineering and deployment of Windows Virtual Desktop and Azure ADDS across Azure infrastructure
- Manage day-to-day services provided by a team of six Desktop Support Engineers to ITIL standards
- Average ticket backlog reduced from 457 to mid-20s; SLA improvement from 78% average to 98%; created KPI and KRI reporting that has become the standard for all departments within our Operations team
- Development and execution of quarterly IT goals; Quarterly goals met every time.
- IT Project Management, Requirements Gathering
- IT Budget Management, Vendor Management
- Process creation and documentation; Migrated all documentation, KBs and policies into corporate SharePoint document library with searchable metadata for colleague use.
- Server 2012 Windows Deployment Services utilizing MDT; Deploy, configure and manage; create DeploymentShares and maintain all enterprise images, apps, drivers
- Operations Management, Team Management, Performance Management, Disaster Recovery, Disaster Response, Change Control

Enterprise Desktop Engineer, Lead

December 2015 - March 2016 (4 months)

Tampa, Florida

- Active Directory Management
- Group Policy Management
- AppLocker Management Windows 10
- Exchange 2010 and 2016
- Microsoft Office 365 Administration (Hybrid Environment)
- ShoreTel VoIP phone systems administration and management
- LAN/WAN and TCP/IP troubleshooting

Troubleshooting multi-VLAN environment using cmd line tools, Wireshark, workstation TCP/IP settings, local Windows and corporate firewall troubleshooting

- SPAM Filter Management (Office 365 & Reflexion)

Mail flow, blacklists, SPF records, email address alias management

- Checkpoint Firewalls

Network fire wall troubleshooting at the desktop and server levels

- VMware vSphere Virtual Environment
- VMware Thinapps
- Powershell Scripting & Automation
- Disaster Recovery Planning
- Information Technology Management, IT Management, Service Automation

Enterprise Desktop Engineer

August 2014 - December 2015 (1 year 5 months)

Tampa, Florida

- Active Directory Management

Design and implementation, create/manage AD objects, permissions management

- Group Policy

Creating/manage GPOs down to troubleshooting workstation GP issues, MSI deployment

- Exchange 2010

Implement, create/manage disti groups and mailboxes, advance mail flow troubleshooting

- Microsoft Office 365 Administration (Hybrid Environment)

Manage hybrid on-prem/cloud AD, Exchange environment, license management, in-place eDiscovery holds

- ShoreTel VoIP phone systems

Configure and troubleshoot VoIP phones, user account management, create/troubleshoot enterprise call center environment, create/troubleshoot hunt groups and workgroups, work with carriers to troubleshoot call routing issues

- LAN/WAN and TCP/IP troubleshooting

Troubleshooting multi-VLAN environment using cmd line tools, Wireshark, workstation TCP/IP settings, local Windows and corporate firewall troubleshooting

- SPAM Filter Management (Office 365 & Reflexion)

Mail flow, blacklists, SPF records, email address alias management

- Checkpoint Firewalls

Network fire wall troubleshooting at the desktop and server levels using SmartConsole

- VMware vCloud

Create, configure and deploy various vApps for end users, troubleshoot permissions and network communication problems across multi-VLAN environment

- PowerShell & Batch Scripts

AD queries and changes, create automation scripts for workstation deployments

- Virtual Private Network (VPN), Network Troubleshooting

DealBurglar.com

Manager, Product Supply

March 2013 - August 2014 (1 year 6 months)

- Facilitate the creation of hundreds of direct & wholesale supplier relationships
- Account manager responsible for further cultivating all supplier relations
- Developing a product focus strategy which best engages site members within key demographics
- Negotiate all final contracts and net terms for lines-of-credit
- Establish and implement SOPs and guidelines utilized when engaging prospective suppliers
- Affiliate Marketing Program Manager
- Develop long term and quarterly marketing objectives
- Social media marketing strategy and development

Skillsets include: Asset management, inventory management, documentation, contract negotiation, metrics analysis, marketing, customer service, CRM management

US Army

Staff Sergeant - 12B

July 2005 - August 2013 (8 years 2 months)

- Managed and trained a squad of up to fifteen US Army enlisted service members
- Firing range NCOIC and instructor
- Completed two combat tours to the Middle East
- Acted as a training liaison with Middle East commanders within my areas of operation – tasked with improving their tactical development, administrative policies, and leadership methodology within their militaries
- Analyzed foreign counterpart's performance while conducting combat operations within urban areas of the Middle East (MTT & PTT)
- Using detailed analysis, I prepared PSMR reports which were submitted to command staff for review of operational progress
- Responsible for maintaining vital military equipment valued at more than nine million dollars

Skillsets include: Leadership, management, inventory management, security clearance, training, data analysis, documentation, communication, time management

- Completed Sapper Leader Course

I.T. Think Tank / PC Repair of Ocala System Administrator

February 2008 - March 2013 (5 years 2 months)

Ocala, Florida

- Daily managed services operations supporting 15 business clients in a managed services environment, totaling over 250 physical and virtual windows servers

- Physical installation of rack servers and blade chassis
- LAN/WAN and TCP/IP troubleshooting

Troubleshooting multi-VLAN environment using cmd line tools, Wireshark, workstation TCP/IP settings,

- Application, Active Directory, and Exchange support

Design and implementation, create/manage AD objects, permissions, create/manage disti groups, mailboxes, advance mail flow troubleshooting

- Windows Server 2002, 08, 12 / Windows Desktop OS

Deployment of various server roles and configurations: AD, DC, DHCP, DNS, Exchange Server 2010, print server, files server

- Built custom MSI configurations using EMCO for GP deployment of apps
- Computer Science, Information Systems
- Problem Solving, Project Planning, Project Management
- Disaster Recovery

Marion County Clerk's Office

Help Desk Technician

January 2007 - February 2008 (1 year 2 months)

- Provided help desk support and resolved numerous problems to the end user's satisfaction
 - Monitored the help desk ticket management software completing tickets on a first-in first-out priority basis
 - Created system images and batch files for ease of deployment purposes
 - Managed the installation, testing and configuration of new workstations, peripheral equipment and software
 - Maintained inventory of all equipment, software and software licenses
 - Assigned users and computers to appropriate groups & policies in Active Directory
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Education

Western Governors University

Bachelor of Science (BS), Network and Systems Administration · (2014 - 2016)

Florida Southern College

Associate of Arts (A.A.) · (2004 - 2006)