

Benjamin Rubacha

25877 Moffatt Rd
Dexter, NY 13634
(315) 783-3893

E-mail: benrubacha@gmail.com

SUMMARY OF PROFESSIONAL SKILLS

- Expertise in wired and wireless network set-up and management
- Expertise in Windows, Linux, and Mac OSX Server set-up and management
- Expertise in VPN, Remote Desktop Management, VNC, and Network Sharing
- Expertise in database set-up and management including Microsoft Access and MySQL/MSSQL databases
- Supervise and manage daily activities of employees
- Extensive experience in hardware and software repair of computer systems
- Expertise in Microsoft Windows (3.0 through Windows 7, including XP and Vista), Mac OSX and Linux/UNIX systems
- Expertise in web design including HTML, ASP.NET, JavaScript, PHP, and MySQL programming
- Expertise with Adobe Photoshop, Illustrator, Live Cycle, Dreamweaver, Flash and more
- Expertise in component level repairs of Printed Circuit Boards and Electronic Assemblies
- Expertise in Regulatory compliance, including FDA and ISO 9001 and ISO 13485 regulations

WORK EXPERIENCE

Carthage Area Hospital
Network Administrator

June 2014 - Present

Major Responsibilities:

- Manage Network Infrastructure
- Plan and implement new Local Area Networks and Wide Area Networks
- Monitor existing network and make changes as necessary
- Implement new hardware and software
- Develop operating procedures and system policies
- Continuously monitor operation of software systems, VMs, servers, and switches
- Maintain inventory of hardware and software on network
- Troubleshoot network and hardware issues within network system
- Manage backups of servers and mission critical machines
- Introduce new equipment to network; provide user training on equipment if necessary
- Work closely with end users to troubleshoot problems with hardware and software

Key Accomplishments:

- Identified latency within the network environment and provided solution through new hardware
- Realigned server structure to reduce machines and repurpose existing hardware
- Virtualized existing physical servers to allow for growth while reducing footprint
- Setup Citrix environment for Doctors and On Call personnel

Ansen Corporation, Ogdensburg NY
Manager of Information Technology and Regulatory Administration

March 2010 – July 2014

Major Responsibilities:

- Manage Network Infrastructure
- Set-up and maintain network security including physical and virtual for wired and wireless networks
- Set-up and manage Windows, Mac, and Linux servers and workstations
- Set-up and manage Exchange and IMAP mail servers
- Set-up and manage databases and website
- Set-up/ensure compliance with ISO 9001, ISO 13485 and FDA regulations
- Lead quality team in customer complaints/CAPAs
- Identify improvements and areas for streamlining all aspects of manufacturing
- Chart and trend various data including complaints, manufacturing dates, and failure modes
- Answer/Follow-up Material Review Boards
- Fill in for Quality Manager when absent or away
- Manage Quality Assurance Technician and Information Technology Technician on daily

activities.

- Write technical documents, including procedures, manuals, test protocols, and Installation Qualifications, Operation Qualifications, and Performance Qualifications, to conform with ISO and FDA regulations.

Key Accomplishments:

- Installed Exchange server to save the company \$20,000 per year in hosted mail services
- Installed new Mac OSX 10.6, Windows Server 2008, and Linux Ubuntu 11.04 servers to rebuild network infrastructure and remove limitations of older servers.
- Reduced open customer complaints by 85%
- Developed new database for Complaints and CAPAs to trend and answer more efficiently, reducing time to trend by over 80%
- Streamline investigation to reduce open time by 45%
- Develop database for releases to reduce time and streamline medical device releases, decreasing time to release by 25%

Covidien, Watertown NY

February 2004 – March 2010

Quality Assurance/ Electronic Technician IV Coordinator

Major Responsibilities:

- Ensure compliance with ISO 13485 and FDA regulations
- Manage daily activities of 13 employees
- Troubleshoot/repair customer returned electronic equipment and PCBs to component level.
- Lead quality team in customer complaints
- Define product related issues and provide assistance in design corrections
- Chart and trend various data including complaints, manufacturing dates, and failure modes
- Answer/Follow-up Material Review Boards

Key Accomplishments:

- Reduced open customer complaints by over 60%
- Dropped average complaint investigation time from over 200 days to less than 20
- Created lean cell to bring units awaiting inspection down from 1100 to less than 300
- Assisted in successful launches of 3 product lines in the Watertown Plant
- Effectively maintained a product line being the only technician on the line

United States Marine Corps, Yuma AZ

August 2000 – January 2004

Radar Repairman (MOS 5942) 10% service connected disability

Major Responsibilities:

- Specialize in AN/TPS-63 and AN/TPS-59 radar systems
- Troubleshoot and Repair Printed Circuit Boards on the radar systems
- Supervise activities in the installation and operation of aviation electronics systems
- Supervise activities in the installation and operation of aviation radar systems

Key Accomplishments:

- Work with little supervision, troubleshoot radar systems without assistance
- Set-up and tear down radar systems without problems

EDUCATION

University of Phoenix

Jan-2009 -Apr 2011

Associates of Arts in Information Technology – Network Systems (3.86 GPA)

Oswego High School June 2000

Oswego NY

Marine Corps Training

2001-2002

Basic Electronic Courses

Aviation Radar Repair Courses

Identification Friend or Foe Repair Courses