

Bryan@Shevchuck.com

302-561-8239

Elkton, MD 21921

Skills

- IT risk management
- Technical leadership
- IT service management
- Information confidentiality
- Risk mitigation planning
- Cybersecurity best practices
- Disaster Recovery Planning
- Strategic Planning
- Systems Analysis
- Problem-solving abilities
- Data-Driven Decision Making
- Change Management

Education

Master's Degree:

Business Administration, IT
Management

Western Governors University

Bachelor's Degree:

Data Networking & Security

Liberty University

High school or equivalent:

Computer Network Administration

**Howard High School of
Technology**

Certifications

- CompTIA A+
- Microsoft Azure Fundamentals
- CompTIA Security+ (Expired)
- AWS Certified Cloud Practitioner (Expired)

Bryan Shevchuck

Summary

IT leader experienced in enterprise technology, operations, project delivery, and cross-functional team leadership, aligning technology with business goals.

Experience

Exelon – Senior Service Analyst - IT

Newark, USA

05/2025 – Current

- ***Company Overview:*** *Energy provider serving customers across six regulated utility companies.*
- Operations Lead providing oversight to 30 offshore administrators supporting enterprise middleware services.
- Coordinate enterprise Middleware initiatives supporting multiple regulated utility companies.
- Own Problem Management tickets, coordinating root-cause resolution and ensuring SLA compliance.
- Collaborate with cross-functional teams to improve service reliability and reduce technical debt.
- Monitor project health, identify risks, and escalate issues impacting delivery.
- Contribute to process standardization to improve service reliability and consistency.

AUI Power - IT Manager

Elkton, USA

11/2020 – 04/2025

- ***Company Overview:*** *Utility Contractor focusing on transmission and distribution work.*
- Led IT staff and contractors, including hiring, performance management, workload planning, and team development.
- Managed vendor relationships, contracts, licensing, and procurement supporting IT operations and projects.
- Responsible for planning, managing, and optimizing the IT department budget.
- Led IT infrastructure rollouts for two new office locations.
- Designed and implemented robust backup and disaster recovery solutions.
- Migrated infrastructure from a single-server environment to a distributed architecture, improving performance.
- Oversaw the ERP system from AWS Cloud to a hosted Azure environment.
- Implemented Microsoft Intune for Mobile Device Management
- Standardized system deployment using Group Policy and NinjaOne for patching.
- Launched cybersecurity awareness training using KnowBe4, significantly reducing user-related vulnerabilities.
- Conducted regular security audits and risk assessments to identify and remediate vulnerabilities.

Charles River - IT Analyst II – Site Services

Newark, USA

09/2018 - 11/2020

- ***Company Overview:*** *Global research organization supporting drug discovery and development for pharmaceutical and biotech companies.*
- Lead break/fix analysis for support issues.
- Maintained queue integrity within the Service Desk tool aligning with set SLAs.
- Supported the advancement of service quality with innovative approaches.
- Supervised IT inventory management and acquisition of new devices.
- Provided support for local and global Azure deployments.
- Developed custom reports using JasperSoft Studio.
- Managed virtual machines utilizing VMware vSphere.
- Ensured optimal performance of Office 365 applications.
- Managed Active Directory functions and policies.
- Executed device imaging efficiently using SCCM.

KMT Brrr - System Administrator

Swedesboro, USA

05/2017 - 09/2018

- ***Company Overview:*** *Specializes in providing refrigeration and cooling solutions for various industries.*
- Oversaw troubleshooting for network and support issues.
- Managed Linux and Windows servers for both physical and virtual environments.
- Managed Active Directory configuration.
- Managed mobile devices on iOS and Windows platforms.
- Provided technical support for Windows 10 issues.
- Handled Office 365 administrative tasks.

Randstad - Data Center Engineer

Newark, USA

05/2016 - 05/2017

- ***Company Overview:*** *Contracted to JP Morgan Chase Bank*
- Managed incoming projects and ticketing queues.
- Configured and installed IT hardware in a raised floor data center environment.
- Executed server deployment and maintenance.
- Installed fiber and copper cabling in data centers.

Radiant Power Corp - IT Support Specialist

Sarasota, USA

08/2014 - 05/2016

- ***Company Overview:*** *Provides power management, lighting, and control systems for the aerospace and defense industries.*
- Managed help desk and network-related concerns.
- Performed consistent maintenance and updates on company website.
- Handled Office 365 administrative tasks efficiently.
- Executed backup administration with Backup Exec software.
- Managed Active Directory configurations.
- Installed PoE cameras and ensured proper operation.