

MICHAL FERBER

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SKILLS

- Servant Leader
- Contract Negotiation
- Resource Optimization
- Strategic Planning
- Project Management
- Analysis

EXPERIENCE

OCTOBER 2012 – OCTOBER 2020

DIRECTOR OF TELECOMMUNICATIONS, MCLEOD HEALTH

As the Director of Telecommunications, I:

- Ensure that daily operations line up with the mission, vision, values and strategic goals of McLeod Health.
- IT liaison with county and state agencies including SCDOT, SCDHEC and SCEMD.
- Oversee USAC grant funding for the Rural Healthcare Program.
- Oversee all IT and Telecom for every new construction and renovation projects.
- Maintain a \$2.1 million budget and all Telecom capital purchases.
- Created a C# video camera application for windows based on the need for remote monitoring of COVID patient rooms.
- Created and managed the telecommunications work order system, both C# windows and web based, this managed all projects, tasks, work order and equipment/supply orders as well as measured daily productivity by day, analyst or project.
- Support and maintain the following with a staff of five analysts, three technicians and one assistant:
 - Telecom infrastructure for seven hospitals and 100+ physician practices consisting of an Avaya Aura Communication Manager PBX with 9500+ stations
 - Genesys Pure Connect PBX with 400+ stations
 - Milestone CCTV system with 750+ cameras
 - C-CURE 9000 physical access control system with 500+ badge readers
 - Motorola MOTOTRBO digital mobile radio systems with 900+ radios and 14 repeaters
 - Verizon enterprise account with 900+ cell phones
 - Valcom and Bogen overhead paging systems
 - Cable TV distribution systems
 - Digital Signage solutions
 - Nurse Call systems
 - cellular distributed antenna systems
 - alarm and alert systems.
- Maintain responsibility for the daily operations of the switchboard at the Florence, Dillon, Loris and Seacoast campuses consisting of one supervisor and 25 operators.
- Maintain responsibility for WAN with 45+ remote sites.

APRIL 2010 – JULY 2013

FOUNDER, CHAIRMAN OF THE BOARD, FAITH CHRISTIAN ACADEMY

As the Chairman of the Board, I:

- Started a Christian school, budget, hiring teachers, establishing policies and procedures, finding and negotiating a space for the school to operate from and establishing accounting practices.
- Oversaw the board and worked directly with the school administrator to ensure the vision, mission and values were being implemented.
- The co-spokesman for events alongside of the school administrator.

FEBRUARY 2007 – OCTOBER 2012

TELECOMMUNICATIONS MANAGER, MCLEOD HEALTH

As the Telecommunications Manager, I:

- Oversaw daily operations for the department, managed the budget and maintained infrastructure for three hospitals and 60+ physician practices.
- Managed the 24/7 switchboard for the Florence campus which employs 12 operators.
- Implemented a VOIP phone system and successfully deployed 300 wireless phones, today the system has 1200+ phones.

AUGUST 2005 – FEBRUARY 2007

DEVELOPER, TAYLOR DATA SYSTEMS, INC.

As a developer, I:

- Consulted with a worldwide steel manufacturer to provide a custom application which tags all finished products using VB.net and XML web services to interface with the Ross ERP system.
- Provided custom software solutions for clients using the Microsoft .NET Framework, VB.net, C#, Microsoft SQL Server, Oracle, Web Services and XML.
- Managed the in-house Cisco network, Windows Servers and NEC phone switch.

AUGUST 2005 – PRESENT

VICE PRESIDENT OF OPERATIONS, GRACE SCHOOL ASSOCIATIONS, INC.

As the Vice President of Operations, I:

- Maintain, Support and Procure all IT equipment and systems. This includes Azure and Office 365 environment as well as hosted PBX, websites and network.
- Developed a membership management system in C# and SQL Server for the office to keep track of all accountability and reporting for home schools and students.
- Manage all contract negotiations and prepare budgets for the President to sign.

NOVEMBER 2004 – AUGUST 2005

SOFTWARE ENGINEER, KNIGHT SOFTWARE, INC.

As an engineer, I:

- Programmed VB6 and VB.net code to build features and enhancements for the KIS line of products.
- Co-engineer in the development of a new web-based product using ASP.net, VB.net, and SQL Server 2000.
- Assisted the helpdesk with technical support calls.

JUNE 2000 – NOVEMBER 2004

NETWORK ANALYST, MCLEOD HEALTH

As a network analyst, I:

- Implemented and maintained an I3 Windows Server-based PBX used in the call centers company-wide.
- Created a bed-tracking program to track the status of hospital beds and their status in real-time. The program was written in VB6 and ASP with a SQL Server 7 backend. It was written to support multiple sites so that it could be implemented at other hospitals. The front-end of the application was an IVR, and there was also a web interface for administration and reporting. Also, the application was accessible over the wireless network on a pocket pc and integrated with the hospital EMR with an HL7 interface.
- Designed, programmed and managed the in-house TCP/IP management web application to track use of TCP/IP addresses throughout the network using ASP and SQL Server 7.
- Worked as part of the Client/Server team managing more than 400 applications distributed among 250 Novell Netware and Microsoft Windows servers.
- Managed Citrix and Microsoft IIS web farms. Citrix farms included NFuse 1.7, Metaframe 1.8, CSG and Metaframe XPe. Web farms included Microsoft IIS 4 and 5 and 6.
- Worked extensively in the maintenance and design of the Microsoft SQL 6.5, 7.0 and 2000 database servers.
- Assisted in the management of both the WAN and LAN for both wired and wireless environments, as well as the software and patch distribution systems.
- Assisted the Client/Server team in maintaining Windows NT, 2000 and Novell directories.
- Developed various reports using Crystal Reports connecting to Access, Lotus and SQL Server.

FEBRUARY 1999 – JUNE 2000

PROJECT MANAGER, NETCOM INFORMATION SYSTEMS

As a project manager, I:

- Designed, programmed and managed the in-house ASP web application with an SQL Server 7 database that tracked work orders, technician performance, replacement parts and monthly budgets.
- Provided and implemented network solutions for clients across North and South Carolina utilizing Microsoft and Cisco technologies.
- Programmed an easy-to-use Windows CE application using VB6 and the VB toolkit with an Access 2000 database for CP&L linemen to use for inventory.

MARCH 1998 – FEBRUARY 1999

CONSULTANT, SELF-EMPLOYED

During this time, I consulted for the following companies:

- Local Company – Installed, configured and managed their in-house Microsoft NT network, which consisted of Microsoft Exchange, Microsoft SQL and Microsoft IIS servers.
- Local Company – Founded and managed a web hosting company.
- Redstone Arsenal – Provided a solution to take x-ray images of warheads using high-end graphic workstations and high-speed digital cameras.
- Lockheed Martin – Worked with a programming team to design a robotic motion control system that would allow personnel the ability to take x-ray images and inspect missiles from a remote location.

- Warner Robins Air Force Base/TMACS – Worked with a programming team to migrate the TMACS First Article database from a proprietary mainframe database to a web application that ran on the Microsoft NT platform integrated with a SQL database.
- Warner Robins Air Force Base/TMACS – Installed, configured and managed their Microsoft NT network, which consisted of Microsoft IIS servers.
- NETcom Information Systems – Installed and configured Cisco routers and switches for clients across North and South Carolina.

JUNE 1997 – MARCH 1998

SUPPORT ANALYST & PROGRAMMER, COMPUTER DIMENSIONS, INC.

As a support analyst and programmer, I:

- Worked on the ACS helpdesk team for multiple software packages.
- Served as the head support analyst for all ACS AIX clientele.
- Worked on the ACS software testing and beta team.

APRIL 1996 – JUNE 1997

CHIEF TECHNOLOGIST, VICTORY INDUSTRIES, INC.

As the chief technologist, I:

- Installed, configured and managed the in-house Microsoft NT network, which consisted of Microsoft SQL servers and Microsoft IIS servers.
- Designed and implemented the migration of the in-house Microsoft NT 3.51 network to the Microsoft NT 4 network.
- Installed, configured and managed a 4-city WAN, which consisted of Microsoft NT servers and Cisco routers.

CERTIFICATIONS

JANUARY 2020

SIP SCA CERTIFICATION

THE SIP SCHOOL (A VOCALE LTD COMPANY), LICENSE 1577994324986-24109

JANUARY 2019

MILESTONE CERTIFIED INTEGRATION TECHNICIAN (MCIT)

MILESTONE SYSTEMS

JUNE 2015

MILESTONE ADVANCED CERTIFICATION

MILESTONE SYSTEMS, LICENSE OV-MILE-DEN-0613-1

OCTOBER 2013

CERTIFIED C-CURE 9000 SYSTEM MANAGER

SOFTWARE HOUSE, LICENSE EU7090

NOVEMBER 2010

CERTIFIED HEALTHCARE EMERGENCY PROFESSIONAL - MASTER LEVEL

INTERNATIONAL BOARD FOR CERTIFICATION OF SAFETY MANAGERS, LICENSE
0198

MARCH 2009

ASCOM CERTIFIED SYSTEMS INTEGRATOR

ASCOM

DECEMBER 2008

COMMUNICATOR! NXT SYSTEM ADMINISTRATOR

MOTOROLA | AIRBUS | DIALOGIC COMMUNICATIONS CORP. (DCC)

SEPTEMBER 2002

INTERACTION CENTER 2.X HANDLER DEVELOPMENT

GENESYS | INTERACTIVE INTELLIGENCE

SEPTEMBER 2002

INTERACTION CENTER 2.X SYSTEM ADMINISTRATION

GENESYS | INTERACTIVE INTELLIGENCE

APRIL 2000

MICROSOFT CERTIFIED PROFESSIONAL + INTERNET

MICROSOFT, LICENSE B107-6157

APRIL 2000

MICROSOFT CERTIFIED SYSTEMS ENGINEER

MICROSOFT, LICENSE A052-1755

JANUARY 1999

MICROSOFT CERTIFIED PROFESSIONAL

MICROSOFT, LICENSE A052-1756

EDUCATION

APRIL 1995 – DECEMBER 1996

INTERN, VICTORY INDUSTRIES, INC.

I assisted in the daily administrative functions of the office including accounting, logistics and planning. During this time, I also learned more about troubleshooting and repair of PCs and business equipment, as well as basic networking and configuration.

APRIL 1995

HIGH-SCHOOL DIPLOMA, MORNINGSTAR CHRISTIAN ACADEMY

I earned Who's Who Among America's High School Students during my junior and senior year as well as maintaining honor roll throughout.