

# Joseph J. Martin

(252) 412-4100 | joseph@josephjmartin.com | LinkedIn.com/in/joseph-j-martin | Greenville, NC

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Dedicated IT professional and business owner with a proven track record and more than three decades of experience providing comprehensive managed IT support, network management, security solutions, VoIP, business continuity, and cloud solutions to SMB clients. Skilled in service delivery, problem-solving, talent acquisition, and project management. Strong communication and client relation skills built on years of satisfied customers, referral-based projects, and new business acquisition campaigns. Committed to executing high-quality and cost-effective solutions to meet the unique needs of each client. Seeking remote management position with a company that is committed to providing outstanding service and driving business growth.

## Professional Experience

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### Carolina IT Group

Greenville, NC

Owner

January 2000 - Present

Founded Carolina IT Group to provide IT services for regional SMB clients, directly leads a full team of staff in supporting clients with managed IT support, information security, email services, VoIP, business continuity, and cloud solutions.

- Oversaw all stages of growth throughout the company's existence, personally leading business development, marketing, and sales discussions, revenue growth, as well as owning all project delivery, services, and support until hiring actions became possible.
- Developed and managed projects using various methodologies and toolsets while maintaining set timelines and budgets. Succeeded by hiring and leading the right talent along with effective communication.
- Built a committed team of IT professionals, sourcing, hiring, and leading a nimble group of IT technicians, support specialists, and back-office team members focused on business operations and accounting to support the business's growth.
- Increased small to mid-sized businesses (SMB's) productivity by assessing workflows and implementing new systems that immediately delivered savings of hundreds of thousands of dollars in cost savings from reduced headcount.
- Deployed and implemented critical platforms to protect business assets and IT security to include cloud services, Governance, Risk & Compliance (GRC), Information Security policy, BIA, BCP, DR programs, and security information event monitoring (SIEM).
- Continue to deliver cost savings and operational efficiencies through client quarterly business reviews, delivering custom solutions, consulting on best practices, and working with SMBs to educate and adopt new technologies.
- Provides customer centric services, growing to an active management of 1000+ workstations; configure, maintain, and monitor 25+ servers for variety of regional SMB clients.
- Maintains fully operational status for client's connectivity, networks, data, and application servers ensuring a 100% up time by using network and system monitoring tools such as SolarWinds, Nagios and Spiceworks Network Monitor via SNMP.
- Collaborates directly with vendors and subcontractors to support additional services including, negotiation for all rates and terms for specialized skill sets include level 3 admins, system programmers, and project management.

### Additional Experiences:

First South Bank: Information Systems Manager (2000 - 2001)

IBM: Level 2 Tech at eServices Division (1998 - 2000)

Systematic Solutions: Owner/Operator (1995 - 2000)

Computer Land: Computer Technician (1995 - 1996)

US Navy: Electronics Technician (1989 - 1995)

## Education

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I took a more direct approach to education after the Navy. I sought out the best teachers and mentors to learn the technical and business skills I needed to succeed. Reading hundreds of books, taking advanced courses, hiring consultants and coaches, and applying everything I learned.

### Pitt Community College

Electrical and Electronics Engineering Program

Winterville, NC

1987 - 1989

## Skills

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Experienced IT Management / IT Project Management / Information Security and Governance / NIST Cybersecurity Framework / PCI / HIPPA / GDPR / Sarbanes-Oxley Compliance / Microsoft Azure / Google Workspace / G Suite, Microsoft Windows Server (NT-2019), Active Directory / Group Policy, VMWare vSphere / Hyper V / Proofpoint / Email Security platforms, Veeam / Disaster Recovery Backup Solutions, CentOS Linux, Varonis Monitoring Platform, SonicWall / Sophos / Fortinet / Meraki / Ubiquiti Networking / VoIP PBX / Microsoft 365

## Certifications and Trainings

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**Technical:** A+, Network+, Security+, Microsoft MCSE Training

**Project Management:** CompTIA Project+ (in progress), Project Management Professional (in progress)