

Tim Martin

tim@timothymartin.net | (847) 532-4649 | Chicago, IL | linkedin.com/in/tmartin-chicago

WORK EXPERIENCE

Union One

Aug. 2022 – Present

Director of Information Technology

Lake Barrington, IL

- Built and scaled the company's first in-house IT department from a solo administrator supporting 30 users to a 4-person team (hardware specialist, two developers, AI/lead engineer) supporting 60+ users across all enterprise systems
 - **Key Results:** Eliminated \$80–90K/year MSP contract, reduced operational waste by ~25%, and enabled company to double in size without system failure or operational breakdown
- Architected enterprise infrastructure overhaul: hypervisor upgrades, physical-to-virtual migrations, network modernization, and full backup redesign replacing a failing Barracuda appliance with Veeam and immutable S3 replication
- Developed and maintained automation scripts in PowerShell and Bash for system provisioning, user onboarding/offboarding, backup validation, and infrastructure monitoring workflows
- Originated and led enterprise AI initiative, designing on-prem GPU compute environment powering real-time call transcription (FastWhisper) and sentiment analysis (tuned Mistral) now used by 10 executives for performance analytics — replacing the equivalent output of ~10 FTE reviewers
- Migrated CRM access from Parallels to Microsoft RemoteApp, saving ~\$15K/year and improving uptime for systems handling 75% of daily workflows
- Led SOC I → SOC II Type II compliance progression; delivered the most evidence submissions of any department and set company record for fastest audit completion — zero overages, first-time pass after years of audit failures under prior MSP
- Designed and executed full IT buildout for two office suites (2,000 + 1,500 sq ft): structured cabling, network layout, 60-camera VLAN-isolated surveillance system with 80TB retention, and HID/Brivo physical access control
- Manage \$250K annual IT budget and 30+ vendor relationships; negotiate contracts for fiber, SD-WAN, MFP, security, and physical access providers
- Authored and maintain company-wide Acceptable Use, Data Security, Email, and IT Governance policies; led incident response including surprise offboarding and account compromise remediation with zero ransomware events under tenure

Penrose Automation

2021 – 2022

Owner/Operator

Lake in the Hills, IL

- Operated independent technology consulting practice serving residential and commercial clients across smart home, networking, surveillance, and POS system deployments
- Designed and executed a 50-camera commercial surveillance installation across a full warehouse facility as a solo operation over a 9-week timeline while the facility remained fully operational
- Transitioned to full-time Director role at Union One after building the practice to consistent five-figure monthly revenue

Winco Plastics

2020-2021

Operations Director

Lake in the Hills, IL

- Directed operations and technology systems for a high-volume plastics recycler processing millions of pounds of material monthly during a major facility expansion doubling square footage
- Implemented warehouse logistics framework including FIFO analysis, storage layout optimization, and material flow planning for the expanded facility
- Secured \$100K in energy efficiency lighting through ComEd incentive programs, fully offsetting upgrade costs
- Managed facilities systems including industrial equipment troubleshooting (Lindner grinding systems), 40-camera PTZ surveillance deployment, and IT support for a 10-person staff

Bradford-Scott Data Corporation

2018-2020

Hardware Engineer Tier I

Fort Wayne, IN

- Provided systems administration and end-user support across MSP client base including Windows Server configuration, RHEL management, VPN deployment, and full-stack hardware troubleshooting
- Led project operations for fleet onboarding: workstation imaging, server deployment, printer configuration, and hardware provisioning across client sites
- Supported MSP and SaaS operations for Sharetec, a core banking platform serving credit unions nationwide, within a 120-employee organization

EDUCATION

Vincennes University - Associate of Science

Graduated 2017

Associate of Science, completed through East Allen University early-college program

Fort Wayne, IN

- **GPA: 3.4/4.0**

TECHNICAL PROFICIENCIES

- **Scripting & Automation:** PowerShell, Bash, Python; automation of provisioning, configuration management, and operational workflows
- **Systems & Infrastructure:** Windows Server, Linux (RHEL, Debian/Ubuntu), Hypervisors: Proxmox & Hyper-V, Active Directory, Entra ID, Microsoft 365, DNS/DHCP, Group Policy, Intune/Autopilot
- **Networking & Security:** SD-WAN, VPN, VLAN segmentation, firewall management, structured cabling, performance monitoring, DNS/DHCP, HID/Brivo access control
- **Backup & Disaster Recovery:** Veeam, S3 immutable replication, high-availability architecture, backup validation and testing
- **Operations & Frameworks:** Asset lifecycle management, RMM platforms, SOC II evidence collection, vendor management, fleet imaging and deployment, incident response, policy authorship
- **AI & Compute:** On-prem GPU infrastructure (Puget Systems), FastWhisper, Mistral, Linux-based ML deployment