

Experience

Lifetime Products

2005 - Present

Web Systems Architect, Webmaster, Senior Web Developer

- Implemented proactive security measures, including regular inspection and maintenance of server logs, server and firewall monitoring, and enforcement of best-practice security protocols, resulting in a significant reduction in vulnerabilities and threats.
- Conducted daily server checks and monitoring of Windows, IIS, SQL, and firewall administration, ensuring the security and stability of the system.
- Led the development and implementation of architecture strategies for mobile and web projects, coordinating technology patterns and feature adoption across product lines.
- Provided leadership in all areas of the development process, including development standards and practices, system architecture and design, functional and technical design and implementation, and unit and regression test design.
- Formulated and drove best practices around JavaScript, HTML, CSS, and frameworks, ensuring consistent and high-quality code across projects.
- Led and provided technical guidance in process development projects, contributing to the improvement of business systems and workflows.
- Acted as a subject matter expert on HTML5 and CSS3, conducting research, sharing knowledge, vetting practices, and mentoring others on best practices in these areas.
- Ensured consistency and clarity in all communications, avoiding jargon and industry-specific terms.
- Proofread all official documentation and materials to ensure accuracy, professionalism, and error-free presentation.

Redoubt Solutions, LLC

2018 - PRESENT

Chief Solutions Officer, Owner/Operator

- Designed and implemented customized "work from home" multi-monitor workstations, catering to the specific needs of remote workers and enhancing productivity.
- Developed and deployed comprehensive "school from home" workstations and solutions for families with multiple children, ensuring seamless remote learning experiences.
- Upgraded wired and wireless networking infrastructure for families and small businesses, optimizing connectivity and enabling efficient remote operations.
- Provided custom solutions in the cryptocurrency mining domain, building Ethereum and Monero mining rigs tailored to clients' requirements.
- Engineered and built multi-tuner Plex media servers with 50TB redundant NAS or Unraid storage, delivering high-performance media streaming solutions.
- Designed and constructed custom gaming rigs, meeting the unique specifications and preferences of gamers.
- Deployed custom Wi-Fi networks, ensuring reliable and high-speed connectivity in residential and commercial settings.
- Implemented multi-site, custom wireless network deployments, extending network coverage across multiple locations over a mile apart.
- Deployed Wi-Fi mesh systems to cover large and challenging residential areas, ensuring seamless connectivity throughout the premises.
- Installed, configured, and maintained various security packages to safeguard websites, networks, and WordPress installations.
- Coordinated and provided personal security details for high-value assets and personnel, ensuring their safety and protection.
- Rapidly developed and deployed web solutions for individuals, including politicians, special interest groups, and community events, enabling effective online presence and engagement.
- Implemented smart home solutions using technologies such as Home Assistant, Tasmota, ESP Home, ESP 8266, ESP32, Unifi Protect, LIFX, TP-Link Kasa, Google Home, Google Assistant, Alexa, IFTTT, WeMo, Ring, EcoBee, Rachio, Nest Learning Thermostat, Nest Protect, Nest Hello, Kwikset Kevo, Kwikset Halo, Nest x Yale Lock, Liftmaster, Chamberlain, Bluetooth/BLE, Mosquito MQTT, EMQx MQTT, Zigbee, and ZWave.

United Precious Metals Association

2015 - 2021

Board of Directors

- Provided strategic leadership and governance as a member of the Board of Directors for the United Precious Metals Association from 2015 to 2021.
- Conducted, managed, and controlled the affairs and business of the Association in strict adherence to laws and governing documents, ensuring compliance and ethical practices.

- Established and disbanded committees as necessary, appointing and removing members to ensure effective decision-making and representation.
- Collaborated with fellow board members to develop and implement strategic initiatives, resulting in increased member engagement and organizational growth.
- Maintained clear and concise communication with stakeholders, conveying complex information in a manner easily understood by all.
- Ensured consistency and professionalism in all official documentation and communications, avoiding jargon and industry-specific terms.
- Diligently proofread all materials to ensure accuracy and clarity, presenting a polished and error-free image of the Association.
- Consistently demonstrated a commitment to the Association's mission and values, actively contributing to its success and reputation.

Pocketnow

2010 - 2017

Senior Editor, Journalist, Tech Evangelist

- Served as a Senior Editor, Journalist, and Tech Evangelist for Pocketnow.com, specializing in Android-related content and contributing to various sections such as How-To, News, Hardware and Software Review, and Speculative articles.
- Authored informative and engaging articles on applications, operating systems, hardware, and cellular carriers, providing valuable insights and analysis to readers.
- Produced high-quality HD videos, scripting, shooting, and editing content for inclusion in articles and on the Pocketnow YouTube Channel, enhancing the multimedia experience for readers and viewers.
- Maintained a consistent and professional writing style, ensuring clarity and conciseness in all articles and videos.
- Stayed up-to-date with the latest trends and developments in the tech industry, conducting thorough research to provide accurate and timely information to readers.
- Collaborated with cross-functional teams, including writers, editors, and video producers, to ensure seamless integration of content across various platforms.
- Proofread all articles and videos, meticulously checking for errors in grammar, spelling, and factual accuracy.
- Demonstrated a strong understanding of smarthomes, privacy, and security, producing insightful content that educated and informed readers on these important topics.

Totally Awesome Computers

2001 - 2005

Manager: Regional, Returns, Production, Store, Technical Support

- Balanced staffing needs among stores in the Northern Sales Region as Regional Manager, ensuring optimal resource allocation and maximizing operational efficiency.
- Conducted audits of returns (RMA) processes, resulting in the discovery of a missing \$150K inventory. Improved processes and forms, reducing inventory to \$30K with a turn-around time of two weeks. Implemented tightened troubleshooting methodologies, reducing unnecessarily RMA'd items.
- Managed store and production (assembly line) operations and staff as Store Manager, ensuring smooth daily operations and maintaining high levels of customer satisfaction.
- Successfully collected over \$30,000 in 60-90 day past-due accounts receivable, demonstrating strong financial management skills.
- Provided PC technical support for out-of-state customers as Technical Support Manager, resolving technical issues and ensuring customer satisfaction.
- Handled packaging, shipping, and shipment insurance claims, ensuring the safe and timely delivery of products to customers.
- Established protocols and procedures for the newly created Technical Support department, improving efficiency and standardizing processes.
- Maintained consistent formatting and tense usage throughout the section, enhancing readability and professionalism.
- Proofread all official documentation and materials, ensuring accuracy and error-free presentation.

ABC Office

2001 - 2001

Web Services Manager & Senior Web Developer

- Successfully managed web services and led a team of developers, achieving significant improvements in website performance and user experience.
- Reduced aggregate website load time by over 90 minutes, resulting in an average page load time of 3.6 to as much as 45 seconds.
- Identified and corrected errors in markup, ensuring proper rendering of web pages on various web browsers and improving overall website functionality.
- Implemented a B2C shopping cart solution across the primary website, consisting of approximately 15,000 pages, within a tight deadline of 90 days.
- Collaborated with cross-functional teams to ensure seamless integration of the shopping cart solution, enhancing the website's e-commerce capabilities.
- Maintained clear and consistent communication with stakeholders, providing regular updates on project progress and addressing any concerns or issues promptly.

- Ensured accuracy and professionalism in all documentation and reports, proofreading them meticulously to eliminate errors and inaccuracies.
- Demonstrated a proactive approach to problem-solving and continuous improvement, staying updated with the latest web development technologies and best practices.

BOWG Advertising

1999 - 2001

Interactive Technology Director

- Led the development of interactive websites, web "pods", and other digital projects for a diverse range of clients, ensuring high-quality deliverables and client satisfaction.
- Managed the Quality Control Department, implementing rigorous quality control measures to maintain the highest standards of work.
- Spearheaded the Digital Signature Initiative, streamlining the process of obtaining legally binding signatures on documents, resulting in faster turnaround times and improved efficiency.
- Collaborated with cross-functional teams to design and implement innovative interactive solutions, leveraging cutting-edge technologies to enhance user experience and engagement.
- Maintained clear and concise documentation throughout the development process, facilitating seamless knowledge transfer and ensuring consistent and accurate project execution.
- Utilized project management methodologies to effectively manage timelines, resources, and deliverables, consistently meeting project milestones and client expectations.
- Implemented best practices in web development, ensuring clean, efficient code and adherence to industry standards.
- Regularly sought opportunities for professional growth and development, staying updated with the latest trends and advancements in interactive technology.

lomega

1996 - 1999

KnowledgeBase Administrator

- Supervised and led the Automated Support Group of the Customer Satisfaction Department at lomega, driving the successful implementation of the KnowledgeBase Initiative.
- Designed and maintained the award-winning lomega global customer support website, ensuring optimal page presentation, placement, display, site navigation, and graphics.
- Spearheaded the development and execution of the KnowledgeBase strategy, resulting in improved customer satisfaction and reduced support ticket resolution time.
- Implemented two iterations of the KnowledgeBase system, incorporating user feedback and continuously improving its functionality and usability.
- Collaborated with cross-functional teams to gather and organize relevant information, ensuring the accuracy and comprehensiveness of the KnowledgeBase.
- Regularly updated and maintained the KnowledgeBase, ensuring that it remained up-to-date with the latest product information and support resources.
- Communicated effectively with team members and stakeholders, avoiding technical jargon and ensuring clarity in all communications.
- Diligently proofread all website content and documentation, ensuring accuracy, professionalism, and error-free presentation.

Prodigy

1994 - 1995

Account Manager & Escalations Technician

- Served as a liaison between first/second level technicians and Research & Development, effectively communicating technical issues and facilitating problem resolution.
- Designed and prototyped a departmental intranet/KnowledgeBase, streamlining information sharing and improving efficiency within the organization.
- Handled escalations from Level customer support technicians, resolving complex issues and ensuring customer satisfaction.
- Conducted employee training sessions, equipping team members with the necessary skills and knowledge to excel in their roles.
- Led the "Hearing Impaired" support group, providing assistance to customers using TDD/TTY terminals and Relay Operators, ensuring equal access to services.
- Maintained consistent and clear communication with both technical and non-technical stakeholders, avoiding jargon and industry-specific terms.
- Proofread all official documentation and materials, ensuring accuracy and professionalism in all communications.
- Demonstrated strong leadership skills and a commitment to continuous improvement, contributing to the overall success of the organization.

Education

Microsoft

June 2021

Microsoft Azure Data Fundamentals

Virtual Training Day 1 and Day 2

PluralSight

2021 - ongoing

Continuous Learning

Creating Security Baselines in Microsoft Azure by Neil Morrissey (in progress)

Ethical Hacking: Social Engineering

Security Management

Investigations and Incident Management

Weber State University

Bachelor of Science, Information Systems & Technology

Goddard School of Business and Economics, AACSB International Accredited

Associate of Arts, Information Systems & Technologies

Associate of Science, General Studies

Layton High

High Honors Diploma, 3.72/4.0 cumulative GPA

Co-Chair of "Publications & Desktop Publishing Committee" for the Future Business Leaders of America Club (FBLA)

"Science, Technology, & Environment Club" (STEC) member

Varsity Letter, Co-Ed Competitive Swimming

Excellence in Art Award

Skills

System Administrator

Windows Server, Microsoft Internet Information Services, Microsoft SQL Server.

ASP.Net, .Net Core, Windows Firewall. C#, ASP.NET, .Net MVC, Razor, HTML, CSS, JavaScript, Bootstrap, T-SQL, batch files, FTPS/SFTP.

Apache, Tomcat, MySQL, EMQx MQTT.

Backup and disaster recovery strategies.

Encryption Technologies: SSL, TLS, PGP, CSRs, x.509, YubiKey, MFA/2FA, Authenticator apps, OTP.

HTML5 & CSS3 Subject Matter Expert

Research, prototype, vet, and deploy web solutions using industry best practices utilizing HTML5, XHTML, CSS3, SEO, and Social Network strategies.

Mentor others on industry best practices.

Networking: Wireless, Mesh, & Wired Ubiquiti LTU/AirMax (AP, CPE, Management): UNMS/UISP, UCRM, NanoBeam, LiteBeam, U-Installer, AirGrid, PoE injectors (passive), 802.11af, Ethernet Surge Protector (lightning suppressor).

Ubiquiti UniFi: UniFi Security Gateway, UniFi Switch 8-60W & 24 & 48, UniFi AP Lite, UniFi AP In-Wall, CloudKey, PoE injectors (passive), 802.11af.

General Networking: Switches, Managed Switches, Routers, Mesh Nodes, Patch Panels, Terminating CAT5/5E/6, pulling cables.

HAMnet: AREDN, Broadband HamNet.

ASP.NET, .NET MVC, Razor, MS SQL, C#, Azure DevOps, SSL, TLS

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References

Representative Karianne Lisonbee, Utah House of Representatives

+1 (801) 696-8290

Brady Jugler, President, NCAT Solutions

+1 (801) 710-5055

Stuart Baker, BI Developer (10 years), Lifetime Products

+1 (435) 764-7149, stubakers@gmail.com

Phill Wright, Vice President, Entrata

+1 (801) 540-3598

I have known Joe Levi for several years. We have worked together in political and community associations. Joe is honest, hardworking, dependable, extremely intelligent and forward thinking. He is a problem solver, a great listener, an articulate communicator, and a man of unquestionable character and integrity. Without any reservation, I highly recommend him to any company.

Dell "SUPERDELL" Schanze, Entrepreneur

Joe Levi has won my "Personal Hero of the Day" award in recognition of his hard work and for his Totally Awesome attitude.

Mark Houskeeper, Owner, MagHolder LLC

Joe quickly identified the issues and needs of my growing company and designed and executed effective solutions. His grasp of technology and the customer-facing aspects of the business were expert and he offered tremendous value to my company and contributed to its growth.

Carl Albright, Owner, GunDudes LLC

I was very pleased with the work Joe Levi did for me and my company. He went above and beyond for us by bringing different views and ideas that we were able to implement that we had not thought of ourselves.

Eric Weight, Managing Partner

Joe Levi as an outstanding candidate for employment with your company. While employed at B/O/W/G Advertising, Joe was very consistent in his dedication and commitment to our company. He performed his job responsibilities admirably and competently. He was very proficient in his technical skills and was able to identify many new opportunities to improve our technical processes.

Janice Legler, State Central Committee, Utah Republican Party

As a member of the State Central Committee of the Utah Republican Party and the Executive Committee of the Davis County Republican Party, I have worked closely with Joe Levi. The things that stand out to me about Joe are his absolute integrity and his willingness to work hard and do the best job possible. I highly recommend him.

Brad Hintze, Senior Director

Joe Levi was a terrific manager while at Totally Awesome Computers. His management skills were outstanding in interactions with customers and employees. Joe was always ready for a challenge and frequently exceeded expectation. While at Totally Awesome he worked in many capacities and excelled in each. In one capacity, as RMA manager, he dropped the RMA inventory by 50% and turned over \$50,000 in damaged inventory into usable inventory in one month. The processes and policies he began while in that position saved the company many thousands of dollars every month.

Bruce Hacking, Chief Financial Officer

Joe Levi was an incredible part of the TAC team. He excelled above and beyond in everything he touched. Not only would Joe complete an assigned project perfectly, but he would improve the way it was to be done the next time. Joe was great at being detailed and organized. He was fun to work with and in my opinion was underutilized. I would hire Joe again because of his expertise, willingness to learn, ability to excel, and great attitude.

Bryan Hadlock, Mobile App & AI Developer

Joe is the go to guy for all things HTML and CSS, and he loves to teach people what he knows. He is passionate about technology and is always trying out new things. Joe believes in other people and helps them attain their goals. I credit him with my success in mobile development.

Brett Clyde, Senior Database Administrator

As Joe Levi's colleague in the MIS department at Lifetime Products I saw his talent for web development first-hand. Joe is quick to find technologies that deliver results to his customers and is personable and friendly with them. I can also vouch for work Joe has performed on the IS&T department website for Weber State University. Joe is able to work under difficult conditions to achieve a quality product his customers are happy with.

Terry Musser, Manager

Joe Levi was a take-the-bull-by-the-horns, no-nonsense co-worker. I really enjoyed the time we worked together and hope to have the opportunity again in the future. He always jumped in with both feet and had an excellent attitude. He would be an asset to any organization fortunate enough to hire him.

Mike Dopp, Systems Administrator

Joe Levi is a detailed oriented individual with a keen eye on the future of web development as well as all things tech. Joe has great communication skills and knows how to keep on a project until complete. Joe grasps old and new technologies quickly and is not afraid to face a challenge. Challenges are not only a learning experience but found a as a great adventure. The knowledge and skills Joe has makes him a perfect candidate for any position he gets the opportunity to tackle.

Duane Koford, Senior Systems Administrator

Joe Levi is passionate about Web technology. He studies and knows how to implement websites that are standards compliant and cross-browser consistent. Joe has an understanding of CSS and other markup that is encyclopedic in breadth and depth. He puts effort into continually updating his skills and knowledge.

Rick McMullen, Manager

I had the pleasure of working with Joe Levi while at Totally Awesome Computers. Joe has always been organized and task oriented. He has great follow through and knows how to get things done. He has great time-management skills and always is thinking outside of the box. If there is anything you need that Joe fits the bill for then do not hesitate in asking him to work on your project. I hope that I will have the opportunity to work with him again.

Bruce Hunt, Senior Project Manager

I have known Joe Levi for the better part of eight years and have followed his career for about the last five years. Not only do I consider him as a friend but I recommend him professionally.

Recent Reading

Ghost in the Wires: My Adventures as the World's Most Wanted Hacker, Kevin Mitnick

Would You Watch Out For My Safety?: Helping Others Avoid Personal Injury, John W. Drebing Jr.