

Kenneth Doerhoff

Senior IT Leader | Infrastructure, Security, and AI Integration
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Professional Summary

Senior IT leader with 20+ years experience in manufacturing, healthcare, MSP and hospitality. Known for stabilizing high-stakes environments, modernizing legacy systems, and pragmatic workflows (including local LLM/RAG pilots). Successfully managed large cross-functional teams across multiple industries and was instrumental in starting and growing a Managed Service Provider from the ground up. Cleared to work under ITAR and comfortable with customer-facing work and remote teams. Looking for a fully remote role where I can lead, mentor, and drive measurable outcomes.

Core Skills

- **Leadership Client:** Team leadership, roadmap ownership, stakeholder comms, incident command
- **Security Compliance:** ITAR, IAM, firewalls, DR planning, backup strategy (0 RTO/RPO targets when feasible)
- **Infra Systems:** Windows Server (2025, 2022, 2019, and older), Linux Servers (Red Hat, Ubuntu, BSD), Active Directory, LDAP, VMware, VPN, NAS, monitoring alerting
- **Networking:** LAN, WAN, DNS, DHCP, site moves, datacenter transitions
- **Network Hardware:** Managed switches, Cisco switches and endpoints, multi-site dedicated VPNs
- **Email Systems:** Microsoft Exchange, Postfix, Office 365 administration, Copilot integration
- **Automation Dev:** PowerShell, C#, SQL, basic Python; reporting ETL; Unity for tooling and prototypes
- **AI Ops:** Local LLM hosting, RAG experiments, workflow automation

Experience

IT App Developer II

Corning Incorporated — Canton, NY

Oct 2023 – Aug 2025

Supported mission-critical manufacturing systems for multi-million-dollar glass boule production in a highly customized Oracle environment. Maintained ITAR compliance and passed a background check to work on sensitive projects.

- Supported 24/7 manufacturing systems for glass boule production in a custom Oracle environment while maintaining ITAR requirements.
- Partnered on Oracle→SAP migration: triaged data defects and refactored apps to reduce production impact (documented 0 unplanned downtime during my on-call windows).
- Improved reporting and inventory support; introduced small automation to reduce manual steps (e.g., scripted extracts, health checks).
- Participated in AI integration workgroups; conducted local LLM tests to accelerate internal troubleshooting notes.

Technical Lead

Converge Technology Solutions (Remote)

2022 – 2023

Promoted after ProServ's acquisition to manage an expanded client portfolio while driving technical strategy, operational improvements, and client satisfaction in a fully remote environment.

- Following ProServ acquisition, led a larger client portfolio and set technical direction for tooling migrations and service reliability.
- Ran cadence reviews with clients to prioritize tickets, align roadmaps, and retire legacy systems; coordinated incident response for high-impact issues.
- Invent AI automation to streamline intake, knowledge capture, and reporting.

Tier 3 Support Specialist

ProServ — Vicom Computer Services, Farmingdale, NY

Apr 2018 – May 2022

As one of the pioneering employees at Proserv, my role was instrumental in setting up foundational support systems, leading critical operations, and maintaining strong relationships with a diverse portfolio of clients, including PJ Mechanical, Cambridge, Nano Diagnostics, and hundreds of others.

- Early employee helping bootstrap processes, hired and trained Tier 1, 2, and 3, and built and maintained standardize runbooks.
- Owned client relationships (onboarding, offboarding, weekly health checks, roadmap guidance).
- Contained a ransomware event during COVID with **zero downtime** and full restoration from protected backups.

Network Administrator

Cendyn (formerly Open Hospitality)

2006 – Feb 2018

Sole IT Specialist for Open Hospitality prior to acquisition by Cendyn, managing the complete network infrastructure, servers, and security for both office and production environments. Supported high-profile hotel clients and ensured system stability in multiple locations.

- Sole in-house IT lead (pre-acquisition) across office and production: networks, servers, security, and client-facing systems.
- Directed four office moves and two datacenter transitions while maintaining uptime through planned cutovers (including during Hurricane Sandy).
- Built monitoring alerting; Managed AD, VMware, VPN, NAS, FTP; Managed email, web, SQL, and backups with BDC redundancy.

IT Support Technician

Jeppesen — New York, NY

2004 – 2005

Provided critical IT support for Jeppesen's flight tracking systems in New York, ensuring constant uptime for applications and infrastructure that directly impacted airline operations. Worked in a high-pressure environment where system reliability was essential to prevent grounded flights.

- Supported mission-critical flight tracking systems covering plane routes, pilot schedules, crew assignments, and fuel requirements.
- Maintained and monitored a customized UNIX environment, resolving issues to keep operations running smoothly.
- Performed regular backups and restorations, safeguarding data integrity during incidents.
- Improved internal network performance by revamping support processes and optimizing infrastructure.
- Proposed and implemented solutions to three major system issues, saving the company thousands of dollars.
- Delivered end-to-end technical support, from issue identification through resolution, with minimal operational disruption.

IT Consultant Multiple Clients (NY Blood Center, Clifford Chance, KeySpan, NY Presbyterian, Roosevelt Hospital, UFT Teacher Center, Dell)

2002 – 2004

Operated as a trusted consultant for multiple clients across various industries, regularly deployed on high-priority assignments. Known for stepping into complex, high-visibility projects and delivering results under tight deadlines.

- Brought in as a trusted 'hired gun' for contracting companies, deployed to client sites whenever there was a high-stakes project or critical issue.
- Frequently led major deployments, migrations, and incident recovery efforts.
- Notably, during a large-scale rollout for the New York Blood Center, leadership refused to work with any other contractor lead, requesting me exclusively to manage the project.
- Led refreshes and mass deployments (e.g., 8,000 systems across hospitals); authored repeatable process docs and trained tech teams.
- Managed vendor liaison work at NY Blood Center; coached technicians on deployment best practices for a major computer deployment.

Selected Projects

- **Local AI RAG:** Prototyped local LLM server with retrieval to accelerate troubleshooting and SOP drafting.
- **MMORPG Prototype:** Unity C# gameplay systems, lightweight AI behaviors, and basic multiplayer servers.
- **3D Printing Lab:** Networked printers with status telemetry for queue visibility.
- **Home Automation:** Secure IoT build-out with role-based access and audit trails.
- **Historic Property Restoration:** Tech-enabled restoration planning for an 1836 Victorian home.

Education Certifications

- B.S., Electronic Engineering — Linn State Technical College
- CompTIA A+
- Additional coursework in security, AI and networking