JASON C. TARSI

Belvidere, NJ | (908) 552-1657 | jason.tarsi@gmail.com
https://www.linkedin.com/in/jasontarsi/ | https://www.jasontarsi.com

Qualifications Summary

"16+ Years of Proven Expertise: Driving Advanced Technology Solutions, Inspiring Teams, and Delivering Technical Excellence, Business Value, and Customer Success."

Accomplished IT Professional and trusted advisor, renowned for architecting innovative cloud solutions that accelerate business outcomes. Repeatedly exceeds KPIs for on-time, on-budget delivery, and 98%+ customer satisfaction. Skilled in guiding enterprises through technology transformations. Subject matter expert across cloud, integration, security, and data. Leading high-performing teams to design cutting-edge architectures, implement them smoothly, and enable customers' strategic goals. Equipped with a Bachelor of Science (B.S.), in Cloud Computing, 10+ certifications, and mastery of the latest and mastery of the latest AWS, industry, and technology standards. Driven by continuous improvement and a growth mindset.

MILESTONES/ACCOMPLISHMENTS

- Drove digital transformation and adoption of innovative technologies across public safety organizations, leading to enhanced emergency response capabilities and multi-agency coordination.
- Directed successful infrastructure modernization and systems integration, exemplified by the 911 Center Modernization, enhancing efficiency, resilience, and data sharing.
- Established influential partnerships with regional government leaders and executives as a trusted advisor harnessing technology to drive mission impact, resulting in a marked increase in operational efficiency.
- Acquired extensive expertise in voice, video, and data communications platforms, managing critical systems essential for the operations of police, fire, and EMS agencies – serving a combined population of over 109,000.

Skills

CORE COMPETENCIES: Consulting | Solution Selling | IT Leadership | Microservices Architecture Design | Technology Solutions Delivery | Project Management | Emerging Technology Trends | Architecture Governance and Compliance | Risk Management | Technical Integration | IT Asset Management | Compliance | Continuous Improvement | Strategic Planning | Problem-solving | Data Analysis | Stakeholder Management | Cross-functional Team Collaboration | Communication (Written/Verbal/Executive-level Reporting)

TECHNICAL/SOFTWARE: Amazon Web Services (AWS) | SQL | Python | PowerShell | Cloud Security | Cloud Computing | Cybersecurity | Cloud-Native Architecture | Solutions Architecture | IT Application | Web site/services operations, management, security | Systems Administration | Systems Architecture | Infrastructure/Network Architecture | IP Networking | Data & Analytics

Work Experience

Warren County Department of Public Safety, Washington, NJ   **11/2007 - Present**
IT DIRECTOR/COMMUNICATIONS MANAGER
TECHNICAL SERVICES SUPERVISOR
SUPERVISING PUBLIC SAFETY TELECOMMUNICATOR
PUBLIC SAFETY TELECOMMUNICATOR

Progressing and promoted several times as a result of solid leadership capabilities, technical expertise, and track record optimizing processes and ensuring infrastructure reliability. Leading and monitoring the performance of staff/teams per KPIs/OKRs.

IT DIRECTOR/COMMUNICATIONS MANAGER:

- Steered a high-performing team of 5+ technical professionals, spearheading outstanding results in infrastructure management, cybersecurity, and application support – improved the organization's capabilities and operational efficiency.
- Led development of strategic technology roadmap aligning IT initiatives with the department's short and long-term goals, resulting in $100,000 in cost avoidance annually.
- Slashed cost by 45% by orchestrating the upgrade/migration of legacy systems and data to a geo-diverse virtual environment.
- Reduced incident response time by 20% via the rollout of an integrated, real-time communications platform, seamlessly integrating voice, multimedia, and data communication systems.
- Achieved 100% regulatory compliance with industry standards and government regulations by partnering with external stakeholders, vendors, and regulatory bodies in coordinating cybersecurity, disaster recovery, and systems audits.

TECHNICAL SERVICES SUPERVISOR:

- Supervised Technical Services staff, ensuring seamless repair and maintenance of radio, phone, and site equipment for Warren County's 911 Center, Fire Academy, and Office of Emergency Management – boosted radio network uptime to 99.9%.

- Reduced equipment downtime by 75% by providing preventive maintenance services/radio programming across 3 facilities.
- Spearheaded the expansion and integration of Warren County's Public Safety Radio Network, facilitating access for mutual aid agencies and incorporating new technologies, leading to a 20% increase in network coverage and capabilities.
- Led the Mobile Field Communications and Command unit enabling on-scene emergency coordination for fire, police, and EMS incidents – slashing incident response time by 45 min.
- Supported the IT Team in troubleshooting, maintaining, and upgrading various computer systems throughout the Department of Public Safety – delivering 99.95% system availability across departments.

SUPERVISING PUBLIC SAFETY TELECOMMUNICATOR:
- Led teams of up to 10 telecommunicators, optimizing workload distribution and improving emergency call handling by 15%.
- Ensured 100% protocol adherence by developing enhanced training and auditing procedures.
- Streamlined dispatcher testing and onboarding, reducing training time for new hires by 30%.
- Handled 2,500+ emergency calls annually with 100% accuracy in a computer-aided dispatch system.
- Automated notifications for critical incidents, reducing notification times by 50% across the command chain.

PUBLIC SAFETY TELECOMMUNICATOR:
- Maintained exceptional accuracy in accepting and routing incoming emergent and non-emergent calls for service, achieving a 99.5% error-free rate in entering information into the Computer Aided Dispatch system.
- Supported training program overhaul, helping cut onboarding time for new hires by 35%.
- Improved contract information/database accuracy by conducting outreach to hundreds of businesses and property owners – led to a 30% improvement in emergency response efficiency.

Earlier Roles

Per-Diem Emergency Medical Technician, Lopatcong Emergency Squad, Phillipsburg, NJ	09/2015 - 11/2019
Per-Diem Emergency Medical Technician, Whitehouse Rescue Squad, Readington, NJ	09/2013 - 01/2016

Education

Bachelor of Science, Cloud Computing, Western Governors University, Salt Lake City, Utah	06/2023

- Received the Excellence Award in Technical Communication

Certifications

For the full list see *LinkedIn certifications section*

(ISC)^2 Certified Cloud Security Professional	05/2023 - Present
AWS Certified Solutions Architect - Associate	04/2023 - Present
Microsoft Certified: Azure Administrator Associate	01/2023 - Present
Microsoft Certified: Azure Developer Associate	06/2023 - Present
AWS Certified Cloud Practitioner	05/2022 - Present
Microsoft Azure Fundamentals	06/2022 - Present
CompTIA A+	11/2021 - Present
CompTIA Network+	11/2021 - Present
CompTIA Security+	05/2022 - Present
CompTIA Cloud+	08/2022 – Present
ITIL Foundation Certificate	03/2023 – Present
Professional Development Courses: Leadership Foundations from the National Society of Success and Leadership	2023

Projects

Cloud Resume Challenge: 08/2023
- Created a scalable and secure cloud-based resume using AWS services, including S3, CloudFront, Lambda, DynamoDB, and GitHub CI/CD tools, to present technical skills and projects to potential employers (https://cloudresumechallenge.dev/docs/the-challenge/aws/).

911 Center Modernization: 06/2019 - 02/2023
- Directed the architectural design and effective implementation of IP-based phone and radio systems across diverse locations, bolstering emergency communication and slashing response times.
- Pioneered a resilient geo-diverse backup center, guaranteeing uninterrupted 911 services during crises and outages, while also reinforcing disaster recovery capabilities.
- Orchestrated seamless upgrades to virtualized infrastructures for all critical systems, streamlining resource usage, enhancing scalability, and trimming operational expenses across the 911 framework.