

GAULT “RAVI” BOWMAN

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IT SUPPORT MANAGER

Leveraging Technology to Boost Workplace Productivity

Efficient & Proactive IT Leader highly adept at blending technical, interpersonal, and management skills to deliver modern solutions by implementing new technology that makes work easier and faster to improve customer experiences, employee satisfaction, and organizational success. 15+ years’ experience as a subject matter expert in IT service management, network troubleshooting, software deployment, and tech support. Excel at balancing multiple priorities and conveying complex information and applications in a clear, concise manner to end-users.

- **Intellectually Curious & Attentive Learner**, quick at picking up skills; continually expanding knowledge; and sharing ideas while employing innovative thinking to eliminate IT obstacles and optimize system performance.
- **Driven & Resourceful Project Manager** collaboratively liaising across multiple teams with colleagues of all levels to assist with technical planning from initial conception through to final delivery of projects.

CORE COMPETENCIES

- ✓ IT Operations
- ✓ Vendor Management & Negotiation
- ✓ Technical Evaluation & Analysis
- ✓ Project & Program Management
- ✓ Technical Reporting & Documentation
- ✓ Cross-functional Team Leadership
- ✓ Hardware & Software Setup & Installation
- ✓ Network Security & Troubleshooting
- ✓ System Administration
- ✓ Data Communications
- ✓ Customer Support
- ✓ Process Improvement

CAREER HIGHLIGHTS

- ▶ **Executed desktop refresh of over 3500 computers** globally from Windows XP and Windows 7 by managing inventory and distribution, developing new tools and processes, and coordinating with all departments.
- ▶ **Realized savings of \$47K** by overhauling company communications from a costly on-premises phone system to a hosted voice-over IP (VoIP) solution with added features and real-time monitoring.
- ▶ **Paved the way for business growth** by rebuilding the entire IT infrastructure and securing PCI DDS certification needed to expand service offerings to more companies and gain a competitive edge.
- ▶ **Broadened knowledge and maintained adaptability** to meet the technology needs of 39 accounts spanning numerous industries.

PROFESSIONAL EXPERIENCE

dv01, New York, NY | **2021 – Present**

Director, InfoSec and IT Systems (2026 – Present)

Lead dv01’s information security and IT systems strategy, safeguarding company data, infrastructure, and operations while enabling teams to work securely and efficiently. Oversee security governance, enterprise risk management, compliance, and core IT systems, ensuring security and reliability scale with business growth.

- ▶ Own the information security program and serve as lead for SOC 2 Type II compliance, vendor risk assessments, and customer security reviews.
- ▶ Conduct company-wide risk assessments to identify, prioritize, and remediate security, operational, and technology risks in partnership with executive leadership and cross-functional teams.
- ▶ Oversee IT systems and corporate infrastructure, including identity and access management, endpoint security, cloud and SaaS platforms, and employee lifecycle workflows.
- ▶ Lead incident response planning, threat modeling, and security tabletop exercises to ensure organizational readiness and business continuity.
- ▶ Research, evaluate, and guide the adoption of AI systems across the organization, establishing governance, security controls, and usage standards for responsible, compliant AI use.
- ▶ Build mature, scalable security and IT programs that strengthen trust with customers, partners, and regulators while supporting dv01’s long-term growth.

Manager IT (2024 – 2025)

Directed information management, technical operations, security, and IT asset management to uphold business goals at 4 separate locations. Mitigated security risk through system and service implementation. Managed efficient workflow by establishing and maintaining systems and policies. Liaised with department heads to analyze key business requirements and identify technology needs. *Position eliminated due to COVID-19.*

- ▶ Built and sustained strong vendor relationships to expose security deficiencies, transform systems, execute projects, and negotiate cost-efficient contracts.
- ▶ Researched solutions and implemented numerous tools to harden and protect the network by closing every security deficiency.
- ▶ Removed network inefficiencies by analyzing system health and designing new infrastructure, inclusive of upgraded cabling, updated internet, and network appliances to uphold stability and eliminate downtime.

Senior IT Systems Engineer I (2022 – 2023)

Directed information management, technical operations, security, and IT asset management to uphold business goals at 4 separate locations. Mitigated security risk through system and service implementation. Managed efficient workflow by establishing and maintaining systems and policies. Liaised with department heads to analyze key business requirements and identify technology needs. *Position eliminated due to COVID-19.*

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IT Systems Engineer II (2021 – 2021)

Directed information management, technical operations, security, and IT asset management to uphold business goals at 4 separate locations. Mitigated security risk through system and service implementation. Managed efficient workflow by establishing and maintaining systems and policies. Liaised with department heads to analyze key business requirements and identify technology needs. *Position eliminated due to COVID-19.*

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EAST COAST LIMOUSINE, Long Island City, NY | 2017 – 2020

Director of Information Technology

Directed information management, technical operations, security, and IT asset management to uphold business goals at 4 separate locations. Mitigated security risk through system and service implementation. Managed efficient workflow by establishing and maintaining systems and policies. Liaised with department heads to analyze key business requirements and identify technology needs. *Position eliminated due to COVID-19.*

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HYATT COMPUTER CONSULTING SERVICES, Englewood Cliffs, NJ | 2015 – 2017

Senior System Engineer

Guided a team of 5 field technicians collectively responsible for delivering on-site support to manage servers and endpoints at +60 locations in the NYC Metro area. Configured, installed, and maintained server, desktop, network, and VOIP systems; operating systems; software and system management tools; data assurance and IT security.

- ▶ Strengthened client support by redesigning workflows and ticketing systems to implement location-based technician allocation for smooth and efficient service.
- ▶ Enabled the company to get alerts on server and desktop issues prior to the client, allowing for proactive problem-solving and resolution before impacts were felt by businesses.
- ▶ Successfully managed environments spanning multiple industries concurrently by adapting to each company's needs to maintain stable IT infrastructure across all accounts.

ATLAS AIR, Purchase, NY | 2007 – 2015

Desktop Engineer (2013 – 2015)

Solely designed and maintained desktop environment used on all computers across the global network. Performed operating system security patch deployments, new application updates, and specific application suite deployments across all departments. Collaborated with security and network operations staff to develop policies and procedures for quick endpoint replacement to reduce client downtime. Resolved escalated help desk issues by providing Level III hardware and OS support. Administered servers in 3 datacenters in Purchase, NY, Miami, FL, and Hong Kong.

- ▶ Secured contracts with Microsoft and AppSense to manage the enterprise desktop environment, including training and on-site commitments, by researching and interviewing numerous vendors.
- ▶ Partnered with IT infrastructure and business applications departments to configure and deploy Apple iPads via the Zenprise Mobile Device Management platform to replace bulky and outdated flight bag manuals.
- ▶ Established a secure OS environment to deploy Dell XFR laptops containing maintenance manuals and applications for all company aircraft, allowing for increased efficiency of maintenance operations.

Help Desk Level II (2007 – 2013)

Identified and solved issues in the shortest time possible or escalated to the next level of support for global end-users while efficiently prioritizing and organizing tickets to attain a low queue. Joined forces with IT departments to troubleshoot complex challenges. Upheld open communication with customers to keep informed.

- ▶ Refreshed and imaged 3,500 computers for distribution around the globe without incident.
- ▶ Updated a decade-old, unusable employee database full of inaccurate records by working with HR to obtain current information and writing a script to purge old data and achieve 100% accuracy.
- ▶ Boosted employee retention and productivity by compiling a help desk manual to facilitate quick onboarding and detailed training of new staff.

HYATT COMPUTER, Long Island City, NY | 2003 – 2007

Lead Field Technician

Provided technical support to +37 small businesses, including network planning, implementation, and administration, server-level and workstation-level operating system and applications support, hardware upgrades, problem diagnosis and repair, internet access and connection sharing, network security, firewalls, backup, and anti-virus systems.

ADDITIONAL EXPERIENCE

Field Technician | ICCS & CO., LLC, New York, NY | 2002 – 2003

DSL Tech Support | INYC BROADBAND, Brooklyn, NY | 2000 – 2001

PC Tech Support | PER SCHOLAS, Bronx, NY | 1998 – 2000

EDUCATION

BS, Information Technology Management | Western Governors University, Online | *Beginning Apr. 2021*

VOLUNTEERISM ▶ TECHNICAL SKILLS

Food Distribution Volunteer | Williamsburg Community

- ▶ Worked with local elected officials and district leaders, Senator Julia Salazar, Assemblywoman Maritza Davila, and District 34 Council Member Antonio Reynoso, to secure and distribute USDA Food resources.

Technical Consultant Volunteer | Parent Council Executive Committee of Success Academy Williamsburg

- ▶ Developed and currently maintain the committee's website and communications supporting the organization's efforts to engage with parents during the COVID-19 pandemic.

Microsoft Office Suite ▶ Windows ▶ Windows Server ▶ Active Directory ▶ iOS ▶ Android ▶ macOS ▶ GCP ▶ Google Workspace ▶ Addigy