

# Tom Shaffer

Director of Information Technology | Buffalo-Niagara Falls Area | Hybrid / Remote

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## Professional Summary

Technology leader and systems-focused IT professional with experience spanning infrastructure, cybersecurity, ServiceNow, IT asset management, reporting and analytics, endpoint deployment, automation, documentation, and business technology operations.

Experienced in building reliable, secure, and practical IT environments that support operational efficiency, regulatory compliance, and long-term resilience. Strong background in ServiceNow, ITAM/SAM/HAM support, SQL-based reporting, BI dashboards, process improvement, endpoint management, and technical leadership.

## Core Technologies & Platforms

ServiceNow	ITAM / SAM / HAM	SQL / PL-SQL
Qlik Sense / QlikView	Hyperion	Microsoft SQL Server
Windows 11	Microsoft 365	PowerShell
Endpoint Deployment	Cybersecurity	Business Analytics

## Professional Experience

### Director of Information Technology - Paul Wolf Agency Inc. (2026-Present)

- Define and execute IT strategy to improve operational efficiency, security, and business growth.
- Lead cybersecurity initiatives aligned with NYS DFS cybersecurity regulations (23 NYCRR 500).
- Oversee infrastructure, systems, endpoint management, software provisioning, and end-user support.
- Develop disaster recovery and business continuity plans supporting operational resilience.
- Lead Windows 11 deployment standardization and automation initiatives.

### Information Technology Analyst - TEKsystems / Erie Insurance (2020-2025)

- Designed and implemented ServiceNow dashboards and reporting solutions for IT leadership.
- Supported ITAM, SAM, and HAM initiatives through reporting, compliance support, and audit coordination.
- Improved operational visibility through centralized reporting and workflow enhancements.
- Enhanced ServiceNow catalog requests using Catalog Builder.
- Built enterprise document governance and compliance tracking processes.

## **Professional Experience (Continued)**

### **Systems Analyst, Reporting and Analytics - PHH Mortgage (2014-2019)**

- Managed SDLC lifecycle for enterprise reporting solutions supporting regulatory requirements.
- Developed SQL-based reporting for FEMA, Flood Insurance, Credit Bureau Reporting, and SII programs.
- Built BI dashboards using Qlik Sense and Oracle Hyperion.
- Improved operational efficiency through reporting automation and process optimization.

### **Information Technology Administrator - Guardian Computer Services (2004-2014)**

- Designed and maintained server infrastructure, databases, and web systems.
- Led support operations and technical coordination across multiple client environments.
- Developed web solutions using HTML, JavaScript, CSS, and ColdFusion.

### **Additional Experience**

- Bank of America - Multiple promoted operational and analytical roles in regulated financial environments.
- U.S. Census Bureau - Field data collection and validation.
- American Coradius International - Asset recovery and compliance-focused operational support.

## **Technical Interests**

- Cybersecurity and secure system design
- Endpoint deployment and automation
- Remote access and resilient infrastructure
- Linux, Raspberry Pi, and open-source systems
- Amateur radio, SDR, RF systems, and emergency communications

## **Additional Information**

Amateur Radio General Class License holder (KB2URI).