



## Meet your IT team!

It is our goal to provide you with the best IT support every day. If you need our help, we are just a call or email away: 860-249-1200 or [help@gettingyouconnected.com](mailto:help@gettingyouconnected.com)

**Virtual Chief Information Officer (vCIO)** - Your vCIO is a high-level liaison between you and IT Direct. He works along-side your management team to understand your business needs and helps to guide your long-term strategic technology plan.



**Name:** Mark Capaldo

**Title:** vCIO

**Fun fact:** Mark has also worked as a bartender and yoga instructor.

**Technicians** - Your Technicians help you with your day-to-day computer and software issues.



**Name:** Catherine Creme

**Title:** Technician I

**Fun fact:** Catherine raises butterfly caterpillars.



**Name:** Curtis Jenkins

**Title:** Technician I

**Fun fact:** Curtis is interested in car hacking.



**Name:** Zach Hays

**Title:** Technician I

**Fun fact:** Zach had a double lung transplant in 2017.



**Name:** Scott McCue

**Title:** Technician II

**Fun fact:** Scott has shared a stage with several national touring bands.

**Jr. Systems Engineer** - Your Jr. Systems Engineer supports your server and network issues, installations, and updates.



**Name:** Brian Dunn

**Title:** Jr. Systems Engineer

**Fun fact:** Brian likes to give back to his community and has volunteered as a firefighter/EMR for the last 16 years.

**Systems Engineer** - Your Systems Engineer handles any high-level network issues and designs solutions that keep your network running smoothly, securely, and under compliance.



**Name:** Ryan Fitzpatrick

**Title:** Systems Engineer

**Fun fact:** Ryan and his wife are huge animal lovers and have adopted 10 rescues (dogs, cats, and now guinea pigs!) over the past 16 years.



## Proactive Team



**Name:** Ryan Binder

**Fun fact:** Ryan starred as the role of Doody in the 2007 Broadway revival of Grease, performing the show over 600 times.

## Support Services Team

**Solutions Specialist** - Your Solutions Specialist manages required renewals and handles client's day-to-day equipment needs, as well as any upgrades.



**Name:** Patrick Birrell

**Title:** Solutions Specialist

**Fun fact:** Pat owns and runs a full recording studio and has artists from up and down the east coast come to record.

**Director of Support Services** - The Director of Support Services oversees all help desk activity to ensure that you get the best service possible.



**Name:** Nicole Schulz

**Title:** Director of Support Services

**Fun fact:** Nicole loves to drive her beat up Toyota pickup.