GAINS Exchange®

Goals

• Land more 2–50 user managed-service clients (professional services, legal, accounting, finance, trades) who want a long-term IT partner, not a “break/fix" relationship.
• Grow recurring revenue clients while maintaining high service quality and responsiveness.

Accomplishments

• 10 years in business providing IT support and cybersecurity for small businesses.
• More than 100 active small business clients under managed agreements—strong retention and long-term relationships.
• Managed multiple Microsoft 365 security and admin projects: tenant cleanup, mail flow/security, and domain email migrations.

Interests

• My wife and I love being part of our grandchildren’s lives
• Guitar (lead, blues, rhythm, classic rock, jamming with friends)
• Cooking, BBQ (smoked meats), and Asian fusion
• Concerts, theater, music venues
• Traveling and learning from other cultures, mentoring others

Networks

• Small business owners (2–50 employees)—especially firms without internal IT.
• Professional services ecosystems: accounting and CPA firms, law firms, financial advisors, insurance agencies, real estate offices
• Local service providers who serve the same owners: Payroll/HR, commercial insurance, business attorneys, bankers, marketing agencies.

Skills

• Plain-English cybersecurity for business owners (risk reduction without fear tactics).
• Microsoft 365 security + administration (MFA/Conditional Access, email security, identity hygiene, tenant cleanup).
• Phishing protection and incident response (reducing user-driven compromises and handling remediation cleanly).

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