

LEONARD D. MENNO JR.

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PROFESSIONAL SUMMARY

Versatile and results-driven Professional offering a powerful combination of technology engineering, corporate project management, and licensed property claims experience. Highly skilled at managing high-stakes operations—from spearheading enterprise infrastructure to executing complex property loss investigations and reconstruction sales. A versatile leader recognized for technical expertise, sales and account management, relationship building, and effective stakeholder collaboration.

PROFESSIONAL EXPERIENCE

MENNO ENTERPRISES, LLC | Clayton, NC

06/2017 – Present

Independent Claims Adjuster

- **Portfolio Management:** Investigate, evaluate, and adjust an average caseload of 30+ residential and commercial property claims per month across daily and Catastrophe (CAT) deployments.
- **Contract Negotiation:** Analyze insurance policies and perform complex investigations for fire, water, wind/hail, hurricane, and liability claims up to and exceeding \$250,000.

OCI Restoration | Raleigh, NC

09/2025 – 05/2026

Loss Reconstruction Sales / Estimator

- **Territory Sales Execution:** Managed extensive regional travel to conduct onsite property inspections, deliver client consultations, and secure reconstruction sales directly with property owners.
- **Account & Stakeholder Management:** Provided consultative guidance to policyholders while collaborating with carrier desk adjusters to negotiate and establish agreed scopes for settlements.
- **Technical Estimation:** Utilized Xactimate and Symblity platforms to build accurate, industry-standard project scopes and pricing models.

FIDELIS CARE NEW YORK | Amherst, NY and Remote from NC

10/2013 – 07/2017

Enterprise Infrastructure Systems Applications / Messaging Engineer III

- **Infrastructure Management:** Spearheaded engineering, architecture design, and Level 3 technical support for core enterprise IBM Notes/Domino and Outlook/Exchange messaging environments.
- **Cross-Functional Collaboration:** Partnered closely with enterprise stakeholders and cross-functional technology teams to ensure maximum platform uptime, system security, and scalability.

M&T BANK | Amherst, NY

10/2012 – 10/2013

Messaging Engineer & IT Project Manager

- **Acquisition Integrations:** Served as the dedicated IT Project Manager executing core Microsoft Exchange migrations and infrastructure integrations during high-stakes bank acquisitions.
- **Project Delivery:** Coordinated timeline management, risk assessment, and technical deployment strategy to ensure seamless user transitions with zero business disruption.

HONEYWELL (formerly SPERIAN PROTECTION) | Buffalo, NY

04/2001 – 03/2012

IT Project Manager / Director of Global Collaboration / Senior Systems Administrator

- **Strategic Leadership:** Directed global collaborative platforms, web/audio conferencing infrastructure initiatives, and corporate technology budgets for a multinational enterprise.
- **Merger & Transition Management:** Functioned as the core Project Manager for multiple Sperian-to-Honeywell business and technology infrastructure transitions.
- **Scale Operations:** Oversaw desktop engineering, network infrastructure, and system administration lifecycle operations supporting a global footprint of over 5,000 corporate users.

EARLY IT CAREER & CONSULTING HISTORY

1994–2001; 2021–2023

- **Systems & Network Administration:** Developed a strong technical baseline through 7 years of foundational IT infrastructure, systems engineering, and network administration roles prior to joining Honeywell.
- **Pandemic IT Advisory (2021–2023):** Provided targeted, short-term IT support, network troubleshooting, and hardware configurations for local businesses and residences to supplement operations during the COVID-19 pandemic.

EDUCATION & CREDENTIALS

Professional Certifications & Licenses

- **Active Technical Track:** Microsoft Azure Administrator (AZ-104) — In Progress
- **Insurance Credentials:** Licensed NC Independent Claims Adjuster (2017 – Present)
- **Technical Certifications:** Former Microsoft Certified Systems Engineer (MCSE), CompTIA Network+, CompTIA A+

Higher Education

- **Buffalo State College** | Computer Information Systems
- **Erie Community College** | Business Administration

COMMUNITY LEADERSHIP & INVOLVEMENT

- **President,** Local Neighborhood Association
- **Former Youth Ice Hockey Coach** (Active Community Member)