

Professional Biography



Concerto Networks® Professional Biography

Roosevelt Harper

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Roosevelt Harper joined Concerto Networks® in September 2005 as a franchise owner in Honolulu, HI. He brings more than 12 years of Information Technology (IT), entrepreneurial and leadership experience to his position with the company.

Roosevelt first learned about Concerto Networks through his research of technology franchise opportunities in Entrepreneur Magazine. Roosevelt was attracted to the Concerto Networks opportunity because it would allow him to apply his vast management and technology experience to owning and running his own business but without having to do it alone. He would be able to deliver excellent customer service and a variety of technology solutions through the franchise system; not to mention with the support of the entire franchise network and growing brand name. He took a closer look at the comprehensive solutions offered by Concerto Networks franchisees, and the expanding market of small- and medium-sized business in need of reliable and professional technology help. The unique business model presented by Concerto Networks and the wide-open opportunity to answer an unmet need convinced Roosevelt this was not something he could ignore. After discussions with company executives, Roosevelt was impressed with the Concerto Networks team and ready to get started. Roosevelt began operations of his Concerto Networks franchise in September 2007.

Prior to coming on board with Concerto Networks, Roosevelt was a Systems Administrator and Assistant Site Supervisor for ITT Industries Systems Division, supporting the 54th Signal Battalion and Coalition Forces. This role carried great technical and managerial responsibility ranging from managing personnel of Camp Victory Baghdad, Iraq to closely monitoring the network, systems and firewalls for intrusions. Prior to this he was an IT and Telecommunications Manager for Zero Chaos of Norwegian Cruise Lines where he provided IT and telephony solutions, managed vendor and supplier relationships, acted as project manager, negotiated contracts and provided overall technical evaluations for improved security, client satisfaction and service. Roosevelt held various systems administrator, analyst and engineer positions for companies such as TekSystems IT Staffing, Syzygy Technologies Inc., ITS Federal Corporation and Saint Vincent DePaul Village. His experience is also deepened by his non-technical experience in management roles for companies such as Jani-King of Hawaii and Hilton International where he gained experience in all facets of business including employee recruitment and management, budgeting, planning and customer relations. Roosevelt presently holds full Active Security Clearance through the US Air Force. Roosevelt holds a BS degree in Computer Applications and Networks and MS degrees in Information Systems and Business and Technology Management from Coleman College. He also holds AAS degrees Electronics Technology and Computer Networking Technology from the Heald College School of Technology. Roosevelt is a Microsoft Certified Professional (MCP) and Systems Engineer (MCSE), and is CompTIA A+ Certified.

About Concerto Networks®

Concerto Networks, Inc. is an international franchise business providing professional, consistent-quality computer and Information Technology (IT) solutions to small- and medium-sized businesses (SMBs), serving a critical function for this rapidly growing market. Concerto Networks goes beyond simple troubleshooting and repair, providing the same holistic approach to IT support and management enjoyed by large companies, while offering significant savings and value to SMBs. The company's model is to build a national business technology solutions network with the expertise, processes, systems and support necessary to provide superlative service to SMBs. Franchises are independently owned and operated by experienced professionals equipped with the latest diagnostic hardware and software for providing on-site service.