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Shepherd Communication & Security Accelerates Growth with Appointment of Thomas Favitta as Director of Technical Operations

In newly created role supporting Shepherd's rapid expansion, Favitta will manage field professionals, coordinate installations, and serve as leadership liaison to customers

Albany, NY – [Shepherd Communication & Security](#), a leading provider of advanced technology solutions for electronic and specialty security systems, today announced the appointment of Thomas Favitta as Director of Technical Operations. The addition of an experienced professional with a proven record of effective management and outstanding client service furthers the rapid expansion of Shepherd, which is revolutionizing the way organizations protect their assets.

In his new role, Favitta will be responsible for day-to-day management of Shepherd's team of field supervisors, technicians and project managers, and provide oversight of installation and field service operations. He will also serve as the leadership liaison for customers for all service and project needs, and build a metrics-driven approach to ensure quality and customer satisfaction.

"We are delighted to welcome Tom to the team of smart, innovative and entrepreneurial professionals at Shepherd," said Richard Ruzzo, Managing Partner of Shepherd Communication & Security. "His demonstrated ability to manage daily operations, combined with his passion for delivering exceptional customer service, provide critical skills that will accelerate the rapid growth already underway at Shepherd."

Most recently, Favitta served as Director of Operations for Jan-Pro of the Capital District. In that role, he oversaw all staff and daily operations; managed new customer sales, customer retention, and training; developed and implemented strategic growth plans; and maintained and grew relationships with top-tier customers.

"I'm thrilled to join the outstanding professional team at Shepherd Communication & Security, and to play a role in the company's exciting expansion and growth," said Favitta. "I look forward to ensuring we provide the technology-driven safety and security solutions our clients need, together with impeccable customer service that demonstrates we are always on guard."

A certified Minority Business Enterprise (MBE) launched in 2007, Shepherd Communication & Security serves commercial customers in a host of industries, including construction, telecommunications, retail, education, finance, government and hospitality. It provides a wide variety of [integrated and advanced technology-based solutions](#) ranging from fiber connectivity and specialized intelligent security cameras to access control, structured network wiring, and fire and intrusion alarm platforms, all delivered flexibly from the premise to the cloud.

Additionally, as part of its commitment to protecting the communities it serves, Shepherd introduced several innovative health and safety solutions during the COVID-19 pandemic, including [Elevated Body Temperature \(EBT\)](#) thermal technology and specialized air-filtration processes and systems. For more information, visit www.shepherdcnyc.com.

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About Shepherd Communication & Security. A certified Minority Business Enterprise (MBE) established in 2007 and headquartered in Upstate New York, Shepherd Communication & Security provides the latest advanced technology solutions in electronic and specialty security systems. Our team of seasoned engineers, technicians and inspectors help our customers make the right choice when it comes to intrusion detection, video surveillance and advanced analytics, fire alarm, and access control, as well as structured wiring and low voltage specialty cabling. And, with central station monitoring services available 24/7/365, our customers can monitor their systems from anywhere, at anytime. We pride ourselves in adhering to industry-recognized installation standards from NFPA, UL and NEC, and will only install systems that meet current local, state and federal codes. To learn more, visit www.shepherdcnyc.com.

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