

John R. Doe

2900 Patriarch Lane • Santa Fe, CA 50552

Phone: 700-300-7777

E-Mail: JDoe100@gmail.com

Qualifications

Seasoned Technology Director with over 30 years of experience in the information technology field. Proven ability to direct overall planning, organizing, and execution of all corporate technology functions. Manage all aspects of corporate technology including all IT operations to fulfill the staff requirements and continue support and maintenance of existing application and development of new technology to support a growing corporation in high-pressure work environments. Self-motivated and team motivator committed to continuing professional education. Effective communicator on both a technical and practical level. Background includes the follow:

- Develop, review, implement project plans and coordinate project activity.
- Manage backup, IT COOP, disaster recovery, data security/control and user help systems.
- Develop and interpret organizational goals, policies, and procedures.
- Develop computer information resources to support mission of corporation
- Provide leadership, hands on support and training to staff.
- Responsible for maintaining all corporate computer, network, print, internet connection, office and data systems.
- Consult with users, management, vendors, and technicians to assess computing needs and system requirements.
- Experienced with meeting with department heads, managers, supervisors, vendors and others, to solicit cooperation and resolve problems.
- Experienced with provide users with technical support for computer problems.
- Recruit, hire, train, and supervise staff, and participate in staffing decisions.
- Partner with management team to align company information technology with strategic direction.
- Over 10 years successful experience directing corporate IT departments
- 12+ year experience with CISCO switching and VOIP
- Experienced with budget development, allocation and monitoring
- Successful in employee scheduling, resource control and risk analysis
- Efficient and effective meeting leader
- Effective forecasting of corporate technology needs and strategies
- Effective with creative approaches to costs savings and implementation of corporate projects
- Master of Business Administration
- Master of Science in Technology Management
- Effective contract negotiation
- Successful development of corporate mission critical software
- Effective proposal and RFP writing
- Experienced with infrastructure design, security, IT staffing and executive level planning and reporting

Experience

Director, Office of Information Technology

5/1999 – 7/2012

Legal Assistance Organization

- Directed all aspects of technology for federally funded non-profit corporation to ensure equal access to civil legal assistance to those who otherwise would not be able to afford it.
- Prepared and managed information technology budget, current IT budget is \$1.9million/year
- Managed technology staff consisting of two engineers, two administrators, two developers, one web master and one administrative assistant.
- Developed technology RFP, posted technology RFPs, evaluated and awarded projects to vendors and consultants.
- Work with selected contractor and consultants on various information technology projects.
- Recruited and maintained information technology staff
- Directed relocation and implementation of corporate information technology during company relocation
- Designed server and communication room and building information technology infrastructure
- Implemented 3 phase, 18 KVA uninterrupted power supply system in server/communication room
- Implemented secure server/communication room with video surveillance, DataWatch card access, TempAlert cellular temperature monitoring system and Spector 360 server logging.
- Implemented both CheckPoint (software-based) and SonicWall (hardware-based) firewalls, currently using SonicWall.
- Implemented Ecessa's Powerlink appliance for automatic fail-over and load balancing for dual Internet service providers.
- Negotiated communicated service contracts. Currently using AboveNet (main) and MegaPath (secondary and VOIP)
- Implemented and maintain updates for Sun Systems accounting system by System Union
- Implemented HRVantage human resource system by Spectrum Human Resource Systems Corporation
- Implemented and maintain Cisco VOIP call manager and Unity for 140 numbers
- Implemented and maintain Citrix remote access for corporation staff.
- Created bi-annual corporate staff training programs to include Microsoft Office, Worksite, Adobe Acrobat.
- Designed and implement training conference center
- Presented presentation on various corporate technology to the Board
- Designed and implemented Cisco videoconference using Polycomm cameras
- Provided selected technology focused continuing education for information technology staff
- Implemented and maintain Cisco switching infrastructure.
- Utilized VMWare virtualization software to reduce the number of physical servers from 40 to 6 to conserve energy and reduce equipment costs.
- Redesigned and upgraded corporate web site and intranet site.

- Implemented and maintained Autonomy's WorkSite document management system
- Implemented, maintained and continued development on corporate grant managements system, LSCGrants based on EasyGrants platform.
- Managed all cell phone and MiFi (approximately 75) billing and service
- Selected all corporate technology equipment to include, servers, switches, PCs, Macs, laptops, notebooks, pads, printers, digital senders, high-speed scanners, multi-function-network-units, etc.
- Implemented redundant A/C cooling systems in server/communication room
- Designed, implemented and maintained IT COOP plan for disaster recovery, which consists of DR site 90 miles north west of Washington DC utilizing HP Left-Hand and NeverFail for real-time fail over in the event of a disaster

Manager of Information Technology

4/1997 – 5/1999

Bank 1

- Managed technology staff consisting of one engineer, two administrators, one developer, and one computer technician.
- Managed WAN, supported technology at four locations in Washington DC, Maryland and Pennsylvania
- Managed credit union technology consultants for on-line banking, phone teller and ATMs
- Implemented uninterrupted power supply system (Excide Electronics UPS)
- Upgraded cabling and switching technology (BayStack switches)
- Managed migration and implementation of credit union system from World Financial to Symitar Systems
- Prepared and manage information technology budget
- Implemented Internet Home Banking
- Recruited and maintain technology staff
- Implemented VISA processing in-house using Symitar Systems
- Managed all phases of Y2K compliance including awareness, testing, validation, implementation and contingency plan
- Selected and worked with vendor for statement processing
- Managed migration and implementation from Neware 3.12 to Windows NT 4
- Managed migration and implementation from Noteworks to Exchange/Outlook
- Implemented fax server for centralization of automated fax system
- Implemented off-site disaster recovery program with SunGard Planning Solutions Inc.
- Implemented automated call center software
- Developed annual strategic technology plan
- Managed technology move for relocation of collection department from Maryland to Washington DC

Manager of Library and Research Technology

6/1991 – 3/1997

Law Office

- Implemented on-line library system Information Navigator
- Managed library technology staff
- Implemented inter-library loan software
- Implemented library request system
- Implemented help desk software
- Prepared and managed library technology budget
- Implemented computer base training for library research
- Participated in development of intranet
- Managed firms optical storage system
- Participated in technology infrastructure implementation during firm relocation
- Performed Unix administration on library and WSI financial systems
- Managed backup schedules for library and WSI financial systems
- Developed policy and procedures for library technology

**Manager desktop support and System Administrator
Corporation 1**

1/1989- 5/1991

- System administration on Wang VS300 and IBM 4300
- Managed and assisted computer technicians with desktop setup

**System Administrator
Company 2**

9/1986 – 1/1989

- System administration and programming on Wang VS100

Information Technology jobs

1976 – 1986

Application Programmer

SysCon Inc., Alexandria VA

System Programmer

Association of United States Army, Arlington VA

Computer Operator

George Washington University, Washington DC

Computer Operator

Kay Jewelers, Alexandria VA

Education

University of Maryland University College, College Park, MD	2001
Masters of Business Administration	
University of Maryland University College, College Park, MD	2000
Masters of Science in Technology Management	
University of Maryland University College, College Park, MD	1995
Bachelor of Science in Business Management	

Awards

Corporation President's Award	2003
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Awarded to the most outstanding employee of the year.

The Award reads:

For his outstanding contribution and demonstrated leadership in conceptualizing, planning and overseeing the development of an appropriate electrical and technological infrastructure to support a cutting edge, state of the art technology system designed to enable LSC staff to carry out the required functions to achieve the LSC mission and to keep LSC in the technological forefront for many years to come, and for his diligence in ensuring a seamless transition for the staff and the Corporation during the relocation of LSC's offices.

Presented by President