

## INFORMATION TECHNOLOGY DIRECTOR

A distinguished Information Technology Director with expertise in Program Management, Project Management, and Project Documentation with expertise in diverse range of technologies within multiple settings. Expertise in managing projects within Information Systems, Land Projects and Web based Applications. Proven the ability to bridge Technology and business goals to provide productive solutions. Well-organized, result-oriented individual with proven ability to implement standards, procedures and processes that improve business functionality. Solid management skills, capable of leading and motivating individuals to maximize levels of productivity, while forming cohesive team environments. Exceptional communicator, focused on building strong client relationships.

### *Core Knowledge & Skill Areas:*

- ♦ Information Technology
  - ♦ Executive Management
  - ♦ Project Management
  - ♦ Sales Support
  - ♦ Software Engineering
  - ♦ Oracle Implementation
  - ♦ Quality Assurance
  - ♦ Client/Server Technology
  - ♦ Internet Technology
  - ♦ Relationship Building
  - ♦ Data Warehousing
  - ♦ Networking
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<b>RELEVANT</b>	<u>Oklahoma County Clerk Office, Oklahoma City, OK</u>	2007-2009
<b>EXPERIENCE</b>	<b>DIRECTOR, INFORMATION TECHNOLOGY</b>	

Recruited to establish strategic and tactical Information Technology infrastructure within the County Clerk's office, which included Finance, Real Estate, HR, Payroll, and Benefits. Defined and executed IT strategies and objectives to maximize short-term impact utilizing existing systems and position for scalability. Supported Oracle database environment. Performed upgrades, patch maintenance and integration with vendor software. Three million dollar annual budget. IT Decision Maker and Governance for infrastructure projects, application development (Web), systems maintenance, and security. Specific accomplishments include managing the deployment of applications and upgrading the technology infrastructure.

- ♦ Upgraded over 2000 workstations to Windows XP, Office 2003 on a Windows 2003 AD.
  - ♦ Upgraded the WAN architecture to a more manageable FRAME and MPLS medium.
  - ♦ Implemented co-locations for network and server farm consolidation.
  - ♦ Standardized and implemented backup procedures across the organization.
  - ♦ Standardized security and implemented audits of all network attached devices.
  - ♦ Deployed new applications designed to replace legacy industry specific software.
  - ♦ Implemented Oracle HRMS Module for all Oklahoma County Departments.
  - ♦ Enhanced existing web based software to replace legacy industry specific software.
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Oklahoma County Clerk Office, Oklahoma City, OK

2001– 2007

### SYSTEM TECHNICIAN

Functioned as member of network team handling over 500 calls per day that represented 4 million-plus PCs and diverse group of end users. Managed various areas of support included broadband connectivity account provisioning, email (Outlook, Outlook Express) and Windows Installation, configuration, and upgrade issues. Maintained and monitored support for all TCP/IP network configurations. Managed broad range of installation, upgrade, roll-out, and troubleshooting projects for Windows-based networks, with focus on computer/network systems running Jaro propriety customer billing software within the Oklahoma County departments. In addition to technology solutions/support activities, prepared payroll data for processing and covered all employee vacations/absence to maintain smooth-running operation. Provided support for 70 plus end users. **Key Contributions:**

- ◆ **Systems Upgrade**-Improved stability and performance of system and network and network by upgrading Windows 98 to Windows XP Professional; saved all employee data on existing PCs, build new computers, migrating existing applications, and customizing configuration settings.
- ◆ **Application Implementation**-Enhanced remote access through installation and configuration of VPN, Remote Desktop, Remotely Anywhere, VNC, and Netmeeting.
- ◆ **Problem Identification & Resolution**-Resolved users' inability to log into system requiring password resets; fixed software. Rebuilt VPN connections to ensure full functionality for telecommuter staff. Repaired email problems, Lotus notes email, and troubleshoot and configures the IBM sections of the database.
- ◆ **Client Support**- Met company objectives in managing support calls per day.
- ◆ **System/Data Protection**-Created emergency repair disks and data recovery procedures for critical systems, preventing loss of data.
- ◆ **Support Performance**- Reached #1 for resolved trouble calls and number of installations completed on time.
- ◆ **Professional Development**-expanded knowledge in Windows, Mac, and email implementations and reconfigurations

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**EDUCATION** UNIVERSITY OF CENTRAL OKLAHOMA, EDMOND, OK  
BBA in Management Information Systems

LAKELAND COMMUNITY COLLEGE  
AA in Communication

**TECHINICAL EXPERTISE** Windows (95, 98), Windows (NT, 2000), UNIX, Linux, AS/400, DOS, Windows Server 2003  
Visual Basic, C++, JavaScript, ASP, HTML, Dreamweaver, Java, Oracle  
Microsoft SQL Server, FoxPro, Ingress Sybase, Informix  
MS Office (Excel, Access, Word, PowerPoint), MS Visio, MS Project, Lotus Notes