Chris xxxxxxxxxxx

xxxxxxxxxxxxx, xxxxxxxxxxxx, New Jersey xxxxx
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Objective

Information technology professional with six years of experience performing all IT functions in a university research institute seeks information technology systems and operations manager position in higher education.

Summary

System and Network Administration	Windows, Windows Server, Exchange 2007, hardware, Microsoft Office, Acrobat, Photoshop, VMware, VBA, SQL, SPSS, Nortel BCM, printers, copiers.
Organizational Improvement	Created systems for data organization, calendaring, time reporting, automated data processing, input forms and field-worker tracking.
Support, Training and Content Assistance	End user support and training, documentation, content knowledge, grant writing, completing technically challenging work for users.
Website Management	Project management, interfacing between web designer and staff, conceptual designs, usage statistics reporting, budgeting.

Employment History

xxxxxxxxxxxx   November 2001-Present
xxxxxxxxxxxx, xxxxxxxxxxxx, New Jersey
Unit Computing Manager

System and Network Administration
- Responsible for all technology purchasing, configuration, deployment, security and maintenance.
- Created a Windows 2000 Server domain with Windows 2000 desktops providing permission-based access control, central file and print services and increased stability.
- Migrated to Windows Server 2003 with Windows XP desktops improving system performance, centralized configuration and security management.
- Implemented and secured an Exchange 2007 infrastructure for Outlook 2007 and OWA webmail.
- Secured systems with patch management, group policy, anti-virus, anti-spyware, and supplemented with user training for security best practices.
- Ensured communications via university e-mail, phone system, cell phones, fax and video conferencing.
- Supervised and trained a student assistant in desktop management, data systems and documentation.

Organizational Improvement
- Created systems for calendaring, time reporting, data scoring, field-worker tracking, documentation and input forms.
- Provided framework for organizing stored data assets based on workflow and functionalities.

User Support, Training and Content Assistance
- Ensured staff productivity by providing timely technical support for all software and business machines.
- Trained staff on all supported technology, and wrote documentation for common procedures.
- Utilized software expertise to assist users by creating their technically challenging content.
- Served as a team member during grant writing, fiscal year-end budget closing and survey creation.
- Assisted staff members with many aspects of their projects including data management and efficiency which necessitated acquiring content knowledge.

Website Management
- Interfaced between web designers and the research and communication staff to create dynamic data presentations and page layouts.
- Led all aspects of three major website data presentations, also contributing significantly to a major annual presentation.
- Created conceptual designs and mockups for website presentations, fulfilling researcher intention within technical limits.
- Prepared monthly, annual and on-demand reports on website usage statistics, trends and interpretation.
- Managed budgets, contracts and invoices with the website consultant.

xxxxxxxxxxxx, xxxxxxxxxxxx, New Jersey   March 2006-Sept 2007
Small Business Technology Consultant

Data Management Software Development
- Created a data management and reporting system using Microsoft Access to improve small business efficiency and comply with state regulations.
- Utilized Visual Basic for Applications and SQL to create reports in XML, Word and Access.
- Supported the application, providing training, documentation, modifications and additions.

Education

MCSE for Windows Server 2003, estimated completion December 2008

GIAC Security Essentials Certificate - Gold, February 2003

xxxxxxxxxxxx, xxxxxxxxxxxx, Pennsylvania
B.A., Computer Science and Music, May 2001