KENNETH M. MONTGOMERY

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IT OPERATIONS, INFRASTRUCTURE MANAGEMENT & SERVICE DELIVERY LEADER

Infuse Technology as a Tool to Improve Business Capabilities & Stability at a Lower Cost of Ownership

Technology Integration: Evaluate and deploy solutions that truly enable the business based not on trendy technologies but authentic operational needs, including virtualization, VoIP, global WAN, network overhauls, HIS, PACS, and more.

IT Team Leadership: Build strong IT teams and lead by example to infuse a "Can-Do" attitude with a relentless striving toward high quality performance. Forge mutual trust, set clear performance expectations, empower teams, and provide support with high accountability to produce stellar results.

> **Areas of Expertise:**
> - Technology & Business Transformation
> - Cost Savings
> - IT Solution Innovation

PROFESSIONAL EXPERIENCE

GLOBAL MANUFACTURING FIRM – Fairlawn, OH   2012–Present
Well-known Manufacturer of industrial and commercial products.

Global Network Operations Lead
Lead global matrix team in network and system operations, performance monitoring, and support across 100 locations using Follow-the-Sun labor model. Perform ongoing analysis of performance and scalability versus dynamic business needs. Direct projects and change management initiatives. Establish and manage relationships with IT vendors and technology consultants.

- Led technical deployment of Customer Contact System (ININ) globally.
- Analyzed cost and operational impact to Cisco SMARTnet warranty support contract changes for transition to limited life model that saved $450K.
- Offered secure connectivity and support to mobile users worldwide.
- Reduced costs associated with outside consultants by $100K+ per year.

> **Position Highlights:**
> - Transformed "stasis" mindset to forward-looking, ROI focus
> - Saved projected $300K+ yearly by optimizing network infrastructure
> - Brought all enterprise systems up to date

WOOSTER COMMUNITY HOSPITAL – Wooster, OH   2002–2012
TJC-accredited, state-of-the-art community-based hospital services provider.

IT Operations & Network Supervisor | Network Engineer
Recruited as Network Engineer and promoted quickly to Network & IT Operations Leader to guide team of 3+ in IT infrastructure design, deployment, and administration.

- Orchestrated total transformation of IT infrastructure, IT operations, and service delivery model to achieve a competitive market position.
  - ✓ Expanded from 150 terminals to 750 workstations with 2,300+ nodes and 80 servers while only adding 1 FTE over 5-year span.
  - ✓ Designed and implemented Single Sign-On (SSO) and fingerprint security solutions.
- Led multiple system implementations/upgrades and policy enhancements.
  - ✓ Directed deployments and upgrades to PACS for Radiology/Cardiology and Meditech Health Information System (HIS) platform.
  - ✓ Integrated hospital's first IT service management ticketing system.
  - ✓ Spearheaded integration of remote physician offices into Physician Practice Management System.
  - ✓ Co-led Printer Management Program that saved $20K annually.
  - ✓ Collaborated with CIO-level in annual policy reviews, new policy development, and team policy and compliance training programs.

> **Position Highlights:**
> - Pioneered VDI (virtual desktop) environment
> - Created IT service management framework
> - Deployed direct fiber WAN to capture $50K in annual cost savings
> - Replaced legacy PBX with Cisco Call Manager VoIP
> - Strengthened network performance/security with fully switched network/AD build out

KMM TECHNOLOGY CONSULTING SERVICES – Akron, OH   2001–2007
Provider of technology solution design, implementation, and strategic advisory services, initially under Technology Management Solutions and then independently.

Strategic Technology Advisor | Network Engineer | Solution Architect
Oversaw all facets of client technology engagements, including relationship development, needs analysis, IT strategy road mapping, as well as solution design, integration, training, and support. Led specification development and procurement.

- Directed design and build out of new office facility complete with server infrastructure using scalable architecture to support rapid growth.

> **Position Highlights:**
> - Deployed IT systems that enabled profitable 3-fold revenue growth

HOLLAND MANAGEMENT, INC. – Sharon Center, OH   2000–2001
Family-owned provider of senior/assisted living, rehabilitation, skilled nursing, country club management, legal, and architectural/historic property preservation services.

Network Engineer | Technology Specialist
Coordinated design and configuration of network solutions for 7 distinct business operations spanning nursing home services, country club, catering, historic preservation, as well as architectural and legal services. Managed network operations and software licensing.

- Led design and build out of robust, standardized network infrastructure to boost performance and productivity at each business.

> **Position Highlights:**
> - Increased infrastructure availability 60% to 90%
> - Slashed IT maintenance and IT vendor costs

SIMPLEX TIME RECORDER – Broadview Heights, OH   1998–2000
Specialty provider of security and fire protection systems, now operating as Tyco International subsidiary SimplexGrinnell.

Technical Representative
Interfaced with client stakeholders to identify security and fire monitoring solution needs. Collaborated with cross-functional technical teams in requirements development and documentation, solution design validation, and technical recommendations. Led solution build out, implementation, and support.

- Created and implemented comprehensive safety solution with graphical user interface that included touch screen capabilities for alert monitoring for the Cleveland Clinic Foundation.
- Led team in networking of enhanced systems and services at Ford Motors.
- Obtained multiple system-specific technical certifications.

> **Position Highlights:**
> - Developed cutting-edge solutions, including:
>   - ✓ fiber optic networking
>   - ✓ advance programming
>   - ✓ touch screen systems

EDUCATION & CREDENTIALS

Master of Business Administration (MBA) Candidate
University of Akron (Expected August 2013)

Bachelor of Science (BS) in Information Technology
University of Phoenix (2003)

Associate of Applied Science (AAS) in Electronic Engineering
University of Akron (1994)

> **Technical Certifications**
> Cisco Certified Network Administrator (CCNA)
> CCNA Voice
> Microsoft Certified Systems Engineer (MCSE)
> Microsoft Certified Systems Administrator (MCSA)
>
> **Pending Certification**
> Cisco Certified Network Professional (CCNP)