JOHN R. KENT

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Career Profile

A IT Manager/ IT Network Engineer with over 15 years of professional and progressive technical experience in managing, engineering, configuration, installation, integration, and troubleshooting of various technologies for small, medium to corporate enterprises.

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Technical Certifications & Skills

Cisco Certified Network Associate (Routing & Switching)	**CCNA**
Cisco Certified Network Associate (Security) March *2016*	**CCNA**
Cisco Certified Associate Instructor	**CCAI**
Microsoft Certified IT Professional	**MCITP**
Microsoft Certified Technology Specialist	**MCTS**

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Education

University of Greendale, MBA, Business Administration

Southern New Hampshire University, BS, Electronics Engineering

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Professional Experience

Greendale College	Aviato	Tech Co
Hawthorne Institute	City College	Pied Piper

Professional Experience Detail

Greendale College

Manager, Information Technology Department   April, 2014 to Present

- Program Business enabler ensuring continual Business-IT alignment and cost analysis
- Work in partnership with Program Business partners and cross-functional teams, advising them how to use information technology in order to meet business objectives or overcome problems.
- Directed, Managed, Plan, organize and control work activities (TTDs) of the Program.
- Oversee the daily department operations with ITIL implementation processes.
- Configured F5 load balancers, Cisco routers, switches, VPN's and firewalls.
- Wrote and applied ACLs on Cisco and Checkpoint firewalls and Cisco routers.
- Assisted in packet captures for business units on load balancing gear.
- Worked with the architectural team to implement new network builds.
- Provided accurate documentation for network topology, policies, procedures, and change protocol
- Regularly participated in team meetings with the IT, Application Development, and corporate company entities.
- Team leader to a group of professionals responsible for the day-to-day administration, support, training, and execution of various mission critical technologies located within a local area network (LAN and WAN) with emphasis on security utilizing virtual

technologies (VMWare). Configured F5 load balancers, Cisco routers, switches, and firewalls.
- Wrote and applied ACLs on Cisco and Checkpoint firewalls and Cisco routers.
- Implemented Lean Service Management Techniques.
- Assisted in packet captures for business units on load balancing gear.
- Worked with the architectural team to implement new network builds.
- Provided accurate documentation for network topology, policies, procedures, and change protocol
- Regularly participated in team meetings with the IT, Application Development, and corporate company entities.
- General responsibilities included overall management of day-to-day administration and support activities, analysis, development activities, retention planning, design of special projects, and coordination/communication activities.
- Technical lead for support and administration activities include, but are not limited to, any and all scheduled and as needed installation, configuration, administration, support and troubleshooting of mission critical technologies for training and daily operations.
- Technical analysis and development activities include, but are not limited to, task development and management, budgeting, project coordination to ensure timely and efficient progression, interdepartmental communications, coordination, and timely reporting to the appropriated groups and improvement of vendor relations.
- Coordination and communication activities include, but are not limited to, managing a team of 8 responsible for various technologies and training that contributed to a successful 80 students success to today's industry in Microsoft, CompTIA, and Cisco Certifications.
- Additional responsibilities include, but are not limited to, change management, 2nd level support for general systems administration, as needed technical support and training of new technical professionals, documentation, and more.

Aviato
Engineer (Contract)   Sept 2013 – April 2014
- Implementing VoIP devices, ASA5000 Series Firewalls, switches and routers for clients as well as troubleshooting LAN and WAN networks. Writing installation procedures for VoIP networks as well.

Tech Co
Manager (Contract)   July 2013 – August 2013
- Designed interface using Powershell Scripting and New Program (Puppet) to interface with client Health Care Company. Using VMware Techniques. Employed Windows Server 2008 and Server 2012 Operating Systems.

Hawthorne Institute
Greendale, CO   August 2012 – July 2013
Director, Information Technology Department
- Team leader to a group of professionals responsible for the day-to-day administration, support, training, and execution of various mission critical technologies located within a local area network (LAN and WAN) with emphasis on Security.

- General responsibilities included overall management of day-to-day administration and support activities, analysis, development activities, and coordination/communication activities.
- Technical lead for support and administration activities include, but are not limited to, any and all scheduled and as needed installation, configuration, administration, support and troubleshooting of mission critical technologies for training and daily operations.
- Technical analysis and development activities include, but are not limited to, task development and management, budgeting, project coordination to ensure timely and efficient progression, interdepartmental communications, coordination, and timely reporting to the appropriated groups.
- Coordination and communication activities include, but are not limited to, managing a team of 8 responsible for various technologies and training that contributed to a successful 240 students success to today's industry.
- Additional responsibilities include, but are not limited to, change management, 2nd level support for general systems administration, as needed technical support and training of new technical professionals, documentation, and more.

City College – Denver, CO
IT Instructor   April 2011 – August 2012
- Instructor of day and evening classes and labs in such topics and Cisco network design, Windows 7 configuration and support, Microsoft Exchange Server, Microsoft SQL 2008 Server, Windows PowerShell 2.0, and network design and security.
- Achieved a 90% rate of student certification in their disciplines against an industry average of 40%. – Windows 7 WAN and LAN lab operations and implementation using SCCM, USMT, etc.

Independent– Colorado & Nevada
IT Consultant   2007- 2011
- Served in a variety of contract IT project assignments focusing on network, database, and security systems design. Key projects included the following. Development, designed frontend Web pages, implemented workflow process for SharePoint process financial statement, and configured SQL and SharePoint Design and Administrator to document workflow. Implement SharePoint 2007 & 2010 for U.S and International Countries

Pied Piper – San Francisco, CA
Information Technology Specialist 3 / Network Engineer   1991- 2007
- Technical lead to a team of professionals responsible for the administration and maintenance of various mission critical multi-location networks for Creation
- Technologies, Inc. providing various products to clients located throughout North
- America, South America, Europe, and Asia. General responsibilities include the overall management of day-to-day support and administration activities; As well as analysis, development, and project management activities.
- Technical lead for support and administration activities includes any and all scheduled and as needed installation, configuration, administration, support, and troubleshooting of various mission critical technologies in an enterprise LAN/WAN environment.

- Technical analysis, development, and project management activities includes the technical design, task development and management, budgeting, project coordination to ensure timely and efficient progression, vendor relations, as well as interdepartmental communications and coordination.
- Additional responsibilities and activities includes 2nd level support for general systems administration, as needed technical support and training of new technical professionals, 1st/2nd/3rd level support of various LAN/WAN issues.
- Designed and managed streaming video, voice, and data networking for one of the state's largest agency. Designed and implemented a statewide digital LAN (Local Area Network) and subsequently converted to WAN (Wide Area Network) using Novell as the core operating system. Configured Cisco routers, switches, servers, Ethernet, Token Ring, and other hardware and software systems comprising a large network.
- Designed and implemented the First Statewide Videoconferencing Network in the United States to provide streaming video to 28 user endpoints statewide.
- Successfully configured H.323 (Video over IP WAN) to effect transmission.
- Developed training courses and trained technicians and end users to maintain, repair, and operate the H.323 Video Conferencing and VoIP Network statewide.
- Supervised technical and support staff statewide and wrote repair, support, and maintenance protocols.

Technical Skills Detail

WAN: Cisco Routers, Switches, Firewalls, F5 Load Balancing Juniper Products
LAN: Windows Server 2008, 2012, Windows PC's, Puppet, VMWare (ESX and ESXi)
Security and Monitoring: Wireshark, Remedy, Openview, VMware, Cisco Works
VoIP and Videoconferencing (H.323): Cisco CUCM, UCCM, UCCX, Cisco Unified CME Features, Cisco   Gatekeepers, Polycom, Tandberg, more.