

JOHN R. KENT

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Summary

MBA educated Technology Manager with a strong background as a technologist, brings a fresh perspective to three critical management areas — operations, projects, and people.

Operations Management – plans and coordinates effective use of resources for a very demanding user base with high expectations for availability and functionality.

Project Management – experienced throughout the project lifecycle, including concept initiation, requirements gathering, design, development, testing, and implementation.

People Management – tailors communication style to fit the needs of both staff and stakeholders. Enjoys mentoring and helping others succeed in their careers.

A highly credentialed IT professional, who stays current across the technology and process landscape by immersing himself in technical best practices and then rapidly using newly acquired skills on the job. Currently, pursuing three additional certifications with an expected completion date in April 2016: Cisco Certified Network Associate-Security (CCNA), ITIL Foundation, and PMP.

Technical Certifications & Skills

Cisco Certified Network Associate (Routing & Switching), **CCNA**

Cisco Certified Academy Instructor, **CCAI**

Microsoft Certified IT Professional, **MCITP**

Microsoft Certified Technology Specialist, **MCTS**

Professional Experience

Greendale College – Greendale, CO

April 2014 – Present

IT Manager

Perform dual roles in IT Management and IT Training. As an IT Manager/IT Chair, my role includes operational support, stakeholder communications, design, development, deployment, documentation, and maintenance of the IT infrastructure, with an emphasis on security, utilizing virtual technologies (VMware). As an IT Trainer for Associate and Bachelor degree programs, manage 7 instructors. Responsible for budget planning/management.

Implemented Lean Service Management techniques to provide the greatest value in an environment of strict cost constraints. Applied ITIL practices to operations management and change management processes, achieving goal to reduce risk exposure and minimize the severity of any disruption.

- Provided timely reporting to VP staffing in the areas of IT operations, budget management, network management, staff performance, and student retention and job placement.
- In an instructor role, prepared instructional content and course materials, including course syllabus, lab assignments, exams, and quizzes, as well as creating challenging projects to engage and excite students. Developed evaluative measures to determine each student's level of comprehension.
 - Opened up job opportunities by fully immersing students in the educational experience, with real world projects, informative internships, and field trips to well-known vendors — simultaneously building skills and confidence. Improved student retention rate by 40%.
- Implemented an IT certification program, with lesson plans and labs, to aid students in gaining their Microsoft, Cisco, and CompTIA credentials, a program that led to 80 students becoming certified.
 - Designed an independent preparation exam, using Exam View software to test employees and students readiness for certification exams.
 - Taught classes in core technologies, and digital and analog circuit design, using hardware, software, and VMware solutions.
- Managed the LAN/WAN network infrastructure, working with the architectural team to implement firewall configuration and monitoring, server builds and deployment, network backup and recovery, and disaster planning. Configured F5 load balancers, Cisco routers, switches, VPNs, and firewalls.
 - Documented the network topology, policies, procedures, and change protocol.

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Aviato – San Francisco, CA
Engineer (Contract)

Sept 2013 – April 2014

Served as a Network Engineer, offering expert analysis and diagnostic capabilities to thoroughly resolve problems on LAN/WAN networks. Implemented Cisco routers, switches, and VoIP (Avaya) for a chain of customers. Wrote VoIP installation procedures, and installed a Cisco AS5500 firewall device.

Tech Co – Minneapolis, MN
Manager (Contract)

July 2013 – August 2013

Designed an interface for a healthcare company, using PowerShell scripting and a configuration management tool (Puppet) while utilizing VMware techniques, Windows Server 2008, and a Server 2012 Operating System.

Hawthorne Institute – Greendale, CO
Manager, Information Technology Department

August 2012 – July 2013

Led business-centric initiatives to grow and maintain an advanced infrastructure for student and instructor learning systems. Supported 8 instructors and a very demanding student base.

- Managed the entire technology stack for training and daily operations, including hardware (servers, LAN/WAN networks, desktop and laptop computers, mobile devices, and data storage) and software (OS, DBMS, email systems, and security systems).

City College – Denver, CO
IT Instructor

April 2011 – August 2012

IT Instructor and technologist, who brought practical learning techniques to the classroom to prepare students for the IT workforce. Designed lesson plans, and taught systems and network courses directly tied to learning objectives for such topics as Cisco network design and security, Windows 7 configuration and support, as well as the implementation and support of SCCM, USMT, Microsoft Exchange Server, Microsoft SQL 2008 Server, and Windows PowerShell 2.0.

- Achieved a 90% success rate for student certifications versus a very low industry average of 40%.

Independent Consultant – Colorado & Nevada
IT Consultant

2007 – 2011

Supported a customer base for a variety of projects that included implementing infrastructure upgrades, system security measures, LAN/WAN networks, database management practices, web development efforts, and collaborative systems such as SharePoint.

- In support of a collaborative program between the University of Texas and the country of Malawi, designed and implemented SharePoint to streamline communications and simplify access to shared educational content on a single integrated platform; implemented 2007/MOSS that ran on a Windows 2008 server and a SQL platform.

Pied Piper – San Francisco, CA
Information Technology Specialist 3 / Network Engineer

1991 – 2007

Provided operational support (levels I, II & III), general system administration, and network enhancements to the state's largest agency with over 5000 employees. Evolved the LAN/WAN environment over time, including the design and management of streaming video, voice, and data networking. Budget for project \$1.2M.

- Served as a Technical Lead and Analyst in the planning, design, installation, configuration, testing, and monitoring of the enterprise LAN/WAN environment, including Video over IP WAN. Created documentation manuals for technical teams and training manuals for end users.
- Supervised a large-scale modernization effort to bring the network architecture up to date, culminating in the enterprise implementation of Cisco Unified Communications Manager.
 - Designed and implemented the agency's first Video Conferencing (VC) network, comprised of 28 video conferencing endpoints, 2 video servers, and 6 gatekeepers for 6 POP locations. Worked closely with

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vendors (Polycom, Cisco, Microsoft, Tandberg, and video server vendor) and contractors to deliver 3 important capabilities — the ability to:

- Bring social services to statewide locations with the goal to improve child support.
- Communicate and collaborate statewide, while saving 33% on transportation costs.
- Provide training for business users and technical staff.
- Managed a large-scale project and a 7-member team in the design and implementation of Streaming Video (SV) agency wide, using Cisco IP/TV devices over Cisco Routers and Switches; saved \$1.5MM+ in telecom costs. Rolled out desktop clients through our statewide WAN, and programmed Microsoft Windows servers to 6 POP sites.
 - Achieved the required Quality of Service (QoS) by monitoring, managing, and quickly resolving any delays on the network.

Education

University of Greendale, **MBA**, Business Administration

Southern New Hampshire University, **BS**, Electronics Engineering

Technical Skills

WAN: Cisco Routers, Switches, Firewalls, F5 Load Balancing Juniper Products

LAN: Windows Server 2008, 2012, Windows PCs, 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