

JOHN J. WILLS

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OBJECTIVE

A challenging new position where I can apply my years of experience and training to solve business problems through the use of technology.

PROFESSIONAL EXPERIENCE

Monadnock Family Services - Keene, New Hampshire

Information Services Manager

January 2004 - Present

Network Administrator

October 1996 - December 2003

Network Support Specialist

October 1995 - September 1996

- Received Ruth Ewing Award for 2005 for involvement in the Electronic Clinical Records Project.
- Received Administrative Services Staff Recognition Award for 1997.
- Served as HIPAA Security Officer ensuring the confidentiality, security, and availability of electronic protected health information.
- Grew the network for 15 standalone PCs into a 150-node Windows XP/2003 network spanning nine locations in five towns using technologies such as 10BaseT, 100BaseT, 100BaseFX, TCP/IP, ISDN, Frame Relay, xDSL, 802.11b, Cisco routers and switches, and Citrix MetaFrame.
- Managed telephone hardware and services for 190 lines including Centrex, a variety of telephone systems, and 76 cellular phones.
- Managed all technology projects including hardware and software upgrades and the introduction of new technologies such as an electronic health record system and a video conferencing system.
- Developed agency policies including an Appropriate Use of Technological Resources Policy.
- Wrote grants and sought donations that brought in over \$380,000 in hardware and software.
- Supervised a team of three technology professionals and coordinated various contractors.

Vermont Yankee Nuclear Power Corporation - Brattleboro, Vermont

Computer and Network Technician

March 1993 - September 1995

Computer Operator/Technician Co-op

May 1992 - March 1993

- Designed, implemented, and managed a multi-server Novell network.
- Installed, maintained, and repaired PCs, terminals, and printers.
- Developed FoxPro-based database systems and other BASIC programs and command procedures.

INDEPENDENT PROJECTS & VOLUNTEER WORK

- Taught "Systems Architecture" graduate-level course, tutored students in other IT classes, and advised students on their capstone projects at the Graduate Center of Marlboro College in Brattleboro, VT.
- Designed and built a six PC network for Chesco, Incorporated, a nonprofit agency in Keene, NH.
- Designed a web site and provided other technology services to You Make Me Smile, LLC, a gift basket business in Goffstown, NH.
- Assisted the Westmoreland School (Westmoreland, NH) in choosing a new telephone system to provide improved security and functionality.
- Cabled the Monadnock United Way offices (Keene, NH) for a local area network.
- Served on the steering committee of the South Eastern Vermont Computer Users Group (SEVCUG), presented occasional talks at monthly meetings, and wrote a column for the group's newsletter.

EDUCATION

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| <i>Master of Science in Systems Integration Management</i> | <i>August 2003</i> |
| <i>Persons School of Marlboro College – Brattleboro, Vermont</i> | |
| <i>Recieved “President’s Prize” for best Capstone Project</i> | |
| <i>Coursework: Business Process Analysis, Business Systems Re-engineering, Database Systems, Project Management, Organizational Change Management, Information Technologies, Legal and Ethical Internet Issues, Systems Development, Capstone Project</i> | |
| <i>Bachelor of Arts in Computer Science</i> | <i>May 1995</i> |
| <i>University of Maine – Orono, Maine</i> | |
| <i>Business Concentration</i> | |

CERTIFICATIONS

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| Microsoft Corporation | |
| <i>Microsoft Certified Professional</i> | <i>April 2006</i> |
| Cisco Systems, Incorporated | |
| <i>Cisco Certified Network Professional</i> | <i>September 2003</i> |
| <i>Cisco Certified Design Associate</i> | <i>November 2001</i> |
| <i>Cisco Certified Network Associate</i> | <i>April 2001</i> |
| Telecommunications Industry Association | |
| <i>CompTIA IT Project + Certified Professional</i> | <i>June 2003</i> |
| <i>CompTIA Network + Certified Professional</i> | <i>July 2002</i> |
| University of New Hampshire | |
| <i>Supervisory Skills Certificate</i> | <i>December 2001</i> |
| <i>Train the Trainer Certificate</i> | <i>December 2001</i> |

TECHNICAL SUMMARY

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| <i>Hardware</i> | Cisco & Linksys routers & switches, tablet, notebook, desktop & server PCs, Linksys & Belkin 802.11b wireless devices, IBM AS/400, Hewlett-Packard printers, Perle remote access server, Macintosh, DEC VAX , MicroVAX, DEC VT-series terminals |
| <i>Operating Systems</i> | Windows (XP, 2003, 2000, NT, 9x, 3.x), Linux, DOS, OS/400, VAX VMS, DECnet, Novell NetWare 3.12, UNIX, MINIX, Pathworks, LANtastic, OS/2, VM/CMS |
| <i>Protocols</i> | TCP/IP, 802.11b, 10BaseT, 100BaseT, 100BaseFX, Frame Relay, ISDN, SDSL, ADSL, PPP, NetBEUI, IPX/SPX |
| <i>Languages</i> | HTML, Java, Visual Basic, SQL, C, BASIC, Pascal, COBOL, REXX, Assembler |
| <i>Databases</i> | Microsoft Access, FoxPro, dBase III+, FileMaker Pro, Microsoft SQL Server, DB/400, Paradox, Reflex |
| <i>Applications</i> | Microsoft Office, Exchange, FrontPage, Project, Visio, SharePoint, InfoPath, Macromedia Dreamweaver, Flash, Adobe InDesign, Photoshop, Acrobat, Illustrator, OpenOffice, Veritas BackupExec, ASC Sequel ViewPoint, Citrix MetaFrame, Lotus 1-2-3, WordPerfect, CorelDraw, QuickBooks Pro |
| <i>Telecom</i> | Mitel PBX & voice mail, Octel voice mail, Centrex, IntelliData IVT, Northern Telecom Meridian, TIE Communications, AVT voice mail |