Kenneth L. Crowley

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~PROFESSIONAL SUMMARY~

IT Professional with extensive management and leadership experience. Strong communication skills. Excellent analytical and problem solving abilities. Maintained information systems. Managed technical support/infrastructure concerns.

~EDUCATION~

Masters, Business Administration,   **University of Tennessee,**   **Knoxville, TN**
BBA, Computer Information Systems Management,   **Baylor University,**   **Waco, TX**

~PROFESSIONAL EXPERIENCE~

Leadership/Project Management:
- Completed the **Ropes Course** through the **MBA Program at UT**, emphasizing trust
- Collaborated on a weeklong **Marketplace scenario at UT** with teams - choosing leaders and strategizing, and reevaluating strategies according to recurring change
- Obtained **Project Management Certificate** (non-credit) at **UT** in October 2006
- Managed teams of varied sizes, both small (7 full-time employees) and large (25 full and part time employees)
- Participated on the monthly IT Steering Committee to insure alignment of IT projects and business goals
- Managed multiple projects which include:
  - ~ Obtaining ISO 9001 certification in order to provide assurance about the ability to satisfy customer quality requirements and to enhance customer satisfaction
  - ~ Establishing infrastructure, including data center operations and multiple IDF closets, during build out for corporate office
  - ~ Upgrading network cabling to Category 6 in manufacturing plants to improve data access and reliability
  - ~ Consolidating printing operations in the corporate office and manufacturing plants to increase efficiency and reduce cost by $12,700 per month
  - ~ Installing Intermec Access Points to deploy wireless Bar Code scanners to track inventory flow in the plants
  - ~ Installing Cisco Wireless Access Points in the Corporate Office and Plants to allow associates to move about the buildings while working

Audits/Change Control:
- Authored ISO 9001 Work Instructions for IS Department
- Represented IS department in internal EDP audits

Audits/Change Control (continued):
- Acquired test sample per Auditors specifications for circulation audits
- Represented company in BPA circulation audits
- Acted as Change Control Officer for AS/400(iSeries) source code

Performance Management:
- Recruited and managed staff, both small teams (7 full-time employees) and large (25 full and part time employees)
- Developed and reported weekly KPIs with regard to Help Desk calls
- Completed quarterly associate reviews including development planning, promotion recommendations, and improvement required documentation

Information Technology:
- Managed enterprise infrastructure including network, data centers, host systems, IT security, Printer/Copiers, Telephone systems, and end-user support
- Responsible for nationwide system availability and performance in a 24x7 environment
- Communicated system outages and status reports to associates
- Developed run procedures and scheduled staff to monitor systems 24x7
- Insured information confidentiality, integrity, and availability through disaster recovery planning and active directory security management
- Performed annual disaster recovery tests at offsite SunGard facility to ensure viability of Technology Availability Plan
- Installed new IBM AS/400(iSeries) models and upgraded from CISC to RISC systems
- Managed AS/400 communication including RJE, BISYNC, ASYNC and Frame Relay
- Maintained security for IBM model 720, 640, 510, and 170 AS/400 as well as model 810 and 820 iSeries

~WORK HISTORY~

Technical Support Manager,	**ImagePoint, Inc.,**	Knoxville, TN	09/03 – 01/09
Midrange & Peripherals Manager,	**ImagePoint, Inc.,**	Knoxville, TN	04/03 – 08/03
IS Technical Lead,	**ImagePoint, Inc.,**	Knoxville, TN	04/00 – 03/03
AS/400 Technical Lead,	**ImagePoint, Inc**,	Knoxville, TN	12/99 – 03/00
Asst. V. P. Information Systems,	**PMSI Services, Inc.,**	Waco, TX	01/99 – 12/99
Programming Manager,	**PMSI Services, Inc**.,	Waco, TX	05/95 – 12/98

~SOFTWARE / HARDWARE~

IBM i5/OS V5R1/V5R2, Help/Systems iSeries Tools, Windows 9x/NT/XP/2000/2003, Microsoft Exchange (5.5, 2003), Apple OS X, Linux, Symantec Ghost, Microsoft Active Directory, Blackberry Enterprise Server

IBM AS/400 and iSeries, Cisco Routers, Cisco Switches, Cisco Wireless Access Points, Dell Enterprise-class servers, Compaq Proliant servers, HP NetServers, Dell Optiplex Desktops and Latitude Laptops.