

JEFFREY ALAN HATHAWAY

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SUMMARY

Setup and maintain several office networks with issues including cross platform compatibility, wireless communications, handheld integration, and web based applications.

Design and create websites to increase productivity for clients.
Examples may be seen at www.jahathaway.com

Serve as IT Manager for a high-end security company, responsible for maintaining all aspects of access control/surveillance for prominent universities throughout Virginia, working closely with the facilities to integrate software and advancing technology. Oversee several projects ranging from low-level hardware upgrades to high-level software/hardware build outs.

Serve as Service Manager for a high-end security company, overseeing the scheduling and dispatching of technicians to service jobs.

Managed an office of 50+ workstations in issues ranging from application assistance, hardware problems, and network operations. Maintained a server array consisting of NT4, Win2K Server, 3com and Cisco managed switches, and T1 lines back to a central office out of state.

Administration of 500+ users under the corporate umbrella including password issues, login scripting, and the application of rights to files and directories within the network using Novell Netware. Managed Pegasus Mail email software for users within the company

Implementation and administration of ACE Secure Authentication for remote contractors to gain access to the First Health network. Troubleshoot issues concerning VPN and remote access.

Writing of code to extract, format, and save data from the mainframe to a text file, which is then imported into an MS ACCESS table from which queries and ad-hoc reports are generated. These reports are still used extensively throughout several departments as well as in proposals and Specifications.

SKILLS

Description	Experience Level:	Last Used:
HTML (Administration/design of web site)	Very Heavy	2010
CSS	Heavy	2010
SQL/MySQL	Medium	2010
Photoshop	Very Heavy	2010
Dreamweaver	Very Heavy	2010
Macromedia Suite (Fireworks/Flash)	Heavy	2010
Frontpage 2000	Heavy	2004
Software		
Windows 3.1/95/98/NT 4/2000/XP	Very Heavy	2010
Windows NT Server/2000 Server	Very Heavy	2010
Macintosh 9x/OSX	Very Heavy	2010
Microsoft Office (all versions)	Very Heavy	2010
Adobe PDF Writer/Acrobat v6	Very Heavy	2010
C-CURE 800/8000	Very Heavy	2009
C-CURE 9000	Very Heavy	2009
Marathon CoServer/SplitSite	Very Heavy	2009
Veritas Backup	Very Heavy	2003
Citrix ICA	Medium	2002
Security Dynamics (Ace Administration v.3.4)	Medium	2000
Novell (4.1.1 & 5)	Heavy	2000
Attachmate (terminal emulator)	Heavy	2000
NS3270 (terminal emulator)	Heavy	1999
IBM Mainframe Apps (TSOA, CICS, ROSCOE)	Medium	1999
Macintosh 7.5.5	Medium	2000
Hardware		
Laptops/Servers/Workstations (Dell, HP, Sony..)	Heavy	2010
Kentrox Routers	Heavy	2010
Cicso (switches, Java interface)	Heavy	2003
3COM (switches, Telnet inerface)	Heavy	2002
Baynet (routers/hubs/switches)	Basic Knowledge	2000
Printer maint. (HP3-HP5si/mx)	Medium	2004
RJ45 Cables (straight/x-over)	Very Heavy	2010

JOB HISTORY

[Independent / Freelance IT Work](#), Richmond, VA

·Fulton Hill Properties (2003 - 2007):

Convert an existing workgroup environment to a Win2K server domain by designing, purchasing, and installing needed equipment to allow communication between Mac and PC clients. Implement a web based group email / calendar / contact program to accommodate the travel needs of the company. Purchase and setup Palm handheld devices (III, V, i705, Tungsten T, and Tungsten W) to function with wireless services and installing needed conduits to guarantee connectivity to assigned workstations. Install, setup, and distribute DSL throughout office via router.

·Nesbit the Complete Body Salon (1999 - Present):

Purchasing, installing, and maintaining a network of 14+ workstations in a domain environment as well as maintaining dual servers (PDC and App) including updates to OS, main application (Harms! Millennium Platinum), and Antivirus software. Install, setup, and distribute DSL through a switched network. Cabling (RJ45). Implement a wireless network outside of the office network to be used by patrons of the salon.

·Modelogic Modeling Agency (2000 – Present)

Design and creation of a fully functional website (www.modelogic.com) that has a proven increase in productivity over 100% in booking and hiring of talent.

[Electrical, Controls and Maintenance](#), Mechanicsville, VA

·IT Manager/Service Manager (2006 – 2009)

IT Management duties included upkeep and implementation of multiple servers both in-house and client-wide including VCU/MCV security servers. Responsible for implementing and maintaining Marathon SplitSite Redundancy between four locations campus wide. Act as a liaison between company and clients regarding any technical issues. Test and review new software and devices related to the security industry. Maintain office network/system including backups/servers/workstations.

Service Management duties included maintaining schedules for four lead technicians as well as ten helper technicians/installers. Dispatch calls and maintain completed paperwork for invoicing and billing purposes. Research new technology to keep company compatible with competing businesses.

Project Management duties:

- 1) [VCU Security Server Migration](#)
Aug 8, 2007 – July 7, 2009
Role: Project Manager

SUMMARY:

Virginia Commonwealth University (VCU) has a server based access control system campus-wide. This includes the MCV campus as well. The existing software resided on two Windows 2000 servers located side-by-side in a rack. The servers were equipped with a failover system that was functional in one direction only which was ineffective if the building was not powered. A directive was placed by the Governor mandating the security servers at VCU had to remain on and active 24/7. VCU had also upgraded backup/recovery operations on all servers in that particular farm except the two security servers due to OS incompatibilities. The existing failover system was incompatible with Windows 2003 server and would need to be replaced. The existing security software would also need to be upgraded as well. I researched, tested and settled on the best solution for redundancy/failover that was compatible with the Dell rack servers I chose. It was my job to ensure this took place in a manner that was non-disruptive to the everyday campus functions. The changes had to be made with the most minimal downtime possible in order to keep monitored security functions live (ie. panic buttons, door alarms, infant protection systems). I performed this work with minimal assistance.

PROJECT STEPS:

- Conduct project selection methods to evaluate the feasibility of software option using existing equipment compared to complete upgrade of servers
- Define the scope of the project based on the need to meet the customer project expectations of having a fully redundant system with no interruptions regardless of the circumstance.

- Develop the project scope and review it with key personnel to confirm risks, issues, assumptions and constraints as well as obtain project approval from the departments involved.
- Create the work breakdown structure with the departments involved to develop the cost, schedule, resource, quality and procurement plans.
- Obtain project plan approval from the customer and conduct a kick off meeting with all key department heads.
- Execute the tasks defined in the project plan in order to achieve the project goals.
- Verify and manage changes to the project scope, project schedule and project costs as defined in any change management plan.
- Ensure the project deliverables conform to quality standards established in the project quality plan.
- Formalize and obtain final acceptance for the project.
- Identify, document and communicate lessons learned.
- Archive and retain project records, historical information and documents (e.g., project schedule, project plan, lessons learned, surveys, risk and issues logs, etc.) in order to retain organizational knowledge, comply with statutory requirements, and ensure availability of data for potential use in future projects and internal/external audits.
- Obtain financial, legal and administrative project closure (e.g., final payments, warranties, contract signoff).
- Create and distribute final project report.
- Measure customer satisfaction at the end of the project.

- 2) Spotsylvania County Water Treatment Facility
 Aug 8, 2007 – July 7, 2009
 Role: Project Manager

SUMMARY:

The fiber optic hardware was overheating inside the housing cabinet. The cabinet was situated in the main pump room pulling water from the Rappahannock River to the clean water reservoir. Fiber was critical as it sent the video feed from the numerous cameras around the pump house to the main facility to be recorded. Video security was also enhanced via software based analytics. The existing cabinet in the pump house needed to be replaced with an air controlled cabinet and the VideoIQ analytic software needed to be upgraded. Certain fiber strands had also been destroyed and two-way communication from the river to the main office, as well as from the pump house to the main office had been dropped. Infrared cameras located inside the pump house also worked improperly. For this project all items were bundled and sold (including the technician's time involved) as a package. Once complete, the negotiated maintenance agreement was in effect.

- 3) Al Jazeera International, Washington DC Office
 Aug 8, 2007 – July 7, 2009
 Role: Project Manager

SUMMARY:

The Al Jazeera office located in Washington DC had received a package installation from a previous project manager, who then resigned. The installation was completed prior to my taking over. I came in a project manager and oversaw the change order requests and residual maintenance for the initial installation. The maintenance contract was for a one year term after installation. All items were approved and the final walkthrough was completed with minor issues that were quickly resolved for sign-off.

- Frank Gates / COV Office of Workers' Compensation, Richmond, VA
IT Manager (2000 – 2003)

Managerial duties included upkeep and development of multiple servers (PDC, BDC, Antivirus, and SQL), 50+ workstations, remote connectivity, and application specific monitoring (i.e. Norton Antivirus, Microsoft licensing, Geronimo CaseFinder State Code software). Support duties included extensive use of MS Access for Ad Hoc reporting against the Workers Comp database to generate both physical monthly, quarterly and fiscal year end reports.

- First Health, ISS/CRD/PRN, Richmond, VA
LAN/WAN Technician (1998 - 2000)

LAN duties include hardware/software configuration and support for local area network and/or wide area network. Examples include receiving, building, and distributing new workstations to users; corporate-wide (500+ users) administration of user accounts via Novell Netware Administration including password issues, login scripts, and adding rights to files and directories. Software support issues include all Microsoft Office products as well as MS Outlook, Pegasus Mail, Groupwise, W95, NT, terminal emulation, and remote connectivity.

WAN functions include handling connectivity issues with the Virginia Medical Assistance Program (VMAP) account as well as the Alaska Medicaid account including frame-relay/ISDN support as well as overseeing purchase requests made through ISS on these accounts. Other functions include maintaining a Security Dynamics authentication server for our remote contracted employees and maintaining current virus signature files for all servers, 9x, and NT systems utilizing Computer Associates' Inoculan.

First Health continued:

·Provider Relations Technician (1996 - 1998)

Extensive utilization of MS ACCESS (both 95 and 97) to bring pharmacy data (claims and store information) from mainframe environment into p.c. apps for better reporting purposes. This process involved writing JCL using the mainframe app TSOA to retrieve, format, and save datasets out to text files. These could then be parsed into MS Access tables from which queries and ad-hoc reports could be generated. This download was a bi-weekly process and became the sole reporting tool for several departments including Marketing. Other job duties included supplying pharmacy data through ad-hoc reporting for use in RFPs, maintaining accurate pharmacy data, and resolving contractual issues for all pharmacies nationwide. Changes were administered through NS3270 terminal emulation. This position was also responsible for the supervision of a small staff dedicated to data entry tasks.

·Provider Enrollment Coordinator (1994 - 1996)

Responsible for contracting new and current pharmacies under associated health plans, entering data into a mainframe environment through NS3270 terminal emulation, and maintaining the entered data. During this two-year period I learned mainframe-coding techniques to satisfy the need for immediate ad-hoc reports. This led to significant enhancements within the position for inter-department reporting and data generation including the hiring of two employees to maintain pharmacy updates.

·Customer Relations Representative (1993 - 1994)

Responsible for taking recipient claim calls and performing prior authorizations as needed.

EDUCATION

A+ Computers, Richmond, VA
Novell 5 Admin.
Novell 5 Advanced Admin.

Averett College, Richmond, VA
GPA: 3.3, Major: B.B.A.
Attended: 1998 - 2000

Virginia Commonwealth University, Richmond, VA
Major: Painting
Attended: 1988 – 1989

REFERENCES

Stacie Vanchieri, President
Modelogic Wilhelmina, Richmond, VA
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