

Austin Henderson

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Objective

Obtain executive level employment in the field of Information Technology with an organization where I am empowered, challenged and expected to re-think existing processes, implement new automation procedures and increase the efficiency of a developing entity that firmly believes in their mission.

Education

Middle Tennessee State University – 1997 - 2001

B.S. - Engineering Technology – Concentration: Computer Engineering Technology

Experience

FirstFleet, Inc. | Director, IT Infrastructure & Innovation 2010 – Current

- Responsible for the Direction of Application Development and Network Infrastructure Teams
- Engaged in Business Process Reviews in all Areas of Organization Function
- Engaged in Thorough Vendor Contract Reviews to Reduce Expense
- Primary Representative for Organization Technology Needs
- Continued Regular Customer Interaction to Deepen Points of Integration & Reliance
- Oversaw the Development of new Business Processes for Automation of Employment Application, Background Review, Accounting Record Integration and a host of other Functions from Vehicle Maintenance to Asset Tracking

FirstFleet, Inc. | Manager, Information Technology 2007 - 2010

- Managed Development & Coordination of all Business Process Initiatives & Supporting Development
- Managed Hardware & Software Acquisition, Contract Management, Wireless Device Management, Telecom Management, etc.
- Managed B2B Customer Integration Initiatives
- Interfaced Regularly with Customers for Business Process Evolution
- Managed System Support and Network Administration Team Members
- Functional & Business Process Advisor for Development Team
- Implemented Cloud Based Mobile Worker System Backup
- Chief Development Architect – Active Developer
 - All EDI projects Including Custom Integration Using XML and X12 Standards
 - Customer & Employee Facing Web Portal Using Open Source .Net Project DNN
 - Multi-Interface Document Imaging System – Web, Gadgets, Windows Apps, Web Services
 - Browser Based Gadget Interfaces for Business Partner Access
 - Automated Arrival and Departure of Fleet Vehicles
 - In-Vehicle Computing Automation Process Development
- Implemented DR Process – Redundant Local Environment & Replicated Infrastructure to Alternate Site
- Implemented VMware - Minimizing Energy Consumption & Facilitating Infrastructure Replication

FirstFleet, Inc. | Manager, Network Services**2003 – 2007**

- Active Contributor/Developer of Business Process
- Managed Support Desk Representatives
- Managed Network of 45 WAN Links for Remote Office Connectivity & Internet Facing Circuits
- Deployed e-Discovery Systems for Email Archival
- Deployed Centralized Filtering Systems for Web and Email Traffic
- Instituted Automation Minimizing Administrative Cost and Increasing User Satisfaction
- Deployed & Managed SSL VPN Solution
- Deployed & Managed VOIP Solutions – Shoretel & Asterisk
- Deployed & Managed Storage Array Networks (EMC)
- Extensive Development Responsibilities
 - System Integrations (*Great Plains, TMW, TMT, iSeries Infinium*) – Payroll & Receivables Integrations, GeoCoding, Automated Invoice Auditing and Operational Reporting

FirstFleet, Inc. | Network Administrator**1999 - 2003**

- Managed Growing NT 4.0 Domain & Migrations to Active Directory
- Instituted Network Monitoring
- Managed/Implemented Data Retention & Backup Protocols
- Desktop Provisioning and Support (Imaging, AV, Patching)
- Provided Support for Network Layer Devices
- Deployed & Managed Terminal Services Environment
- Carried Development Responsibilities (Intranet Portal for Application & Report Deployment)
- Assisted with Migrations from iSeries Environment to Windows Based Systems
- Designed & Developed Exchange Archival System
- 24 x 7 Primary Support Contact

Skills

- Excellent Written & Verbal Communication
- Project, Team & Expense Management Experience
- Analytical Perception of Business Process & Design of Reusable Solutions
- New Business Analysis and Presentation
- .Net Development – Web Services, Windows Applications & Web Interfaces
- MSSQL – Database Design & Management
- All Microsoft OS - Active Directory Management to Desktop Troubleshooting
- Exchange – Implementation, Management, Recovery & Migration
- VOIP – Distributed & Consolidated Experience (Asterisk & Shoretel)
- Network Layer Device Management – Cisco IOS, HP IOS, Watchguard
- Network Design – MPLS, Frame-Relay, IPSEC, SSL VPN
- Virtualization Strategies – VMware & Microsoft Virtual Server
- Environmental Control – Cooling, Power Generation & Distribution
- Web Content Management Strategies – DotNetNuke CMS, Media Delivery, Podcasting, etc
- Graphic & UI Design Competencies
- Storage Management – Fiber, iSCSI & Cloud Based (EMC, S3, Google, Nimble)
- Custom In-Vehicle Computing – Qualcomm, Form & Process Design

Search / Buzz Words

- Negotiation, Management, Transportation, Logistics, Contract, Telecommunications, Analytics, Microsoft, .Net, VB.Net, C#, ASP, ASP.net, MSSQL, Exchange, TMW, TMT, Great Plains, Dymanics, Active Directory, VOIP, SIP, Asterisk (linux), Shoretel, Cisco, Procurve, Solinus, MailFoundry, EMC, Navisphere Windows 7, Windows XP, Server 2003, Server 2008, NT 4.0, Watchguard, HTML, Qualcomm, Comdata, ALK, Rand, WebRoot, Podcast, DNN, TCP/IP, MPLS, Frame-Relay, IPSEC, SSL, X12, XML, EDI, Project Management, Contract Negotiation, iSCSI