Kenneth Godwin

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Dear Sir or Madam,

Thank you for taking time to review my résumé. I am a manager and Computer Systems Engineer with more than 20 years of success in the medical, finance, utility and retail industries. The expertise I have gained over my career is broad in scope, and is transferrable to other industries. Some of my career highlights include the following accomplishments:

- Served as Director of Information Technologies and Network Administration core software and productivity software installations and upgrades for a successful engineering firm

- Managed Technical Support and Implementation of Internet Training and Testing software for a large publishing company, and for other companies supporting interstate, multi-domain and multi-company networks which included PeopleSoft, UNIX, Linux, mainframes and Windows NT Servers including Exchange, IIS, SQL and Proxy Server just to name a few

- Led a Team of highly specialized professionals for a Call Avoidance Initiative that developed processes to reduce support center calls by more than 5,000 per month by consolidating logons across the mainframe, Windows, UNIX Novell and CSS thus saving my employer millions of dollars during the Y2K transition

The time is now right for me to pursue opportunities elsewhere. The type of industry is of less importance than the opportunity to broaden my business experience.

Please feel free to contact me at any time. Thanks so much for your time.

Respectfully yours,

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Summary

An Information Technologies Manager and Computer and Network Systems Engineer with more than twenty years of experience in the healthcare, utilities and consumer products industries with emphasis on customer support that exceeds the customer's expectations. Acknowledged strengths in electronics, information management, micro-computer technology and customer service. A change-hardy and goal oriented team leader who learns quickly, develops close professional relationships and possesses a strong desire to succeed. Expertise is broad in scope and includes the following skills:

- Administration
- Budget Planning
- Contract Negotiations
- Data Center Operations
- Database Technology
- Distributed Processing
- Information Management
- Micro-Computer Technology
- Office Automation

- Performance Monitoring
- Problem Solving
- Process Engineering Construction
- Procurement
- Production Research & Development
- Project Direction & Management
- System Design & Programming
- Systems Development
- Telecommunication Networks

Professional Experience

Orthopaedic Specialists of Alabama, P.C., Birmingham, Alabama   **2007 - 2008**
Orthopaedic Specialists of Alabama provides the highest quality of orthopedic and related specialty care since 1959.

Manager of Information Technologies
Responsible for the following range of IT and administrative operations in connection with management of computer, communication systems and IT personnel

- Successfully oversaw IT Department
- Worked with administrative staff to successfully recover $125,000 investment in bad software investment by previous administration and IT staff
- Re-worked barely functional computer and network system
- Upgraded and deployed routers, servers, switches and workstations
- Upgraded AIX Companion system to handle the traffic due to OSA's growth over the past 5 years
- Procured and began installation process of new telephone systems
- Greatly reduced support calls by analyzing issues at the root cause and developed solutions to fix the base problem
- Developed scripts to greatly simplify printer deployment and server access
- Created, developed, and implemented processes that greatly enhanced dictation and transcription systems

Integrated Solutions, Llc., Birmingham, Alabama **2005 - 2007**

Integrated Solutions provides a suite of products and services that work in concert, providing a comprehensive management strategy for any size network.

Systems Engineer

Responsible for the following range of IT operations in connection with project management of computer, communication systems and IT personnel throughout Alabama

- Worked with many clients including several vendors for Mercedes Benz
- Specialized in medical clientele
- Developed several new computer and network systems
- Overhauled and upgraded several old systems
- Successfully recruited several new clients
- Achieved high level of sales and productivity

SNS at HealthSouth (through Precision Resources), Birmingham, Alabama **2004**

HealthSouth is one of the nation's largest healthcare services providers, with locations nationwide..

Server Engineer

Responsible for the following range of IT operations in connection with project management of server systems and deployment software

- Supported servers for nationwide hospital chain with over 2,000 Servers
- Fixed and redeployed Marimba Castanet which deployed upgrades and updates to all servers and workstations
- Supported SQL and Citrix in a clustered environment
- Trouble-shot and maintained all Proprietary and Industry Specific Server Based Server Applications
- Authored VBScript, SQL and Marimba scripts

Accenture at BellSouth (through Comforce), Birmingham, Alabama **2003**

Accenture Management Consulting helps businesses achieve high performance. Drawing on our groundbreaking research and hands-on experience with high-performance businesses; Accenture delivers insights and puts them into action.

Systems Engineer

Responsible for the following range of IT operations in connection with computer systems, server systems and deployment software

- Set-up and managed Microsoft SUS
- Deployed Updates and Software using SMS, SUS & Altiris
- Performed upper level support for workstation assets
- Executed second level support for servers
- Authored VBScript and SQL and scripts

Southern Company Services, Birmingham, Alabama   **1997 - 2000**

Keeping the lights on for 4.4 million customers. Delivering value to more than 600,000 investors. Making sure our 26,000 employees are equipped with the skills and knowledge they need to get the job done safely.

Systems Engineer & Call Avoidance Team Leader

Responsible for the following range of IT operations in connection with computer systems, server systems and deployment software

- Instructed clients with computer and telephone system related problems.
- Set-up network printers and print servers to work across multi-OS, multi-domain and interstate networks
- Supported enterprise file, print, Exchange, SMS servers and mainframe applications
- Authored software procedures to pinpoint SMS deployment issues
- Managed projects for the Y2K Call Avoidance Initiative
- Reduced Call Center issues by more than 5,000 per month using System Development Lifecycle (SDLC) methodology
- Re-wrote Office Automation scripts to reduce inadvertent lockouts
- Developed call avoidance strategies and programs to solve issues at their root cause
- Won a bonus for Project Well Done award and two Best of Breed awards

Sears Repair Services, Birmingham, Alabama   **1987 - 1996**

Sears is dedicated to providing our customers with a superior level of service.

Lead Electronics Technician

Responsible for the following range of IT operations in connection with computer systems, server systems and deployment software

- Repaired computers, projection televisions, video tape recorders (VCR's), televisions, component stereos, DSS Satellite receivers and other electronic devices
- Technical troubleshooter
- Managed Project Brand Central Installation and completed two months early
- Won Technician of the Month awards on a regular basis.
- Received many Customer Service Rewards
- Created, developed, and supervised training for other technicians

Education

University of Alabama at Birmingham, Birmingham, Alabama, 1983 - 1985
Major: Computer Science and Mathematics (Undergraduate Coursework)

ADVANCED COURSEWORK

Hardware Platforms:

- Workstations
- Servers
- Routers
- Metro Ethernet
- Managed Switches
- Printers
- Phone Systems
- Mainframe
- AS 400
- AIX
- DSL, T1, T3 & Frame Relay
- Firewalls
- IBM
- HP
- Dell
- Sony
- Cisco
- Black Box Systems
- Net Gear
- SonicWall
- DEC
- Canon
- Network Fiber
- Picture Archiving & Communication Systems

Software Platforms:

- Linux
- Windows Workstation 2000, XP & Vista
- Windows Server 2000 & 2003
- Microsoft Exchange
- Microsoft IIS
- Microsoft SMS
- Microsoft SQL
- Mainframe Applications
- Sonic Wall Enhanced O/S
- Microsoft SMS
- Marimba Castanet
- Sonic Wall Enhanced O/S
- Office Automation
- Systems Acceptable Use policies
- PeopleSoft
- Proxy Server
- Setup Disaster Recovery
- UNIX
- Veritas Backup Systems
- Virtual Private Networking
- Symantec Antivirus
- Java Server
- Active Directory
- Net Gear
- Various Propriety Software Platforms
- Much more…

Professional Associations

- Charter Member of the UAB Chapter of the Alpha Lambda Delta National Honor Society