

MICHAEL D. EVANS

SUMMARY

- Experienced in managing and deploying enterprise level Information Technology projects.
- Independently goal oriented with a desire to solve problems and develop unique solutions.
- Extensive systems administration experience managing and deploying Microsoft, Apple OS X, and Linux operating systems within an enterprise environment.
- Experience managing systems and services within the VMware virtualization platform

EXPERIENCE

University of Delaware: Alfred Lerner College of Business & Economics

The Alfred Lerner College is a global business school leading innovative education in undergraduate and graduate programs. The College is dedicated to leading the integration of information technology into education and management practice. Technology is implemented and supported throughout the College for research, education, operations, and outreach. The IT department within Lerner College meets the needs of a broad audience by researching, developing, and deploying, in-house and online, innovative and diverse solutions.

Computer Support Specialist II (Mar 2014 – Present)

- Directly supervise professional support staff and student workers to ensure IT projects were delivered successfully and on time.
- Determine IT projects relating to the College by gathering faculty, staff, and student needs and requirements.
- Instantiated and delivered a College wide Virtual Desktop technology under the IT Innovation Grant initiative.
- Extensive experience in managing diverse projects to include planning, interfacing with stakeholders, scheduling, budget, and implementation.
- Established bimonthly security audits of external facing IT systems to safeguard College IT infrastructure and assets.
- Managed the research, selection, and deployment of an IT asset management system for the Lerner College to allow for reporting, operational oversight, planning of expenditures, and substantive spending.
- Deploy and manage the Lerner College virtual server environment to deliver services such as curricular development, web, printing, and license management.
- Established web metrics based on analytical data to determine performance, relevance, and determination of future investments.
- Attend trainings, conferences, and collaborate with colleagues to develop technical skills gain knowledge, and maintain relevancy on information technology trends within the University and business.
- Additional duties include independently identifying technical issues, researching current and upcoming technologies, and developing solutions based on feasibility and best business practices.

Jacobs Engineering Aberdeen Test Center

Aberdeen Test Center is one of the US Army's most diverse testing locations. ATC is charged with testing vehicles, experimental weaponry, and armor packages. The Technical Imaging Division within ATC gathers high-speed visual data, standard video, and still imagery. Analysis is performed to provide specific information from the visual data and post production takes place to deploy the media to customers. Various web and local services provide availability to Army representatives and other customers to view, correlate, and evaluate the data.

Technician 2424 II, III, IV (Oct 2006 – Mar 2014)

- Functioned as an indirect and on-site technical point of contact within the division for deployed information systems, test hardware, and unique test scenarios.
- Extensive experience in managing diverse large-scale projects to include planning, interfacing with customers and DOD representatives, procurement, and implementation.
- Managed projects and a staff of technicians to address current technical needs as well as innovate within the division.
- Performed regular security audits and mitigation to remain compliant with DOD and U.S. Army computing regulations.
- Deploy, manage, and troubleshoot Windows virtual machines within the VMWare environment necessary to address diverse software and operating system needs.
- Provided immediate technical support to the U.S. Army Aberdeen Test Center for information systems, networking systems, and other electronic hardware through troubleshooting, maintenance, and repair.
- Performed independent system administration duties in order to maintain compatibility and compliance for 70+ Apple OS X machines and 30+ Windows machines in operation within the division.

Widener University

Widener University provides undergrad to doctorate programs with a focus on integrating technology into everyday curriculum. Faculty and staff utilized the Instructional Media Services department to help design and support curriculum that would best utilize instructional technology.

Instructional Media Services Support Technician (Jan 2004 – Oct 2006)

- Managed 30+ media equipped classrooms. This included the design, purchase, and deployment of network managed A/V and computer equipment.
- Provided onsite and remote troubleshooting for computers and integrated systems with a focus on networking issues, programming A/V equipment, and computer maintenance.
- Additional duties included advising faculty on using equipment by developing training material and SOPs.
- Responsibilities also included interfacing with faculty to develop solutions for special events and presentations. This required innovative ad-hoc solutions utilizing available equipment and services.
- Duties were performed independent of other staff.

EDUCATION AND CERTIFICATION

- Security+ Certification obtained April 2010
- Apple Certified Support Professional Certification obtained May 2011
- Associate Degree in Computer Information Systems from Cecil Community College