

Frank Owen

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Summary

Results-driven IT professional with success directing a broad range of corporate IT initiatives while participating in planning, analysis, and implementation of solutions in support of business objectives. Proficient in leading all stages of system development efforts, including requirements definition, design, architecture, testing, and support.

Work Experience

IT Site Manager – ACS, a Xerox company

March 2011 to Present

Senior technologies management supporting a site of 500+ employees. Autonomous control including project planning, securities, implementation, disaster recovery and standardization of processes and procedures. Responsible for installing, maintaining, and upgrading all internal server systems (ISA/Forefront, DNS, DHCP, File & Print, etc).

Technology Expansion: Increased the site's ability to perform and exceed client needs

- Introduced virtualization to remove legacy hardware while accelerating new server rollouts
- Migrated from Microsoft RIS to Microsoft WDS to speed up new system deployment
- Transitioned from a Windows XP/2003 environment to a Windows 7/2008 R2 environment
- Migrated from Symantec Backup Exec to Microsoft DPM to increase backup efficiencies

Standardized Environment: Worked with site leadership and direct reports to develop new processes and procedures for internal guidelines and policies as well as streamline and improve processes already in place

Assistant Vice President, IT – RMS, an IQor company

August 2007 to March 2011

Other Positions Held: Supervisor, Technical Support and Development & Technical Support Specialist

Guided strategic planning for 15 domestic locations and 5 international locations totaling more than 3,000 employees. Managed local and offshore PC support technicians providing coaching and development. Responsible for enforcing company security policies, as well as ensuring adherence to PCI standards. Additionally responsible for budgeting and research/development and for technologies that will lead to increased productivity.

- **Key Performance Improvement:** Transitioned the support infrastructure from a site to site model to a global support model
 - Executed technology upgrades to support 300% site growth in a short period of time
 - Key member for the migration from a Legacy TDM Siemens PBX to an Avaya VoIP PBX for two sites
 - Implemented helpdesk to keep the requests prioritized and management informed of the status
 - Assisted with the Trend Micro Security Solution deployment as well as daily administration
 - Organize and execute a complete network upgrade for two sites of more than 1000 nodes
 - Design and implement a new work-at-home program that has grown to 80 agents in 6 months

System Administrator – Child Support Network

April 2002 to January 2007

Other Positions Held: Desktop Technician

Managed all levels of Technology on a 50 node windows-based network with 6 servers. Guided Desktop Support Technician with level 1 issues.

- Created budget, prepared proposals and worked with vendors on new purchases
- Migrated from a NT4 Domain System to Active Directory lowering administration overhead
- Basic operation of a Nortel Meridian 1 Option 11 PBX and a Smart Dial dialing system
- Worked with the Database Administrator to manage company database structures and custom program

Specialties

Testing and Troubleshooting

Problem Identification and Analysis

Systems and Network Upgrades

Business Process Optimization

New and Emerging Technologies

Network Connectivity Issues

Disaster Recovery Planning

Systems Integration and Migration

User Training and Support Tools