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Shawn Clark

Objective

To Serve a Firm in a Technology Focused Leadership Position with emphasis on Processes and Improvements

Summary of Qualifications

Possesses a strong technical skill and background combined with solid leadership abilities. Maintains specific strengths in the areas of organizational thinking, customer relationships, communication, problem solving and developing a team environment. Also possesses a high degree of technical skills in the areas of local and wide-area networking, personal computer operations, technology solution development, data sharing, computer trouble-shooting, end-user training, web based applications and e-commerce. Able to make sound decisions, lead others, resolve conflicts and clearly communicate. Versed in business system processes.

Work Experience

March 2009 – Present   Blakeford at Greenhills   Nashville, TN

IT Services Coordinator

- Set and implement IT vision and strategy across all business functions.
- Serve as the lead resource on technical matters.
- Manage Windows Active Directory with Server 2008, MS SQL Server and MS Exchange 2010.
- Manage IT budgeting, procurement and vendor relations.
- Provide technical support to all staff and residents within the organization.
- Identify and implement technical solutions to enhance and streamline business processes. Purchasing, facility management, finance, clinical, training.
- Identified, implemented and manage a new telecom system resulting in a $4k per month positive impact on the bottom line.
- Identified, implemented and manage a facility wide technology software platform resulting in greatly improved processes, tracking and reporting.

Jun 2006 – Sep 2008   Hennessy Industries, Inc.   LaVergne, TN

Customer Service Manager – Technical Automation

- Managed 10 Customer Service Representatives.
- Conceptionalized, developed and implemented a web based application resulting in a 20% reduction in phone support calls.
- Conceptionalized, developed and implemented web based policy deployment applications to track sales contacts across national regions.
- Conceptionalized, developed and implemented web based service system that is seen as the industry standard. Interfaces with service partner network, customers and internal quality applications.
- Identified, purchased and implemented a customer service call center solution.
- Established visual Key Performance Indicators (KPI) matrix to evaluate customer support representatives call volume and success.
- Scheduled call center duties to correspond with volume of incoming calls and requests. Created resume based call routing paths to ensure first-time call resolution in the most efficient timeframe.
- Trained and mentored customer service representatives to meet goals and objectives. Provided feedback via coaching sessions and formal year-end reviews.

- Implemented many lean processes to increase productivity in customer support.
- Participated in the on-time-delivery policy deployment team.

Oct 1997 – Jun 2006   Hennessy Industries, Inc.   LaVergne, TN

Network Administrator
- Reengineered entire existing network environment, including infrastructure, to reduce downtime. Downtime reduced from 25% to less than 0.1%.
- Served as the Administrator for the Novell Netware and Windows NT network environment.
- Developed and defined current and future technology strategies.
- Provided technical support on hardware and software issues for 170+ users.
- Served as Information Systems liaison to departmental projects requiring a technical solution.
- Administered Microsoft Exchange e-mail system.
- Managed computer hardware and software inventory, including procurement.
- Conceptionalized, developed and implemented web based applications for service dispatch to manage 150+ service centers across the US and Canada. Used by internal resources to identify root cause quality issues to develop action plans for corrective action. Used by customers to view real-time service data.
- Participated in the warranty reduction policy deployment team.

1994 - 1997   Andersen Consulting   Nashville, TN

Technology Supervisor
- Provided leadership in the office technology support operations with a staff of two technicians.
- Served as the Lead Local Area Network Administrator.
- Supported 130+ users.
- Researched and implemented technology solutions for a variety of firm clients.
- Served as Lotus Notes Administrator and Application Developer.
- Conducted and provided computer based training support.
- Managed computer hardware and software inventory, including procurement and leasing.

1993 - 1994   VITAL Center, Inc.   Nashville, TN

Adaptive Employment Specialist
- Trained visually impaired persons to use computers and peripherals.
- Provided on-site job analysis for employers interested in hiring the visually impaired.

Points of strength
- Well versed is business processes including lean tools.
- Able to explain technical issues to non-technical people.
- Positive presence within the workplace and with customers.
- Action driven while thinking and innovating new concepts.
- Efforts have been consistently rewarded with promotions and increased responsibility.

Computer Skills

Languages
Proficient in: Microsoft Visual Basic, ASP, HTML, ADO, ActiveX, JavaScript
Familiar with: .NET, XML

Software
Database: Microsoft SQL Server
Applications: Microsoft Office, IIS, Microsoft Exchange 5.5/2003/2010, Veritas Backup Exec, IIS
Platforms: Microsoft Windows 98/NT/2000/XP, Netware, Microsoft, AS400
Windows Server NT 4.0/2000/2003

Business Process Tools
- Variance Reduction
- Value Stream Map
- Standard Work
- Transactional Process Improvement
- Policy Deployment

Reference available upon request