

ALAN HENRY

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EXPERIENCE

October 2006 – Present

Merkle, Inc.

Project Manager

- Managed enterprise technology projects and relationships with internal and external clients, from pre-sales through development and production in a 24/7, high-performance, multi-site organization.
- Provided strategic and tactical guidance for clients' technology needs, supporting over 25 internal and external clients nationwide.
- Managed an infrastructure and server delivery team charged with purchasing, configuring, and deploying IT resources to internal customers on-scope, on-time, and with consistently high-quality.
- Developed project plans for IT infrastructure purchases, development, production deployments, formalized hand-off to IT Operations team, and managed IT project life-cycles.
- Researched new and standard technologies, provided technology recommendations, and purchased technology infrastructure for assigned customer accounts.
- Managed customer relationships with and expectations of the IT group, provided technical consultation to internal customers to inform them of new technologies, explain existing ones, and help make technology decisions.
- Provided an escalation path for program managers and IT customers, ensuring the timely resolution of production issues and building strong IT-customer relationships.
- Supported problem management and incident response across all aspects of IT operations, anticipating customer needs and supporting customer growth.
- Managed special projects, including change management, workforce development, and high-visibility roll-outs and off-site deployments.
- Managed multiple vendor relationships, obtained quotes, managed the purchase process, evaluated and brought on new vendors to guarantee best pricing and fastest delivery.

January 2004 – October 2006

TerpSys

Systems Analyst

- Provided onsite and telephone IT support to various high-level offices, administrators, research staff, and the Director's office at the National Cancer Institute.
- Managed the National Cancer Institute's Macintosh software, documentation, and support database; led the NCI Mac Team which was responsible for escalations, keeping a software library, and training staff.
- Supported all versions of Microsoft Windows and MacOS; some versions of Linux and assisted with IT security measures like worm/virus/spyware network

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defense, workstation management, PKI and secure email, and client education.

- Configured and maintained networked printing, scanning(to desktop), and faxing services on a variety of proprietary technologies, from Canon to HP to Xerox over NDS, NDPS, AppleTalk, and IP.
- Worked with and configured Microsoft Exchange clients on a Novell network, utilizing network storage and Zenworks application delivery systems.
- Supported and maintained the NCI network infrastructure, including the local high-speed wired and encrypted wireless 802.11b network, and troubleshooting LAN connectivity.
- Supported an array of specialized and proprietary utilities and tools, including but not limited to Microsoft Office, dtSearch, Adobe Acrobat/Elements, various web browsers and email clients on multiple platforms, RIM Blackberries, Handspring Treos, Palm and PocketPC PDAS.

August 2002 – January 2004 University of Maryland, College Park
Information Technology Coordinator

- Orchestrated IT initiatives and managed projects, drafted and published proposals and documentation, and examined and tested new technologies.
- Piloted IT security initiatives, eliminated viruses and worms, trained users in personal and enterprise security issues and technologies.
- Performed IT support and consulting for the University Community (over 30,000 users), periodically supervising a staff of 20.
- Supported all versions of Microsoft Windows, MacOS, and Sun Solaris.
- Supported a campus wide high speed wired and 802.11b wireless network over TCP/IP, Novell Netware, Windows networking.
- Aided clients in configuring desktops, servers, and laptops for use on the campus network and supported and performed troubleshooting for them.
- Supported an array of productivity software and utilities, including but not limited to: all versions of Microsoft Office, Adobe Acrobat, Photoshop and Pagemaker, Internet Explorer, Netscape(all ver), Mozilla and Firefox, Microsoft Outlook/Outlook Express, Eudora, Entourage, etc.

SPECIAL SKILLS AND CERTIFICATIONS

- ITIL v3 Foundations Certified.
- Apple Certified Help Desk Specialist.
- CompTIA A+ and Net+ Certified.
- Experience with Microsoft Project 2003/2007 and Microsoft Project Server 2007.
- Experience with HP Proliant server platforms, Sun server platforms, HP enterprise-class EVA storage, and specialized high-speed storage from Isilon and Rackable Systems.
- Unix, Linux(various distributions), Sun Solaris, and hardware running these

operating systems.

- Microsoft Windows and Windows Server(all ver), Apple MacOS(all ver), and hardware running these operating systems
- IT Security software: Nessus, Ethereal, Retina, NeoTrace, Snort, LANguard NSS, Fport, Netstumbler, AirSnort, ZoneAlarm, various antivirus and firewall software packages.
- Graphic and Web design tools: Adobe Photoshop(all ver), Pagemaker(all ver), Illustrator(9), Macromedia/Adobe Dreamweaver (all ver).
- Web Design: Designed several content-rich websites and accompanying graphics using various CMS and design tools and/or by hand.
- Network and systems administration, including Novell Netware and ZenWorks Desktop Manager.

EDUCATION

2003 - 2006 University of Maryland University College

- M.B.A, Master of Business Administration

1997 - 2002 University of Maryland at College Park

- B.S., Physics
- B.S., Astronomy