

ALAN HENRY

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EXPERIENCE

March 2009 –Present

BestOfMedia Group

Freelance Writer

- Wrote long-form product reviews and roundups of mobile phones, smartphones, gaming peripherals, home theater audio and video equipment, web apps and services, for Tom's Hardware and Tom's Guide.
- Made vendor connections and maintained relationships with Verizon Wireless, T-Mobile, Sprint, Microsoft, Apple, Logitech, Razer, Saitek, Gigabyte, and others in order major technology brands to obtain review materials for peripheral roundups, preview articles, and hands-on reviews.

December 2006 –Present

Ziff Davis Media

Freelance Writer

- Wrote long and short-form blurbs, news stories, articles, and reviews for publication on Ziff Davis properties like AppScout.com, Gearlog.com., and GoodCleanTech.com on a regular basis.
- Published hands-on reviews of computer peripherals, storage devices, audio-video entertainment devices, web applications, web services, and smartphone/mobile apps, with some featured in PC Magazine.
- Wrote regular published submissions to Ziff Davis blog properties, averaging two or more long-form pieces daily.
- Worked with public relations and marketing officials from various companies to obtain review samples and gather in-depth and accurate information about new products and services.
- Balanced regular submissions with hands-on feature reviews in a timely fashion.
- Researched new technology services, applications, and hardware for review each day, and expanded research to applicable and comparable products when composing submissions.

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.
- 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.

July 2009

Bonnier Corp.

Freelance Writer

- Wrote long-form features and blog entries for PopSci.com; the Popular Science news, science, and technology Web site.
- Published a round-up of Web-enabled "must-have" mobile applications for multiple platforms for a sponsored event at PopSci.com.
- Published a "Top of the Food Chain" technology feature at PopSci.com.

PUBLISHED WORK

- Regular contributor to Ziff Davis properties: AppScout.com, Gearlog.com, GoodCleanTech.com, PCMag.com and PC Magazine.
- Contributed short-form content for PopSci.com.
- Contributed long-form reviews and hardware roundups to Tom's Hardware and Tom's Guide.
- Primary writer for Azeroth Metblog (azeroth.metblogs.com), a World of Warcraft themed weblog.
- Owner: The Classy Geek (classygeek.com)
- Owner: Gears and Widgets (gearsandwidgets.com)

- Owner: TechTV Forever (techtvforever.net)

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.
- Web Design: Designed several content-rich websites, blogs, and accompanying graphics using various CMS and design tools (Wordpress, Movable Type, Blogger, Typepad, etc).
- Network and systems administration, including Novell Netware and ZenWorks Desktop Manager.

EDUCATION

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| 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 | |