

SHANNON L.GADDIS

Online portfolio: <http://www.shannongaddis.com/>

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TECH PROFILE

Platforms: Windows 7, Vista, XP

Software: Microsoft Project 2010, Word, Excel, Access, PowerPoint, Outlook

Hardware: PC repairs, troubleshooting, peripherals, installations

Network: TCP/IP, routers, switches, hubs, wiring, installations

Web/Graphic Design: Adobe Creative Suite, Dreamweaver, Flash, Cascading Style Sheets, HTML, XML, JavaScript, SQL, PHP, ASP

CERTIFICATIONS ^Z

Microsoft Certified Technology Specialist (MCTS), (2011)
CompTia Network+, (2011)
CompTia Security+, (2011)

AWARDS

[ARCOM](#) (2010)
[COA](#) (2010)
[AAM](#) (2011)

PRESS

Notable accomplishment as a Consultant, Web Developer and Artist

[Paraglide](#) (2012)
[News Channel 3 WTKR](#) (2009)
[The Boston Globe](#) (2007)
[The Virginian-pilot](#) (2007)
[New Journal & Guide](#) (2007)

IT PROFESSIONAL / NETWORK ADMINISTRATOR

IT Project Management · Technical Support · Networks · Applications · System Security

PROFILE. Innovative achievement-oriented computer, network professional and technologist with exceptional abilities in areas of technical support, signal systems administration and design. A disciplined leader with a unique combination of experience in **system administration:** including planned configurations, installations, maintenance, upgrades, documentation, change control management, troubleshooting, including support for servers, routers, switches, satellite radios, printers, software applications and all Unit/Company and Battalion level workstations; combined and equally strong talent in **design:** web and computer graphics.

- Microsoft Certified Technology Specialist (MCTS)
- 13 years network operations and computer system maintenance
- Troubleshoot operations, processes and networks; determine accurate and timely solutions; apply quality control measures, read network performance logs, and document all network changes
- Router/Switch experience - manage and configure boot image files, configure VLANs, program Access Control Lists, perform troubleshooting tasks for connectivity, performance and packet loss
- Highly organized; keen attention to detail; efficiently manage projects and resources

EDUCATION.

COLUMBIA SOUTHERN UNIVERSITY, Orange Beach, AL (Expected Graduation December 2012)

Master of Business Administration,
Concentration: Project Management

BRYANT & STRATTON COLLEGE, Virginia Beach, VA (August 2004)

Bachelor of Business Administration,
Concentration: Information Technology

EXPERIENCE.

UNITED STATES ARMY, 2008 to Present

Secret Clearance

Network Administrator/Signal System Support Specialist

100% accountable for hardware, software, and network support for Company/Unit with 50 end-users; shared responsibilities for Battalion support of 600 end-users. Manage installations, system upgrades, project schedules and full project scope activities. Work closely with senior and commanding leadership to control, document and report life-cycle program status. Communicate with vendors and supply clerks to purchase supplies, parts and coordinate warranty services to ensure effectiveness of Army life-cycle program specifications. Provide technical assistance and training to system users and subordinate IMOs. Set up and maintain individual user and group network accounts. Close interaction with NEC and HUB to ensure all issues are quickly resolved to maintain optimal system performance and uptime for facility and all connected devices and signal systems.

Information Management Officer (IMO)

Concurrent Assignment

- As the Company's Information Management Officer, implemented maintenance and troubleshooting controls to ensure minimal downtime. Consistently demonstrated technical expertise, sound decision making, with error-free execution maintaining the unit's printers, multimedia equipment, SIPR, and NIPR computers. Also implemented a company level equipment reset program designed to complement the Army life-cycle program used to replace antiquated equipment^{1 2}.
- Performed outside military occupation specialty as the company Orderly Room and Training NCOIC, supporting 80 Soldiers¹. Superbly managed all Solder transactions, personnel actions, and developed tracking systems which ensured the company exceeded established standards for timely submission of personnel actions².

Battalion S-6 / NETOPS

- Selected twice over by Command Sergeant Majors to lead diverse teams of IMOs in providing daily customer service and network administration.
- Reduced computer repair turn-around time from 8 days to 48 hours; documented and implemented new procedures and systems that transformed this previously chaotic S-6 shop to a prolific network support channel.
- Supervised 5 personnel while effectively managing classified and unclassified networks, including daily operation of 125 computers/workstations, multimedia and presentation equipment, 2 servers and 600 end-user accounts.
- Coordinated and developed newly appointed Brigade IMOs training agenda to teach required technical skills. Program reduced orientation time from 3 weeks to 5 days.
- Implement upgrades and policies regarding network security and performance, recommending viable solutions when appropriate.
- Maintain comprehensive working knowledge of Windows Server 2008 Workstation and Microsoft Exchange Server.
- Start new accounts for secure Internet access.

Web & Graphic Design

- Selected by Brigade Commander to lead Hall of Heroes mural project and its activities.
- Design and maintenance of the Unit 's Web site², SharePoint site, and Battalion's Social Media Web pages.
- Created electronic versioned newsletter, a portal between company level deployed Soldiers and their families². The newsletter included specially developed video and blog components.
- Designed, painted and managed project activities of team as it relates to constructing three^{3 4 5} murals.
- Consistently preferred to produce Brigade designs for official documents, awards, announcements, publications, continuity graphics/illustrations, including designs for digital printing of ceremonial material.

TECHNOLOGY CONSULTANT / WEB AND GRAPHIC DESIGNER, 2005-2009

Assessed needs, developed cost-effective web solutions and high-impact designs for more than 100 clients .

- Recruited business through self-marketing tactics and referrals.
- Captured the vision of new business owners by designing and delivering valuable websites, producing and editing content, and creating print promotional materials.
- Several clients have been featured in national publications as a result of innovative solutions provided⁶.
- Prepare file formats, optimize images and artwork for:
Magazine Layouts, Corporate Logos, Business Cards, Book/CD Covers, Brochures, Commercial Websites, e-Portfolios/Resumes, Interactive eNewsletters, Banner Ad/Marketing Web Buttons.
- Drafted proposal for third-party computer lab management firm, that was award by the City of Norfolk.

MITSUBISHI CHEMICAL OF AMERICA, 1997-2005

- Developed and maintained electronic versioned Quality Management System (eQMS) consisting of dynamic web application supported by MS Access databases.

¹ ARCDM <http://www.shannongaddis.com/wp-content/uploads/2012/02/arcom%20OP%20ID-11.pdf>
² Achievements <http://www.shannongaddis.com/wp-content/uploads/2012/02/arcomordersmerged.pdf>
³ COA <http://www.shannongaddis.com/wp-content/uploads/2012/02/coa%20HallOfHeroesatGhazistan.pdf>

⁴ AM <http://www.shannongaddis.com/wp-content/uploads/2012/01/aam-hallofheroes.pdf>
⁵ Paraglide Article <http://www.shannongaddis.com/wp-content/press/paraglidehallOfHeroes.pdf>
⁶ Notable Achievements <http://www.shannongaddis.com/achievements/>

⁷ Certifications <http://www.shannongaddis.com/certifications/#coursework>