

WARREN D. MCINTOSH

Results-driven and certified technology practitioner with a solid understanding of the Information Technology and e-learning industries and their theory, practices, technologies, and service providers. Able to determine business requirements for projecting long-range requirements for all aspects of application design and implementation, and for initiating formal processes to ensure current and future releases fulfill requirements. Proactive leader skilled in managing overall project schedules, identifying dependencies and critical paths, resolving scheduling conflicts, leading interdisciplinary project teams, working closely with business partners, and providing accurate and timely management status reporting. Excellent organizational, interpersonal, and communications skills exemplified throughout all interactions with management, vendors, and diverse department managers.

UNIVERSITY OF LOUISVILLE – Louisville, KY

2011 - Present

Term Instructor – College of Business

Delivers face-to-face instruction in CIS100 curriculum. Assists with continued development of CIS100 curriculum and content management.

NORTHERN KENTUCKY UNIVERSITY – Highland Heights, KY

2010-2011

Instructional Designer

Assisted faculty in the design and development of course material for delivery of online instruction. Co-designed and co-developed a Microsoft Office Specialist training curriculum aimed at staff/faculty professional development and preparation to sit for a Microsoft Office Specialist certification exam. Authored course materials using industry-accepted authoring tools: Adobe e-Learning Suite (Adobe Acrobat Professional, Adobe Captivate, Adobe Soundbooth, Adobe Photoshop), TechSmith's Camtasia Studio, and Lectora. Provided training and guidance to faculty in using and creating course shells within Blackboard Learn 9.1.

UNIVERSITY OF LOUISVILLE – Louisville, KY

2010 – 2010

Part of Master's degree program

Team member for development of Instructional Design and e-learning materials for Kentucky Chapter of the U.S. Green Building Council.

Two-semester team devoted to developing 2-stage client training materials. First stage was a 6-8 hour training program designed for face-to-face delivery which included facilitator's guide, participant's guide, and electronic media. Microsoft PowerPoint was used for electronic media and Microsoft Word was used for training guides. Stage 2 included taking one of the modules from the face-to-face program and converting into a SCORM-compliant CBT for use with the client's LMS. Software used to develop CBT was Microsoft PowerPoint, Techsmith's Snagit, text-to-speech synthesizer, and Adobe e-Learning Suite 2 (Acrobat 9 Pro, Captivate 5, Flash CS5, Soundbooth CS5).

E-learning design class initially required creation of CBT using Microsoft PowerPoint and then optional used of Captivate for hallmark assessment. Extensive use of Microsoft PowerPoint was demonstrated in first e-learning design assignment. Also have experience with Techsmith's Camtasia Studio software application.

UNIVERSITY OF LOUISVILLE – Louisville, KY

2007 - 2010

Graduate Services Assistant

Awarded graduate assistantship to provide support for Computer Resource Center tutoring center.

Intimately involved with data collection of visit information in tutoring centers for use in statistical evaluation and research reporting purposes. Communicated operational management information through written and oral means. Worked in conjunction with other academic units to achieve common goals related to student success. Fostered relationship with College of Business faculty to help drive student attendance to Computer Resource Centers.

Key Achievements:

- Reduced time to complete data analysis to within 1 week.
- Helped increase student attendance by 50% in first year through fostering working relationship between Computer Information Systems (CIS) faculty and tutoring center management.
- Developed training material now used by CIS faculty to help teach students Microsoft Excel functions.

CRLA Level 2 Tutor

Provided tutoring services to various students needing assistance with Computer Information Systems coursework in addition to a variety of other courses. Conducted seminars on several contemporary topics such as: Microsoft Office Suite, Wireless Networking, and Project Management. Achieved College Reading and Learning Association certified Level 2 tutor. Liaised with the Computer Information Systems Department faculty.

INSIGHT – Columbus, OH

2004 - 2004

Installation Technician

Contract employee for Chase Banks (formerly known as Bank One) and part of a national implementation team.

Part of project implementation team that installed new bank teller systems at nationwide Bank One bank branches. Responsibilities included, but were not limited to installation of new server and UPS hardware, desktop PCs, and network conversion duties. Installation team traveled weekly to various Bank One banking center locations throughout the United States.

NEXTIRAONE, LLC – Houston, TX

2001 - 2002

Director – Information Technology Infrastructure

Promoted to Director of Information Technology Infrastructure to NextiraOne, LLC., a divestiture of Williams Communications and a blending of portfolio companies held by Platinum Equities, employing approximately 4,200.

Carried out all facets of enterprise-wide responsibility for Nortel voice networks and services, Cisco data networks and services, Windows NT 4.0/2000 servers, UNIX systems, corporate MS Exchange e-mail, and data-center operations with an overall annual infrastructure budget in excess of \$14 million. Administered and monitored \$12 million annual telecommunications budget and outsourcing of critical services. Provided direction to groups consisting of 25 – 45 employees. Interacted with executive-level management in an effort to enhance ability to provide strong strategic leadership and decision-making in relation to company's financial and operational objectives for its IT infrastructure. Fostered and maintained collaborative relationships with major telecommunication vendors.

Key Achievements:

- Focused on employee empowerment and collaboration to establish a positive work environment.
- Reduced infrastructure headcount by 48% during 2002, meeting organizational restructuring objectives.
- Acted as a catalyst for change in creating technology vision/direction and striving for technology advancement.

WILLIAMS COMMUNICATIONS GROUP – Houston, TX

1997 - 2001

Manager – Information Technology Infrastructure

Served as Manager of Information Technology to Williams Communications Group, a leader in providing broad-band media services to bandwidth-centric businesses with 20,000 employees throughout 120 offices located nationwide.

Directed all Information Technology infrastructure issues to include desktop support, LAN/WAN, helpdesk, server support, e-mail, storage management, asset management, and procurement. Directed team of Project Managers responsible for leading infrastructure projects for internal business unit. Administered cross-functional team management. Served as a liaison between strategic business unit and parent. Mentored and guided junior Project Managers. Provided training and employee/career development in an effort to keep staff abreast of current trends in technology related to current employment.

Key Achievements:

- Engaged in annual budget preparation and reductions to achieve multimillion-dollar financial targets.
- Participated in major company divestiture to NextiraOne LLC .

Helpdesk Supervisor

Instrumental in establishing internally focused 25-person enterprise-wide helpdesk managing up to 20,000 calls per month. Managed team consisting of 30 employees located in Tulsa, OK and Houston, TX offices. Maintained close interactions with diverse departments as a shared services group serving three business units. Engaged in performance-based monitoring/analysis and presented departmental performance indicators to senior management. Participated in budget preparation and implementation.

Key Achievements:

- Developed employee evaluation metrics based on a scorecard system with performance rewards and recognition.
- Utilized industry-standard practices in establishing SOP for Helpdesk.
- Instrumental in increasing productivity through utilization of support tools in addition to traditional telephony-based services.

Senior Systems Analyst

Provided network administration and support for more than 50 Compaq Proliant servers running Novell Netware 3.x and Seagate Desktop Management Suite. Participated as senior technical member in group's infrastructure support. Maintained close interactions with internal Helpdesk and immediate management. Mentored and rendered guidance to junior Analysts. Fostered effective relationships with vendors. Controlled project budgets. Recruited and hired contract labor for diverse project engagements.

Key Achievement:

- Selected as Project manager in the deployment of Seagate's Desktop Management Suite.

PARANET, INC. – Tulsa, OK

1995 - 1997

Contracted Employee

Participated in diverse contract engagements for Paranet, Inc., a provider of temporary technology support staff.

Served as backup LAN Administrator to Vyvx, supporting LAN consisting of more than 20 servers. Acted as internal resource for Helpdesk team, E-mail Administrator, and Procurement Team. Participated in the planning and implementation of Seagate's Desktop Management Suite.

Performed as LAN Administrator to Centrilift, Inc. Transitioned into internal expert in desktop support, providing assistance in Novell 3.x and AS/400 connectivity support in a token ring environment.

Worked as Technical Analyst to Conoco, Inc. providing LAN administration. Implemented knowledge of PCs and LANs to assist PC Installation Services Department in deploying new equipment. Promoted to Department Supervisor with responsibility for providing direction and planning for six PC Technicians.

ADDITIONAL EMPLOYMENT

GAP, Inc. COMPANIES – Louisville, KY	2004 - 2007
Old Navy – Sales Associate	
GAP – Sales Associate	
ST. MICHAEL HEALTH CARE CENTER – Texarkana, TX	1994 - 1995
Technical Specialist	
ST. MICHAEL HEALTH CARE CENTER – Texarkana, TX	1994 - 1995
Technical Specialist	
UNITED STATES NAVY – USS TOPEKA – San Diego, CA	1991 - 1993
Submarine Electronics Technician	
ST. LOUIS UNIVERSITY MEDICAL CENTER – St. Louis, MO	1989 - 1991
Computer Operator and Technician	

EDUCATION

University of Louisville – Louisville, KY	M.S. Human Resources Education – 2010 B.S. Business Administration – 2008
Jefferson Community College – Louisville, KY	Associate in Arts – 2005 Associate in Science – 2005

CERTIFICATIONS

Microsoft Office Specialist	Excel® 2010 Expert	July 2011
	Access 2010	July 2011
	Word 2010 Expert	July 2011
	PowerPoint® 2010	April 2011
	PowerPoint® 2007	May 2009
	Excel® 2007	February 2009
	Outlook 2002	January 2003
Microsoft Office Specialist 2010 Master		July 2011
Microsoft Certified Trainer		March 2010 – Current
College Reading & Learning Association	Level 2/Advanced Certification	May 2008

PROFESSIONAL/ACADEMIC MEMBERSHIPS

Beta Gamma Sigma International Honor Society
Phi Kappa Phi National Honor Society
Golden Key International Honour Society
American Society for Training and Development
Society for Human Resource Management

CONFERENCE PRESENTATIONS

Kentucky Converging Trends 2011	May 2011
<i>Getting From Engagement to Retention: Not Just a Millennial Delimma</i>	