

3024 Kelly Court
Aurora, IL 60504

630-375-6993 – HOME
630-674-DATA – CELL
andy@newhart.com - E-mail
<http://andrew.newhart.com> - Web

Andrew Michael Newhart

Objective

Seeking a position that will utilize my wide range of project and resource management skills and abilities in the technology services industry.

Industry Certifications

<i>Discipline</i>	<i>Last Used</i>	<i>Comments / Extensions</i>
Routers, Switches, Switching Protocols		
CISCO ICM (Geotel)	2000,01	
CISCO CCNA/CCDA	2000,01	BOOTCAMP 12/2001
JUNIPER Networks	2001	JNIS & MPLS
JUNIPER Networks	2001	AMPLS & IPv6
AT&T Route-IT	2000, 01	
Manufacturer Systems Hardware		
IBM PSS/PSE	1999, 01,02	(Server Specialist/Expert)
COMPAQ ASE	1999, 01,02	(Rack Mount Systems)
H.P. FSE Support	1998, 99,01	NetServer Systems
H.P. Switches, Routers	95-99,00,01	M4000/8000 Chassis
Cisco UC-500	2008	VoIP SMB Certified
Cisco Unity Express	2007-2008	Cisco Select Certified
Operations Center – Management Systems		
NET SCOUT	2001	nGenius RTM+, CP/ASLM
NetView / Tivoli Training	1999, 00	IBM ,Discover NCC,NOC
Cisco Works Traffic Dir	2000,01	Discover NCC,NOC
Network Operating Systems		
Novell CNA,CNE,ECNE	1990,93,00	ELS, 2.x, 3.x
Novell CNE,CNA,	98,99,00,01	4.X 5.X
Novell CNE,CNA		6.X Upgrade Class 2/02
MS NT,NTAS MCP	93,94,99	3.1,3.51,4.X
MS MCSE	00,01	2000(5.x),
MS Directory Design	00	2000(5.x)
MS Registered Site Builder	98,99,00,01	FP97,98,00,02
MS SQL 6.5	97,98	
MS Terminal Server (TSE)	1999,00,01	
MS Exchange 2005	2007	
MS Server 2007	2007	2008 & R2
SCO A.C.E	96,97,98	SCO Unix thru 3.x
AT&T System V	85-92	Thru 4.X
Citrix WinFrame	1997,98	1.6,1.7
Citrix MetaFrame	1999,00,01	1.8,2000

Education

A.A.S. Electronics Technology	C.C.A.F	1981
A.A.S. Nuclear Technology	C.C.A.F	1981
A.A.S Computer Technology	AIMS CC	1983
B.S. Management Information Systems	Kennedy-Western	I/P 2008

Expertise

Andrew has 28 years experience in the information systems industry. He possesses strong technology project and resource management design and documentation abilities, in addition to his hands-on experience in migrations, conversions, support and administration. His industry experience includes Telecommunication, Banking, Textiles and manufacturing. Andrew has excellent communications and customer skills, as well as, excellent team building and motivational skills.

Andrew has a unique ability in the development of traffic engineering network protocols and enterprise network protocols. He is well trained in advance levels of multi-protocol layer switching, Interior, and exterior gateway protocols, border gateway protocols and the development of RSVP LSP tunneling and QoS engineering.

Andrew is practically experienced in Cisco and Juniper internetwork operating systems and has had extensive training and in both design schools directly from the manufacturers. Andrew has a great ability in the measurement and development of dynamic bandwidth provisioning and monitoring.

Andrew has been instrumental in the development and project management of network command and operations centers for large enterprise networks such as the IBM Global Services, State of Georgia, and Discover Financial Services. Andrew has been involved and led the development of operational policy and procedures as well as training and staffing procedures and process for these centers.

References

Antonina Kozanickova	NCS Data Systems	630-673-9410
Ruben Liceaga	Spherion	312-217-7167
Gail Harlow	Reggai Productions	610-416-7146
Mike Schneider	VP/IT Chase Manhattan	914-714-2625
Amy Hall	DataStar USA	214-291-2039

Employment History

10/05-Present	NCS Data Systems	Chief Technology Office / Project Manager
8/02-10/06	NCS Data Systems	Sr. Project Manager-Technology Rollouts
1/02-8/02	NCS Data Systems	Resource Manager – National Projects
9/00-10/01	Greenwich Technology Partners	Senior Network Engineer –Chicago Office
8/99 – 9/00	State of Georgia – D.O.A.S.	Special Projects Technical Lead
2/99 – 8/99	Nextel Communications, Inc.	Senior Systems Analyst
7/97 – 8/99	IBM Global Services Center	NCC Core Implementation Team
	PC Company Server Support	Sr. NOS Support Engineer
6/96 – 6/97	IBM - ISSC	Sr. Project Coordinator - Georgia

Employment History Detail – Job Description Summary
Available upon request or downloadable from
[HTTP://andrew.newhart.com](http://andrew.newhart.com)

Employment History Detail

January 2002 to Present – NCS Data Systems

November 2005 – Present – Chief Technical Officer

- Managing Resource and project managers on all projects as well as producing reporting to clients and internal management.
- Aid in project management and Pilot development procedures.
- Develop Quality Control of project process and procedures.
- Design Disaster Recovery of internal technical documentation systems.

August 2002-October 2005 – Sr. Project Manager Technology Rollouts

- Managed Resource Managers as well as project process and flow for all technology rollouts national and regional.
- Developed technical process and procedure for all projects as well as developing pilot examples for all projects.
- Reported to client on all project status. Aided in the development of web portal to allow clients to access project status in real-time.
- Managed over 250 Projects across 30250 sites.
- Developed deliverables process to manage documentation and billing deliverables for clients.

January 2002-August 2002 - Resource Manager – National Projects

- Managed all personnel resources along with Project Managers on all National Rollouts
- Developed process & Procedures for resources as well as track and document all billable out of scope issues and costs.

October 2000 to November 2001 – Greenwich Technology Partners

(Downsized, Office Closed)

Senior Network Engineer –Chicago Office

Worked as Senior Network Project Engineer and Lead Operations Engineer in development of the Discover Financial Services Network Command Center in the Riverwoods 1 Facility. Implemented and designed the operations process for the new NCC. Developed staff Augmentation plan of the NCC. Developed Training System for new Discover employees and cross training between call center helpdesk and Monitoring Command Center staff. Developed new techniques utilizing existing systems to proactively monitor communications systems throughout the enterprise.

Installed and upgraded Net Scout nGenius Software and firmware upgrades for all Company clients in the mid-west including Discover Financial Services, Canadian Defense Council, Anheiser Busch.

August 1999 to October 2000 – State of Georgia Dept. of Administrative Services

(Accepted Corporate position in Chicago)

Special Projects Technical Lead – Statewide Y2K Rollout of 20,000 workstations and servers. Special problems resolution support. Special projects engineer. Statewide Site Alert communications server design and rollout. Windows NT 4.0, Citrix WinFrame, MetaFrame, Novell 4/11, 5.0 GroupWise 5.5, Windows Terminal Server. Special Projects Lead – WIN2000 Testing. Special Projects - Infrastructure Team to include Phoenix, People soft, FACETS IT Helpdesks and development of the new State Enterprise Network Operations Center on a NT 4.0 Structured LAN.

February 1999 to August 1999 – Nextel Communications, Inc.

Senior Systems Analyst – Certifications Team. Helped in development of certification tests for outbound IT hardware and operations systems. Certifications team had limited resources and I left this position to work for the State of Georgia.

Sept 1997 to April 1999 - IBM Global Service Delivery Center, Barnes-Jewish Christian Hospital

Technical Lead and Off-Shift Team Lead – Seventeen-member hospital group end-user support help desk. Shrink-wrap support of Lotus Suite /Ms-office Win95/Win98/WinNT & WIN3.1 – Mainframe Connectivity and support of field service dispatch.

Network Command Center Core Implementation Team

Design and develop implementation of the IBM and Great Plains software e-Business Hosting Offering. Designed NOS configurations and remote management connectivity. Designed and controlled NOS image for national rollout. Developed ISO Configuration Identification Documentation. Developed ISO change management Process. Received award from IBM GSDC as Core team member for design and accuracy of our process.

PC Company Server Support Team Level II – Sr. NOS Support Engineer

Support PC server Support team on NOS issues for pre call screening and field Support technicians. Develop training path to certify team members on multiple operating systems. Support team-training efforts.

May 1997 to August 1997– Newhart, L.L.C.

WWW Site Development. FrontPage & FrontPage97, ActiveX and VM Java. HTML, SHTML. Registered/Authorized Microsoft Web Site builder. Mindspring Web Development Partner.

SR. Site Engineer - Maintain and engineer modifications for 80 user LAN/WAN. MS NT 3.51 dual server domain controller, 3Com FDDI with 3Com remoter access builder. T1/x.25, MS SNA, Netsoft, Windows 95, Office 95 MS SMS system, HP9000 installation and LAN Link, Oracle, SMS Installation

June 1996 to April 1997 Manpower Technical

(6/96 to 4/97) IBM - ISSC On-Site Coordinator - Statewide - Georgia. Coordinated, as well performed Installation/Maintenance tasks for all Rhone Pollac Manufacturing and office sites. Novell 3.XX/4.XX X.25/Frame Relay, Perle controllers, Cisco Routers, Cabletron Mgmt Hubs, Fiber BB, Token-Ring. LANdesk 2.X, MS Mail/Mail remote 3.X. Lotus Notes. MS Exchange, Windows 95, Windows NT 4.0, Rumba/Rumba Office, Rumba 95, MS Office 95

August 1995 to July 1996 The Registry, Inc. (8/96 to July 1996)

Swietzer-Mauduit International - Alpharetta GA

SR. Site Engineer - Maintain and engineer modifications for 80 user LAN/WAN. MS NT 3.51 dual server domain controller, 3Com FDDI with 3Com remoter access builder. T1/x.25, MS SNA, Netsoft, Windows 95, Office 95 MS SMS system, HP9000 installation and LAN Link, Oracle, SMS Installation.

(4-96 to 8/96) Digital Electronics Corporation Alpharetta GA.

System Consultant/Engineer. System Install, Configuration, and documentation Eighty user NT/AS 3.51 with TCP/IP and MS SNA gateway.

(2/96 to 6/96) Hewlett-Packard, Atlanta Response Center.

Response Center engineer. Assisted North American H.P. CE's and authorized dealers in hardware troubleshooting and configuration. H.P. Desktop Vectra PC's Terminals, Scanners, Net servers and RAID systems.

(11/95 to 2/96) AT&T, Atlanta GA, Human Resources IS.

Installed and configured NT/AS 3.51 dual server domain. Performed workstation migration and upgrades to the NT domain for 100+ users. Multi-platform WANS using five AT&T 3b2's UNIX system5, one OS/2 LAN server and the dual controller NT/AS servers. Installed and upgraded AT&T Mail system. Installed and maintained Lotus Notes WAN.

(9/95 to 11/95) MCI, Atlanta, GA Rapid Solutions Development Dept.

Administered LAN/WAN for 75+ users and multiple file servers in Compaq rack systems. **ENVIRONMENT:** Dual Win NT/AS 3.51 Dual Processor servers. Migrate Win 3.11 clients to Win95 desktops and Win95 Applications. Designed Novell 3.12/4.1 test bed for software testing. Maintained Internet and FTP servers for the department. Token-Ring, fiber LAN. Performed user administration and documentation. Installed and administered TCP/IP, NetBeui, IPX/SPX, FTP, WWW sites.

(8/95 to 9/95) MCN Investments (Michigan Consolidated Gas & Electric)

Detroit, MI - Provided network administration and technical support for 1000+ users and 32 file server in six states. **ENVIRONMENT:** Novell 3.11/3.12 LAN/WAN T1 circuitry, Token-Ring, Fiber. Performed user administration and documentation. Installed TCP/IP workstations. Wellfleet, Bay Networks, Synoptics bridges, Routers and hubs.

April 94 to August 1995 - Random Access - Senior Network Engineer

Performed service and installations on various LAN/WAN sites. PictureTel Training TI circuitry training. Monitored and trained junior system engineers.

April 1993 to April 1994 - Connecting Point - Network Engineer

Configured and design pre-sale and billable networks. Performed service and upgrades with Novell, Microsoft, MS win3.1/WFW and NT and NT/AS systems. Configured and certified functionality of all network designs.

June 1991 to February 1993 - Star Information Systems, LTD - Partner

Performed site evaluations and analysis. Designed and configured multiple LAN/WAN systems. Sold, installed and upgrades various PC networks and WAN's. Novell, Microsoft, and SCO authorized re-seller and engineer

May 1986 to May 1993 - Independent Consultant (POST Computer Land Bankruptcy)

Organized several independents to form PCA - Professional Consultants Associated. Provide sales, service, support, design, installation and maintenance for multiple fortune 500 companies. Major accounts included: Durkee French Foods, Smith Corona, Botany 500, ALPO pet products, Fuller Company and Lehigh Valley Banks. Designed plant production tracking system in the NY/NJ Dye and textile industry. Sold, installed and administered LAN systems including IBM S/3X emulation and connectivity products. Authorized re-seller for NEC, Epson, H.P. Macintosh, Novell, 3Com, and IBM Networking Products.

May 1985 to May 1986 - Computer Land of Allentown, Reading and Wilkes-Barre PA

Responsible for developing outside sales staff. Responsible for all network designs and installations in the PC arena. Served as H.P. Technical Advisor. 1985 Top AT&T Sales person.

April 1981 to February 1985 - DataTex Enterprises Inc., Ft. Collins, CO, Cheyenne, WY.

CO-Founder/Partner. Performed development, support, and maintenance software programming. Engineered testing system software for oil production testing applications. Supervised three programmers. Provided sales and service for multiple mini and microcomputer solutions. Designed and developed applications for industries including: restaurants, schools, utility companies, banking systems, and the U.S. Postal Service.

**February 1980 to March 1981 - FT. ST. VRAIN Nuclear Generating Station
Reactor Equipment Operator - High Temperature Gas Cooled Reactor Technology**

General Atomics Shift Technical Advisor Training, Basic Reactor Operator License Training
Reoccurring training in CPR, First Aid, Nuclear and Industrial Safety, Fire fighting training from Kodak's Fire fighting School in Windsor CO., Advanced Analog/Digital System Programming
Administration of Plant Data Collection and Monitoring System

**May 1976 to February 1980 - USAF Cheyenne WY - Nuclear Weapons Specialist
Security Clearance - Top Secret Training: San Antonio, TX; Denver, CO; Cheyenne, WY**

Inspect, assemble, test, maintain, repair, and modify nuclear/warhead, re-entry systems/vehicles, related Components and Their Test Equipment and Designed modifications for Machine Languages