

John Howard

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(650) 576-9300

Information Systems Manager, Infrastructure

More than nine years of experience as a proven manager of IT infrastructure and services for geographically distributed, multi-location companies. Balanced the cost of infrastructure, quality of service, data security, reliability, and recoverability to provide critical technical infrastructure. Hands-on technical manager with credibility from the boardroom to the data center.

STRENGTHS

- **Alignment:** Matched IT capabilities with business needs; building strong and trust-based relationships; and ensuring real value from IT investment.
- **Team Building:** Grew IT capabilities through recruiting, retention, leadership, mentoring, motivation, and measured results.
- **Systems Planning:** Integrated strategic, tactical, and operational systems; balance of risks, priorities, short-term needs and long-term goals.
- **Technical Expertise:** Demonstrated leadership and technical qualities. Solid understanding of network administration, application support, telecommunication, and helpdesk operations.

Professional Experience

Comteris, Inc. (formerly Allerton, Inc.), So. San Francisco, CA — Biotech company

2006–Present

IT DIRECTOR

Selected for expertise in building and reorganizing IT departments from the ground-up using industry best practices. Transformed a 100% outsourced IT environment into an efficient and productive in-house IT team with full program components. Earned open door policy with upper management to discuss organizational goals and strategies. Relied upon to align IT planning in support of the business model.

- Oversaw daily IT operations across three physical locations. \$800k budget, 5 + team members plus contractors as needed.
- Rolled out multiple systems with tested audit trail in place. Successes were credited to the design and implementation of a *21 CFR Part 11* and *Sarbanes-Oxley (SOX)* compliance program. Established written IT controls, policies, and procedures building controls into growing infrastructure.
- Negotiated 35% decrease in ERP system purchase. Extensive research confirmed that vendor met the established criteria.
- Established and implemented multi-location backup and disaster recovery plan. Virtualized server image and acted as failover production server. Fault-tolerance ensured uninterrupted business services.
- Designed and deployed help desk ticketing system that monitored ticket trends. Analysis of ticket issues increased monthly ticket completion rate from 55% to 100% in 6 months.
- Recognized for growing teams and improving individual and team performance through mentorship, and opportunities for the open exchange by team members of ideas, methods, and techniques.
- Decision-making authority for staff hires and performance evaluations, software, equipment and capital expenditures. Made decisions using extensive research and detailed cost-benefit analyses.
- Delivered collaborative internet environment using SharePoint, became MCTS certified during the process. Project met deadline for major collaboration with a Japanese company. Established user-friendly methods for encouraging employees to use the Intranet for all business related items.

"John came to our company at a time of rapid growth but weak internal processes and procedures. Our IT infrastructure was barely meeting our growing needs. He came in and was of immediate value. He relieved us of all of our IT worries and allowed us to focus on our jobs."

Yoko Tanaka, former Senior Director of HR at Buckerman

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Buckerman Pharmaceuticals, Redwood City, CA—Pharmaceutical manufacturer
SENIOR IT MANAGER/IT CONSULTANT

2005–2006

Recruited to join company after delivering a comprehensive IT assessment of current environment. Drove dramatic turnaround of chaotic IT department unable to provide necessary systems. Resolution of all issues and implementation of new services enabled organization to refocus on business goals. Created a supportive team environment of shared responsibilities, pitching in when necessary to meet needs.

- Led 4 person team that provided 24/7 support for 120+ workstations and 15 + server network.
- Built a new IT infrastructure from the ground up in a highly visual role. Re-architected Active Directory from application, security and back up operations levels.
- Resolved all escalated Tier 2 issues and demonstrated strong competencies in Tier 3 support.
- Entrusted to provide final sign-off for all network projects ensuring that all deliverables had been met.
- Received audit approval from PricewaterhouseCoopers after completing first round testing of *Sarbanes-Oxley* and delivering on all IT controls.
- Implemented and supported Microsoft ERP business solution for financial systems. Improved financial accountability and minimized risk by enabling *SOX* compliance.

Dorixalla Corporation, South San Francisco, CA—Biotech company

1999–2005

IT SITE MANAGER (2001–2005), **MANAGER OF DESKTOP OPERATIONS** (2000–2001),
HELP DESK TECHNICIAN (1999–2000)

- Promoted through a series of increasingly responsible technology positions to a leadership role.
- Administered 6-person 300+ workstation network across 3 physical locations, managed Windows servers (2000/2003/2008), Cisco products, backup/file servers, telecommunications.
- Designed a customized program to support 40-person sales force. Developed hardware/software standards, and different methods of remote access. Met or exceeded expectations outlined in the Service Level Agreement (SLA). Transitioned sales people from manual processes to new system.
- Successfully standardized workstations across all sites in Active Directory. Advantages included scalability using OU's, trust management, DFS, GPO, and site replication.
- Delivered a unified help desk database that was used across WAN. Additional functionality included a working knowledge base, accountability and history tracking, asset management, and collaboration.

Sangerman Medical Corporation—Biotech company
MIS/TELECOM ADMINISTRATOR

1998–1999

University of California at San Francisco (UCSF)—Medical University
DESKTOP SUPPORT TECHNICIAN

1995–1998

Technology Profile

Operating Systems: Windows XP, Vista; Windows Server 2003, 2008; Mac OSX, Linux CentOS
Hardware: IBM, Dell, Lenovo, HP, Cisco, F5, Avaya, Polycom
Software: MS Office 2003-2007, All Microsoft OS, Server 2003 & 2008, Exchange 2003 & 2007, MS Project & Visio, SQL 2000 & 2005, IIS 6, SharePoint MOSS 2007, Microsoft Dynamics, Great Plains, Equity Edge, ADP, Vmware ESX, Hyper V, SAS, Blackberry Enterprise, Symantec applications, Trend Micro, Backup Exec, Track IT
Networking: Active Directory, VPN, DNS, DHCP, TCP/IP, VPN, SMTP, FTP, IPSEC, SSL, http, snmp, vlan, voip, WSUS
Data Center: HVAC, electrical wiring, cabling, rack storage, rack and server alignment, UPS

Education and Qualifications

A.S., Computer Science, College of San Mateo, CA

MCSA (Windows 2003 Server), **MCTS** (SharePoint 2007) **CCNA** (pending)