

Darrin L. Hawe

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Orange, CA

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SUMMARY OF QUALIFICATIONS

- Skilled information technology manager with managerial, supervisory, departmental, and organizational leadership experience through career and professional development roles
- Technically sophisticated and business savvy professional with strong leadership, team-oriented “hands-on” experience in consulting, small business, corporate, and academic computing environments
- System and needs analysis, implementation, and process documentation background with specific experience in ISO 9001, inventory, invoicing, purchasing, CMS, personal publishing, database, and accounting systems

PROFESSIONAL EXPERIENCE

University of Southern California

1997 – Present

Information Sciences Institute, Viterbi School of Engineering, Marina del Rey, CA

Computer Services Engineer, 2002-Present

Managed a 4-person PC support team serving 300+ PhD and other customers. Duties included strategic and tactical planning activities with assignment of priorities, specific projects, and roles, resource budgeting, project/system evaluations and implementation, vendor relations creation and maintenance, and determination of technology focus for PC customers.

Key accomplishments:

- Improved inter-departmental communication and effectiveness by acting as a liaison and analyst while developing, documenting, and improving key computing standards, procedures, processes, policies, systems and software involving internal staff, end-users, consultants, auditors, and external customers
- Generated and provided departmental staff and internal customers with supplementary materials, instruction, and training on use of available computing resources and procedures
- Improved overall access to UNIX-based network resources by PC and Macintosh hosts by transitioning from NFS- to SAMBA-based access
- Streamlined and improved reporting of wireless and VPN logins via introduction of Cisco Access Control Server
- Designed and implemented transition from Microsoft Exchange 5.5 to Active Directory network services and schema subordinate to existing UNIX domain in support of Microsoft Exchange 2003
- Transitioned from software to hardware-based enterprise-level Barracuda anti-virus/anti-spam and Cisco VPN concentrator services
- Migrated existing tower-based servers to rack-mounted server environment resulting in improved physical security, access, and physical space usage
- Improved overall computing environment with increasing supported user base while consistently being 10% under budget by leveraging educational-based hardware discounts and utilizing campus software licensing

Computer Services Specialist, 1997-2002

Provided computing support for 200+ PC-based hosts and servers by recommending new PC configurations, completing new computer setups, and completion of tier 2/3 support tickets in Remedy based helpdesk environment.

Key accomplishments:

- Standardized non-researcher support staff computer purchases and software configurations
- Transitioned existing 20-host Microsoft Windows NT network to Microsoft Windows 2000
- Tested and evaluated new products including evaluations of new OSs, enterprise management solutions, software interactions of new products with existing product base, hardware firewalls and spam/AV devices

**M1 Software
Santa Monica, CA**

1995-1997

Operations Analyst, 1995-1997

Provided primary analysis of business and computing processes, project timelines, communication systems and recommendations for clients and internal M1 Software staff in support of custom software development while supporting the opening of a new remote office.

Key accomplishments:

- Worked with programmers, client management, and technical leads to document system flows and to generate specification documents as part of software development life cycle for Solomon IV, Visual Basic, and Delphi programs
- Provided internal consultant productivity reports and labor breakdowns, breakeven analysis, evaluated and recommended consultant labor assignment decisions, and determined product manager effectiveness
- Analyzed and generated project timelines, measurable metrics and both long term and project planning documentation for both consultants and clients
- Implemented modifications to existing intra- and inter-office processes including project and communication methods and procedures, purchasing, and sales calls/inquiries
- Worked closely with accounting staff to standardize job costing for existing projects and for new project bids
- Planned and established remote office location including initial hiring of support staff, coordination of new office data and communication systems, establishment of 20 workstation training lab, and initial office supervision

**Xiron Inc.
Garden Grove, CA**

1988-1997

Provided initial computing hardware recommendations, supervised staff of 3 during growth of company from 15 to 100 employees, implemented inventory and invoicing systems utilizing dBaseMac software, and analyzed departmental processes for inclusion in ISO 9001 certification documentation

EDUCATION

California State University Fullerton – Fullerton, CA
Bachelor of Arts, Business Administration, 1993 (Management Information Systems Concentration)

CERTIFICATIONS

Microsoft Certified Professional, 2000 (MCP ID: 311916)
Cisco Certified Network Associate, 2001 (Cisco ID: CSC010337174, Exp. 2004)

PROFESSIONAL DEVELOPMENT

Orangewood Junior Chamber (www.orangewoodjaycees.org)
2005 - Marketing Vice-President/Webmaster
2006 - President/Webmaster
2007 - Chairman of the Board/Community Development Vice-President/Webmaster
California Junior Chamber (www.cajaycees.org)
2006 - State Photographer

AWARDS

2006 – *Dr. Jerry Bruce Memorial Award* (United States Junior Chamber Project of the Year [Chair])
2006 – Presidential Medallion, California Junior Chamber
2007 – Top Community Development Vice President of the Year, California Junior Chamber
2007 – Debate Champion, California Junior Chamber
2007 – Debate Champion, United States Junior Chamber