

## Joanne E. Jones

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### Summary

**Project Management, Training, Documentation, Data Security, and Organizational Development**

### Career Profile & Distinctions

- Experienced professional in private-sector and nonprofit organizations
- Proven and results-driven technician in data security, cloud computing, telecommunications, and networking.
- Dynamic leader that is accustomed to, and effective in managing large staff and organizational change. Career successes in project management, problem management, and employee development.
- Principle based, ethical leader that supports and builds high performance teams.

### Information Technology Experience & Areas of Expertise

Employee Development  
Help Desk Management  
Network Management  
Operations

Disaster Recovery  
Data Center Management  
Project Management  
Training

Information Security  
Document Management  
Data Security

### Career Achievements

#### **Dahntay Jones Foundation, Lawrenceville, NJ – 2005 - 2016**

##### **Vice President and Secretary**

- Managed and acquired corporate sponsorships
- Developed promotional materials and worked with the President to plan and conduct special fundraising events. Scheduled celebrity appearances for event that raised \$75K for the foundation.
- Developed and led programs that provided college scholarships for graduating high-school seniors and awarded 20 seniors with \$1,000.00 scholarships.
- Provided clerical and administrative support to the board of directors; arranged, scheduled, and coordinated meetings; worked with developer to create the website; developed, organized the website content, and served as the website administrator.

#### **Johnson & Johnson, New Brunswick, NJ – 1989 – 2005**

##### **Information Security Manager**

- Directed a team of up to 50 department members and interns as well as domestic and international contracted personnel and vendors. Planned and completed numerous projects, many at the specific requests of executive leaders and considered highly confidential.
- Senior Technician managing the Consumer Sector Migration and Consolidation project that merged networks of J & J consumer sector companies in Canada, Puerto Rico, the Dominican Republic, and 4 U.S. states into 1 central network in Skillman, NJ.
  - Relocated employees, upgraded all equipment, and switched from a bridged to a routed environment that accommodated 5K+ users. Saved millions of dollars, increased the quality of service, and advanced internal technology.
- Spearheaded the Greenbelt Project, an effort to implement, institutionalize and regain control of an Intranet that was unreliable and lacking proper security features.

- Developed and published WIAPP (Worldwide Information Asset Protection Policies) to be followed by network users and technicians. Governed installation and removal of hardware, software, data, and directories; and regulated access, auditing, and risk and privacy assessments.
- Increased the Sigma from 0.2 to 3.5 and avoided \$1.2M in administrative costs and headcount within the first 8 months. Raised the Sigma to 3.9 and costs / headcount savings to \$2M+ by the end of the first year.
- Created an automated process for onboarding employees. Standardized the orientation and initial training of new personnel. Trained all levels of management, secretarial staffs, other employees, and the IT team on the new process, and provided detailed documentation.
- Directed a cross-functional group to separate the Financial Resources Federal Credit Union (FRFCU) from J & J network which overnight with no disruptions to 25K members.
- Designed processes to monitor and report abuses of the Internet and Intranet. Worked with corporate attorneys, the Human Resources Director, the VP of IT, and Physical Security departments' staffs to eliminate inappropriate activities and safeguard the company.
- Coached and mentored interns and new Information Management Leadership Development Program (IMLDP) employees. Assessed talents, strengths and interests, and placed individuals with departments that maximized their benefit to J & J and their opportunities for personal and professional growth.
- Managed Remote Access Solutions Project (RAS) – designed training materials and trained 2000+ users; configured and managed 800 numbers and hunt groups for VIPs traveling domestic and international; managed 3270 Communications Software Upgrade Project to TCP/IP based Attachmate Extra! Personal Client; designed training materials and trained 1000+ users; evaluated and implemented wireless technologies for pagers, cell phones, PDAs, personal computers, modems, and wireless hubs; participated in J&J Remote Service Swat Team – resolved 90% of problems with Dial IP; conducted microcode upgrades on modems; added additional T1 lines to increase concurrent connections to 168.
- Supervised Flexcom Remote Access Serve Project for all Consumer Product Companies (CPC); installed, coordinated and implemented the design and deployment of LAN/WAN technologies; monitored LAN/WAN traffic across J&J infrastructure; troubleshoot problems with vendors; developed standards and documentation for the new topology; performed network baselining and threshold setting; inventoried and created documentation for all network devices; evaluated, implemented and trained administrative staff on the On-line Airline Guide.
- Co-Managed project to replace the IBM Bridged Network with Wellfleet Routers; replaced the data communications equipment, terminals and wiring with IBM Personal Computers; installed Type 1 Shielded Twisted Pair Cabling; ordered and coordinated installation of digital circuits and data private lines (DPLs); troubleshoot problems with Bell Operating Companies (BOCs); provide ongoing support and maintenance for the network equipment (routers, gateways, bridges and communications equipment); developed and maintained all documentation; backup Novell Network Administrator
- Managed project to install Rolm 9751 PBX and Octel (Aspen) Voice Message System in Personal Product Companies (PPC) in New Jersey, Chicago, and Georgia; provided ongoing management and maintenance for the systems, telephones, and modems.

#### Education | Certifications | Awards

**Education:** Associate of Applied Science in Data Processing, Mercer County Community College, West Windsor, NJ

**Certifications:** Network Security (Intrusion Detection In-Depth) ≈ SANS Institute, CISSP Security Essentials, Windows 2000 Security, Firewall and Intrusion Detection ≈ J & J Greenbelt / Process Excellence Certification ≈ Project Management ≈ SNMP Hands-On Introduction ≈ Microsoft Network Administration Service and Support ≈ Networking Technologies ≈ Novell Netware Network Administration Service and Support ≈ Systems Manager ≈ Rolm Systems CBX II 8000 System Management

**Awards:** Honored by the New Brunswick School District for contributions to the Partners Learning Technology and the JJA Friendly Communications Program ~ Three J & J Crown of Excellence Awards for superior project management – Worldwide Advertising Extranet Team, Remote Access & SecurID, Information Security Awareness ~ Management Award for the Dial IP Replacement Project