**CHRIS HADLOCK**

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**MANAGEMENT | CONSULTING | TECHNICAL**

Senior network administrator with 30+ years of experience integrating existing systems with changing protocols and new IT investments. I have managed project teams to accomplish complicated missions, and helped small companies manage the complexities of cost vs. benefit in IT projects and expenditures. My skills are a strong combination of technical expertise and the management of complex projects and the personnel that support them. With my background I will be a strong addition to any team that is tasked with providing IT skills and resources.

**KEY CONTRIBUTIONS**

* Management
* Microsoft Partner
* Budget Oversight
* Policy Development
* Resource Management
* Project Management
* Senior Leadership
* Process Improvement

**EXPERIENCE**

**NetResults, LLC 1999 – Present**

**Owner/Operator**

Business and IT consultant supporting small to medium sized businesses. As, an independent consultant my primary role is to help small business utilize technology to increase productivity and profit. This is accomplished through developing technology plans with business owners, training customers to efficiently utilize the available technology and recommending current and future investments in IT infrastructure. A wide range of installed systems are encountered requiring flexibility, creativity, problem solving and critical thinking. Develop training programs that are directed at the executive level to PC skills up to required standards along with employee training aimed at skills in Windows, Office, Email and basic Network resource usage.

* Hardware/Software requirements/identification/acquisition/installation/configuration/support
* IT needs/planning/costs/support
* Developed and implemented conversion from NT 4.0 and Netware NDS to the Windows 2000 Active Directory.
* Active Directory design, implementation, and long-term synchronization support
* Maintain Microsoft Server environments up to and including the newest Windows 2019 server platform
* Design and support infrastructure for 24 x 7 Web Page hosting and Email utilizing Microsoft/Linux hosting platforms.
* Develop, Implement, and maintain connectivity for mixed LAN/WAN communications. T1/Fiber/Cable/DSL analysis and installation along with the associated Router/firewall configurations, and interoffice connectivity
* Work hands-on with existing staff to build their level of experience, and to augment existing IT capabilities.

**SOFTWARE**

SQL|PHP| HTML|ACCESS|COBOL|BASIC|FORTRAN|HTML|ASSEMBLER|FOX|ORACLE

**HARDWARE**

IBM AS400, 360/390|UNISYS 1100/2200|PC/SERVER|CISCO|SONICWALL

**OPERATING SYSTEMS**

MICROSOFT(ALL VERSIONS)| LINUX | NETWARE |TSO/ISPF

**DPA/TRICOR/GSA 1991-1999**

**Site Manager / Systems Analyst**

Senior mainframe and network support for General Services Administration. Site manger for up to 80 personnel providing IT service and support to various GSA operations. Responsible for all issues regarding contract growth, customer satisfaction, staffing, performance appraisal, and personnel management. Manage and maintain multiple mainframe systems for personnel records, budget and finance, resource management and communications. Develop procedures and documentation for all aspects of the mainframe operations including disaster recovery, daily operations, system maintenance, and application/user support. Acquire, install, configure and support the TCP/IP hardware and routing configurations to include remote mainframe access in LAN/WAN communications. Diagnose and correct access problems over a mixed LAN/WAN Mainframe environment utilizing X.25 and TCP/IP protocols. Management of staff providing PC help desk and LAN services for over 2500 desktops and 20+ servers. This is both a management and a technical position. Responsible for the day-to-day operations of the LAN including implementation, on-going management, and disaster recovery.

* Work with GSA personnel to identify IT staffing needs / changes
* Responsible for all contract personnel hiring/firing/management.
* 24 x 7 mainframe / network maintenance and support
* Daily operations, staffing, training, user support and production operations
* Integrate existing mainframe technologies into the new TCP/IP network protocol for remote access
* Windows/Novell/Linux based server installation, configuration and support
* CAD/CAM computer room design including equipment placement, power requirements and airflow.

**William M. Mercer 1988-1991**

**Project Manager**

Hired to create a benefit calculation system for ConAgra Corporation that developed into a fully integrated user interface for personal computers. This was the first time that William M. Mercer ever successfully developed this kind of a system on the emerging PC platform. All previous versions were mainframe applications on IBM/Unisys hardware. Successfully marketed retirement benefit calculation systems to existing clientele. Worked with potential clients to develop an interest in PC based application software. Project Estimates would normally include development, testing, documentation, and training. These projects were developed for a PC/Network based retirement benefit calculation system that had previously been possible only in mainframe environments.

Implemented and coordinated teams of 5-10 people to facilitate the design, development, testing and implementation of application software. The packages were developed for both Mainframe, and PC/LAN environments, frequently requiring data and processing support between the various platforms.

Helped to develop nationwide corporate standards and documentation for the development, implementation and licensing of internally developed application software. This process included the definition of pricing structures, and guidelines for pursuing and acquiring this line of business

* Led William M. Mercer teams to identify benefit plan requirements and program implementation
* Coordinate with all levels of the ConAgra HR department for project requirements and cost vs. savings analysis
* Led Client training and ongoing support activities

**Internal Revenue Service 1982-1988**

**Systems Analyst**

Led project test teams of 5-30 people involved in projects to completely test tax processing systems. These tests included both the application software, and people systems to ensure both the accuracy and efficiency of the system design in a production environment. Design, develop and implement various user requested programming for statistical analysis, system performance evaluation, and enhancement routines. As a Systems Analyst I was responsible for conducting system wide tests of computer applications including both human and software interaction to simulate a production environment. During this process, all inconsistencies in both system and application performance would be identified and resolved.

* Design complete testing data and process
* Develop, coordinate and conduct nationwide training classes in computer operations and recovery procedures.
* Simulate Live tax data processing to ensure proper function
* Interface with Function, Development, Programming teams to create common goals and function
* Manage project teams of up to 50 employees analyzing program output and data flow