# Ms. Ronda M. Thompson

*8556 Boca Rio Drive, Boca Raton, FL 33433*

*603-762-2324* [*rose@thompsn.net*](mailto:rose@thompsn.net)

## SUMMARY:

Progressively responsible experience in IT administration, strategic planning, and project management. Experienced in organizational management, technical support, database systems, and daily operations.

Extensive background and knowledge in developing systems, managing information and implementing special projects. Looking to expand scope of IT career by finding a challenging position with larger organization. Very intelligent, original individual dedicated to high standards of performance.

## QUALIFICATIONS:

* Executive leadership in the IT field with responsibility for day-to-day operations, planning, scheduling, organizing and controlling of IT activities and functions. Experienced with ITIL and SOP’s.
* ITIL Foundations in IT Service Management certified
* Skilled in developing and presenting written policies, procedures and methods, networking documentation, business proposals, and training materials using current office applications.
* Excellent customer service skills with the ability to communicate effectively, build relationships, and adjust to various group dynamics.

## EDUCATION:

**COURSEWORK FOR Ed.D. IN HIGHER EDUCATION LEADERSHIP & MANAGEMENT**

Walden University, Baltimore, MD August 2016 - June 2017

## CERTIFICATE IN HIGHER EDUCATION LEADERSHIP & MANAGEMENT

University of Massachusetts, Amherst, MA May 2014

## MASTERS OF SCIENCE IN ORGANIZATION & MANAGEMENT

Antioch New England Graduate School, Keene, NH May 2001

## BACHELOR OF SCIENCE IN COMPUTER SCIENCE, MINOR IN MATHEMATICS EDUCATION

Keene State College, Keene, NH May 1998

## ASSOCIATE OF APPLIED SCIENCE DEGREE

New Hampshire Community Technical College, Claremont, NH May 1983

## EX PERIENCE:

**2018 - Present BROWARD COLLEGE, Fort Lauderdale, FL**

**CAMPUS TECHNOLOGY OFFICER/ASSISTANT VICE PRESIDENT**

Under the general direction of the Chief Information Office and Deputy CIO, provide daily administration of the technology department covering 4 major campuses, 6 outreach centers and the online campus. Provide leadership in coordinating with college-wide staff in all phases of academic and administrative computerization in support of the strategic mission, i.e. specialized technology, applications, utilization, installations, and construction/renovation of buildings.

* + Hire, supervise and manage 33 subordinates across all sites in support of 1500+ staff and 66,000 students.
  + Administer the department cost center in WorkDay by developing and managing the annual budget, and perform periodic cost and productivity analyses.
  + Work collaboratively with college executive leadership and administration to develop standardized policies and procedures to attain equitable distribution of resources.
  + Research, propose, and initiate long-range PC desktop replacement strategy utilizing hybrid-mix of physical hardware, VDI, and DaaS services.
  + Collaborate with college-wide facilities, architects and outside agencies to design and build the campus technology specifications, IT infrastructure and facility blueprints of all construction and renovation projects.
  + Manage all life-cycle management processes and documents which include, but not limited to, annual resource reporting, tech refresh planning, audio-visual planning, and specialized academic projects.
  + Chaired standing committees and specified RFP/ITNs working closely with technology infrastructure and operations teams.

**2006 - 2018 FITCHBURG STATE UNIVERSITY, Fitchburg, MA**

**ASSISTANT DIRECTOR INFORMATION TECHNOLOGY**

Reporting to the Chief Information Officer and Chief Technology Officer, supervise and coordinate IT User Services operations and provide academic, operational, and instructional technology support to approximately 7000 students, faculty and staff.

* + Hire, supervise and manage 28 subordinate professional, classified and student employees assigned to the ITUS department. Staff includes both union and non-union personnel.
  + Responsible for in-depth planning, participation in, and implementation of programs for academic areas, ensuring quality outcomes for clients. Programs include the Liberal Education and America’s Promise (LEAP) initiative, bridging partnerships with affiliated community college, two-factor single-sign-on for identity management, and TouchNet and Slate PCI payment system.
  + Responsible for managing the Help Desk and administering both phone and on-site support for user software and hardware problems, assigning requests and problems to appropriate IT staff and elevate to next level when necessary.
  + Develop, implement and maintain budgetary, purchasing, and standard operating policies and procedures for the IT department.
  + Serve as subject area expert for authorizing use of media in accordance with the U.S.

Copyright law for material used in teaching and learning.

* + Serve as consultant to faculty and staff to define project needs, assess deficiencies, research specific hardware and software solutions, licensing/copyright issues, and define goals, and analyze outcomes for continual improvement.
  + Participate in various college advisory committees, including grant committees, Tk20 Assessment Initiative, technology committee, search committees, and capital planning committees, inventory asset and PCI audit teams.
  + Oversee outsourcing and contract administration for outside consultants, call center, ticketing system, classroom mediation and networking services.
  + Project manager for campus-wide VMWare initiative with cradle-to-grave responsibilities.
  + Participate in Strategic Planning at department, university and Commonwealth levels (PACE).

## 2000 - 2018 KEENE STATE COLLEGE, Keene, NH

**COMPUTER SCIENCE DEPARTMENT ADJUNCT INSTRUCTOR**

Teaching computer science courses to traditional and non-traditional adult learners. Teach introductory classes for computer information processing and PC hardware courses.

* + - Teach information technology courses with an interdisciplinary perspective to approach complex, real-world questions from both technology and liberal art perspectives. Promote scholarly analysis and investigate current day issues from an academic viewpoint.
    - Train hardware competency students in the A+ Hardware and OS certification methods.
    - Participate in course development with emphasis on non-academic relevance of course material. Synthesize connections between multiple disciplinary outlooks to promote critical thinking in students.
    - Employ a variety of teaching and learning tools including formal lectures, presentations, textbooks, media, online course delivery, open discussions, and short case studies.
    - Garnering subject material from textbook manufacturers, news media sources, social media, published research, and personal experiences, develop curriculum for delivery and assessment.
    - Versed in learning management systems including BlackBoard, Canvas, Tk20, and First Class.
    - In AY 2012, received topmost course evaluations for college adjunct pool.

## 2001 -2006 KEENE PUBLISHING CORPORATION, Keene, NH INFORMATION SYSTEMS MANAGER

Senior executive working within a team leadership environment. Responsible for overseeing the PC and Macintosh networks and a wide range of industry specific applications. Assist in planning, design, and budgeting for systems that serve business functions, news, production, advertising, New Media, and telephones.

* + Maintain multi-platform servers (DOS, Novell, Windows 2000/NT, AIX, BSDI, Mac, Sun OS) and a variety of end-users, delivering e-mail, files, web applications, and proprietary software
  + Research, design, implement, document, and QA test IS/IT projects for improving the integrity and work flow processes of all hardware and software. Manage all projects from cradle-to-grave with full responsibility and authority. Achieving goal for standardization of both hardware and software.
  + Responsible for all help-desk calls within the company, including printers, telecommunications, satellite system, servers and desktop systems, phone systems, and application support.
  + Reduced IT departmental operating expenses by 32% and reduced 2004 FY budget by 50%.
  + Train and support end-users on specific applications, in both formal and informal settings. Also create and deliver presentations to senior management team.
  + Oversee outsourcing and contract administration for consultants, third party software vendors, and telecommunication vendors.
  + Project leader for installation of new digital phone system, networking architecture, including firewall installation, network upgrades, antispam solution and proprietary software roll-outs.

## 1998 – 2001 IGENICS, INC., Keene, NH MIS ADMINISTRATOR

Reporting directly to the Corporate President, supervise and coordinate activities of the management information system of an international manufacturing corporation. Management functions include coordinating IS activities in addition to providing executive leadership to promote and enhance the objectives of the company. Directly oversee the delivery of operational services that include: A/R, shipping, receiving, scheduling, inventory, and budget activities. Administering business plans, quality programs, ISO9002, and personnel.

* Wrote and implemented the conversion project specifications, detailing logical flow charts of operation processes for developing relational database in MAS90 applications.
* Provide technical assistance and training to system users, in addition to investigating and resolving

MIS issues and requests.

* Support Windows NT, Microsoft Back Office Server, and Microsoft Exchange to maintain lists and e-mail; manage the administration of internet services, file conversions, data storage and recovery.
* Select, purchase, install, and configure all network hardware and software for servers and client workstations.
* Designed and coordinated the implementation of corporate website for graphics, content and e- commerce activity.
* Select and coordinate consultants for both IS and corporate operational initiatives.

## 1998 SOVERNET, INC., Bellows Falls, Vt. SYSTEMS ADMINISTRATOR

Provide operational support for a moderate size internet service provider, working within a BSD UNIX operating system environment, TCP/IP networking and Internet systems. Travel to several locations throughout the state of Vermont. Responsibilities include Access Server Systems, frame relay and point to point connectivity, e-mail, hardware and software maintenance and upgrades, technical support, and administration.

* Was one of three administrators responsible for all internal and external web servers, mail servers, routers, T1 and T3 circuits, and server security.
* Wrote procedures on upgrading modems to new V.90 US Robotics standards
* Provided smtp scripting for filtering administrative e-mail messages
* Supported router, DSU/CSU, Ethernet, ARC chassis, and equipment usage.

## 1982 -1999 CHESHIRE MEDICAL CENTER / DARTMOUTH HITCHCOCK, Keene, NH

## CLINICAL SCIENTIST

Senior clinical scientist working in all areas of medical laboratory technology. Certified through both American Society of Clinical Pathology (ASCP) and the US Department of Health and Human Services (HEW). Rotated through all specialties of department, including hematology, microbiology, blood bank, chemistry, special chemistry, and phlebotomy. Was particularly focused on laboratory safety and served as the Laboratory Safety Officer.

## SUPPLEMENTAL EDUCATION, CERTIFICATIONS, HONORS & ACTIVITIES: COMMUNICATION & INTERPERSONAL SKILLS FOR TECHNICAL PROFESSIONALS

American Management Association, New York, NY 10019 Seminar # 025762013 Certificate of Completion, March 2016

## ITIL® FOUNDATION CERTIFICATE in IT SERVICE MANAGEMENT

EXIN partner ProPoint Solutions, Colorado Springs, CO 80920 Registration Number 5238776.20348842 Effective December 11, 2014

## EDUCAUSE 2010 MANAGEMENT INSTITUTE

EDUCAUSE, Inc., Boulder, CO July 2010

**COMMONWEALTH OF MASSACHUSETTS Partnership for Collaboration & Efficiencies** (PACE) sub- group member for strategic planning, 2013 – 2014 The PACE committee is a member of the National Association of Consortia Leadership for the promotion and support of HE collaboration to pursue opportunities for cost savings and sharing resources.

## FITCHBURG STATE UNIVERSITY & MOUNT WACHUSETT COMMUNITY COLLEGE ASSESSMENT SCHOLAR member, 2012 -2014

Sponsored by the Association of American Colleges and Universities and funded by the Lumina Foundation for Education, this project integrating the LEAP VALUE rubrics to support dialogue on issues related to course content and assessment as students transfer between community college and university learning. Participated in the dyad Information Literacy.

**VSPHERE, VCENTER SERVER, and VMWARE HORIZON TRAINING**

New Horizons Computer Learning, Waltham MA July 2012

**RED HAT LINUX BOOTCAMP TRAINING**

Boston, MA August 2002

**AMERICAN MEDICAL TECHNOLOGISTS, MT (AMT)**

Registration Number 58514 4 1989-1999

EDUCAUSE / NERCOMP Institutional Representative 2006 - UPSILON PI EPSILON HONOR SOCIETY, Member 2003 -

INSTITUTE OF ELECTRICAL AND ELECTRONICS ENGINEERS, INC, Member 2002 ASSOCIATION OF INFORMATION TECHNOLOGY PROFESSIONALS, Member 2004 AMERICAN ASSOCIATION OF UNIVERSITY WOMEN, Member 2002 – 2003