**Ken McClenithan**

783 Prospect St **::** Naugatuck, Connecticut 06770 **::** kenmcclenithan@yahoo.com **::** 203-558-0266

Senior IT Manager with extensive global experience and the ability to enhance a wide range of IT environments. Success in analyzing technical environments and driving Information Technology Service Request solutions.

it management :: project management :: information technology

SUMMARY OF QUALIFICATIONS

* Demonstrated ability to deliver optimal performance in all aspects of Information Technology Service Request (ITSR) cycles for HENKEL – Tek Systems. Ensure goals of ITSR were accomplished within prescribed time at Henkel North America (HNA). Responsible for ensuring the support of 60 locations in USA, Canada, and Puerto Rico with 55,000 users.
* Well prepared to lead corporate initiatives and contribute to teams that accomplish major enterprise goals.
* Strong Project Management skills and Senior Manager capabilities.
* Responsible for leading and coordinating the largest IT migration in Henkel, Inc. history. Migrated 55,000 users & 60 locations (North America, Canada and Puerto Rico) to new vendor for HelpDesk/Service Delivery.
* Supervised two teams for setting up style codes for all services offered on the ITSR and Request management system.

Technical Skills

Certifications

* CompTia A+, Self-Study, Precision Computer Services, Shelton, Connecticut
* CompTia Network +, Self-Study, Precision Computer Services, Shelton, Connecticut
* CompTia Security +, Self-Study, Precision Computer Services, Shelton, Connecticut
* CompTia Server +, Self-Study, Precision Computer Services, Shelton, Connecticut
* Dell Certified Systems Expert (Customer Handling Skills & Basic Wireless Technology), Dell

Platforms and Tools

* *Software*: Microsoft Office (Word, Excel, PowerPoint, Project, Outlook, FrontPage, Visio, Access), QuickBooks, Adobe Photoshop, Macromedia Dreamweaver, Remedy Ticket, Lotus Notes/SameTime, Sales Force, ACT, SAP Net weaver Admin, Peregrine Portal (Asset Tracking), ProWeb (Asset Acquisition software), VMWare, LanDesk, Toad for SQL, MySQL
* *Operating Systems*: Windows (2000/NT/XP/Vista/7), Linux (Red Hat, CentOS), Fedora
* *Servers*: Microsoft Server 2000, 2003, 2008, Blackberry Enterprise Server, Active Directory, Microsoft SQL Server (2003, 2008), Apache, Tomcat, Microsoft Exchange (2000, 2003, 2008), Virtual Machine (VMWare Server), Oracle Virtual Box
* *Languages:* SQL, HTML, XML
* *Networks:* WAN, LAN, WLAN, FTP, RDP, VNC, DNS, DHCP, IP Addressing, DSL, WINS, NFS, NIS, SMB, Ethernet, VLAN, TCP/IP
* *Database*: MySQL, Oracle (8i, 9i, 10g), SQL Server (2000, 2005), MS Access, Crystal Reports
* *Security:* Norton, AVG, McAfee, Logmein, Norton Ghost, Computer Associates

Professional Experience

**North American Service Delivery Manager** October 2008–Present

HENKEL – Tek Systems RockyHill, Connecticut

*Henkel operates worldwide with leading brands and technologies in three business areas: Laundry & Home Care, Cosmetics/Toiletries and Adhesive Technologies.*

* Senior Manager for the North American Service Delivery responsible for driving enterprise strategy for Information Technology Service Request (ITSR).
* Issue: Responsible for leading and coordinating the largest IT migration in Henkel, Inc. history. Migrated 55,000 users & 60 locations (North America, Canada and Puerto Rico) to new vendor for HelpDesk/Service Delivery.  
  Resolution:
* Ensure goals of ITSR were accomplished within prescribed time at Henkel North America (HNA). Responsible for supporting 60 locations in USA, Canada, and Puerto Rico with 55,000 users.
* Ensure the following services were available in the new provider interface for the ITSR team to make proper requests: *Active Directory account requests, Lotus Notes ID requests, SameTime account requests, Software purchasing and tracking, Hardware Purchases / Tracking, Drive/Network share requests*.
* Gather Remedy Group information on new server-based applications implemented within Henkel.
* Coordinate with Lotus Notes Programmers (ITSR system) for possible form changes.
* North America IT Coordinator for outsourced provider.
* Conduct organizational analysis and pinpoint GAPs.
* Follow-up with Requestors via phone/email/SameTime (instant messenger). Resolve and/or escalate issues or customer complaints and create Remedy tickets as needed.
* Coordinate the team members, contractors, and consultants to ensure that ITSRs are progressing on schedule.
* Identify and suggest opportunities for service improvement in processes, then create documentation on workflow.
* Maintain data and generate reports used to plan and implement mini-project activities.
* Communicate information regarding work plans, schedules, and related requirements to Executive & Management Staff.

**Network Administrator** April 2009– Present

DBAWebTechnologies Southbury, Connecticut

*DBA Web Technologies is a Connecticut, United States based Technology Company. The company provides a range of IT Services to its clients based in North America and Europe, in multiple specialized domains.*

* Network Administrator responsible for overseeing the day-to-day operation of computer networks including hardware/software support, training, and special projects.
* Issue: DBA Web technologies was called in to assist in locating network errors for a medium sized local business. The customer hosted website and own data in an internal datacenter.

Resolution:

* Network Engineer responsible for supervising re-creation of the entire infrastructure adding firewalls, cables, and patch panels. Create backup methods off site.
* Technical advisor to DBA Web technologies.
* Test and apply patches. Configure Routers/Firewalls for VPN, RDP, VNC.
* Install and configure VMWare on WinTel platforms. Install and configure Windows Server 2003 and 2008 for Web, FTP and RDP access.
* Use LANDesk to remote access, backup PCs and Servers. Update ASP website

Robert Half Technology, Hartford, connecticut January 2008–July 2008

*Robert Half Technology is a leading provider of IT professionals on a project and full-time basis.*

**Exchange Conversion Specialist** April 2008 –July 2008

* Exchange Conversion Specialist responsible for directing technical team.
* Provision new email alias on exchange server.
* Consult with clients post install to certify satisfaction. Configure Blackberry, Palm Treo or other Smart Phone device to use Exchange.

**Account Executive** January 2008–April 2008

* Account Executive responsible for B2B Promotional Marketing.
* Check references on candidates and source for possible business. Warm call on customers from other lines of business.
* Coordinate with job board companies for possible business. Follow up on leads to close business.

**Recruiter** August 2007–December 2007

Candidates on Demand Group Glastonbury, Connecticut

* Recruiter responsible for recruiting professional candidates for the Candidates on Demand Group. Locate at job boards, phone screen and setup interview dates with candidates for client companies.
* Credited with setting 40+ interviews within 1 month for large client, yielding 15 hires.
* Responsible for B2B promotional Marketing. Source candidates for possible business referrals.

**Technical Support Manager** January 2005–July 2007

Machrotech Bridgeport, Connecticut

*MachroTech – a new generation software company that understands business and the bottom line. We have chosen a strategic global model combining the best of onshore and offshore software development to deliver premium quality services and products to our clients at affordable cost.*

* Technical Support Manager responsible for qualifying prospects to ensure they are in target market segments. Nurture numerous leads that come in from the internet, by telephone, and at our numerous trade show appearances.
* Created world class ecommerce support section for the GoEcart site.
* Oversee 12 Tech Support Team Members. Oversaw creation of common Help Line questions that received on Help Line. From the consolidated lists we worked together as a team and created the world-class-ecommerce-support section on the GoEcart site.
* Training videos included direction, voice, and instruction. Helped the customers, and helped in team building.
* Paired Representatives from two countries and coordinated an International, cohesive, knowledge sharing environment.
* Educate customers on using GoECart (shopping cart) to sell products and services online.
* Provide superb technical and managerial leadership for multi-location, multi-time-zone (USA, India), 24x7 Technical Support departments.
* Assist in developing multiple SalesForce interfaces for Sales/Technical Support.
* Expanded overall technical support capacity, improving efficiency and quality of service by training staff in areas of telephone techniques, creating tutorials in several different formats for customer usage (PDF, HTML etc.).

**Network Administrator** May 2004 –Present

CS Computers New Milford, Connecticut

* Network Administrator responsible for administering CS Computers network systems. Create user groups, names and passwords for proper security on the Windows network.
* Create automated cleanup and maintenance programs for scheduled events.
* Check email server queues for proper delivery and scan server logs for errors. Create database for client’s software and hardware inventory.

**Technical Support / Helpdesk** May 2004–Present

Estimator Corp Westport, Connecticut

*Press Select from Estimator is the world’s most advance tool designed for plants with a variety of equipment and to handle the new Digital Presses.*

* Technical Support / Helpdesk Professional responsible for data preservation and disaster planning.
* Troubleshoot and repair PCs, operating systems, hardware and software. Clean and repair laptops, desk top systems and printers.

**Windows Network Engineer** March 2000–June 2008

Rudy’s Limousine Stamford, Connecticut

*Rudy's professional uniformed chauffeurs are not only courteous and friendly, but committed to responding to our customers' every transportation need.*

* Windows Network Engineer responsible for advising Network Administrators on Windows based system issue resolution.
* Restore operating systems on disabled IBM compatible PCs. Migrate Eudora 6.0 to Outlook 2003.
* Consult with clients on software requirements, needs and installations. Create and maintain multiple web domains on local and remote servers.

Additional EXPERIENCE

* IT Business Development Specialist (BDS), Lead Masters, Stamford, CT., March 2000–May 2004
* IT Team Leader, Fruit of the Loom, James Town, KY, IT Team Leader, January 1999–January 2000
* IT Team Leader, Little Guy Computer, Naples, FL, January 1987–December 1998
* Certified Motor Cycle Safety Instructor, (Certified State of CT and Motor Cycle Safety Foundation

Education / TRAINING

**bachelor of arts – business administration**

International College Naples, Florida

*Training*

* SAP BASIS/NetWeaver Administration Training – R/3 with Oracle 10g and SUN UNIX, Leading Consultants, Edison, NJ, March 2009

professional associations / accomplishments

* SAP Developer Network, 2009–Present
* Active, Naugatuck City Planning and Zoning Counsel
* Member, Patriot Guard Riders, [www.patriotguard.org](http://www.patriotguard.org)
* Member, MotorCycle Safety Foundation