

JOHN HAWKINS

<http://johnhawkins.io>

Email: hello@johnhawkins.io

Phone: 205.246.4837

SKILLS

Scrum-Agile Project Administration

Professional Community Development

Hybrid-Remote Team Coordination

Networking & Datacenter Support

Google Workspace Administration

Accessibility Strategy

Web Systems Information Security

Key Impacts

International Digital Collaboration Initiative: Havana, Cuba

Remote Operations Policy Development

Multi-Year Web Operations Strategic Plan

Team Expansion Change Management

Education

The University of Alabama
Political Science; International Relations
Journalism

Mississippi State University
Liberal Arts Studies



IN A SNAPSHOT

Energetic and experienced digital communications professional with a demonstrated history of executing diverse technical and team productivity solutions. Skilled in colleague management, IT technical administration, collaborative community development and more.



EXPERIENCE

2011 — Present

Web Communications Director *The University of Alabama*

- Team leadership in the arenas of brand engagement, user-experience quality assurance and code/framework construction.
- Agile project execution with a focus on fostering Scrum workflows.
- Resource budgeting for short-term-delivery and long-term-service support clients.
- Support coordination for WordPress, Drupal, Laravel systems in addition to other scaled-content solutions.
- Managerial supervision of full-time divisional staff.
- Lead facilitator of organization-wide web maker Community of Practice.

2018 — Present

Google Workspace Solutions Consultancy *Small Business, Various by Contract*

- Google Workspace services support for small business environments.
- Contract support for colleague-consultants providing on-premises technology services.

2006 — 2011

Technology Support Manager *The University of Alabama*

- Linux/PHP/MySQL web services deployment goal planning and releases.
- Datacenter administration of DNS, cPanel WHM licensing/deployment, SSL management and data security strategy.
- Managerial supervision of full-time staff in design and code development roles.
- Management of developer internship and mentorship initiatives.

2002

Consumer Desktop Support *Service Zone Inc.*

- Call-center based technical aid for Microsoft Windows consumer desktop users.
- Cultivate software and hardware upsell opportunities.



REFERENCES

Multiple available upon request.