

JOHN HAWKINS

<http://johnlhawkins.com>

Email: john@johnlhawkins.com

SKILLS

Scrum-Agile Project Administration

Professional Community Development

Hybrid Team Productivity Management

Networking & Datacenter Operations Support

Digital Accessibility Strategy

Web Host Systems Security & Operations

Leadership & Key Impacts

Founder & Lead Facilitator, University Communities of Practice Forum

International Digital Learning Collaboration Tech Liaison - University of Havana, Cuba

HighEdWeb Regional Conference Planning Board

Member Representative, EDUCAUSE

Technology Committee Chair, University Professional Staff Assembly

Lead Facilitator, WebTide Community of Practice

Certification

cPanel Professional
cPanel Inc. (2019)
ID: 9461-411b-9088-402d

Education

University of Alabama
Political Science, International Relations
Journalism

Mississippi State University
Liberal Arts Studies



IN A SNAPSHOT

Enthusiastic and experienced digital communications professional with a demonstrated history of executing diverse technical and team productivity and client support solutions. Skilled in web operations, project management, IT technical administration, collaborative organizational leadership and more.



EXPERIENCE

2011 — Present

Assistant Director for Web Communications

The University of Alabama, College of Arts & Sciences

- College-level team lead covering digital brand coordination, policy compliance, frontend framework development and research web resources.
- Agile product delivery via Scrum team coordination and productivity platform management (e.g. Monday.com, Trello, Asana, Axosoft).
- Operations & resource budgeting for short-term client delivery strategy and long-term-service lifecycle support.
- Managerial leadership for full-time staff in the roles of digital design, user content strategy and code engineering roles.
- Linux host lifecycle planning and long term support.
- Datacenter operations administration including DNS, firewall management and data continuity..

2018 — Present

Google Workspace Solutions Consultancy

Small Business, Various by Contract

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

2011 — 2012

Coordinator for Information Technology

The University of Alabama, College of Arts & Sciences

- College-wide coordination of classroom multimedia and PC support, computer lab logistics operations.
- Oversight of staff providing field-level technology support for clinical healthcare IT operations.
- Online services support and resource priority planning.

2006 — 2011

Technology Support Manager

The University of Alabama, College of Arts & Sciences

- Supervise website and web application construction and long-term support serving 22 academic divisions and 15 research centers and institutes..
- Managerial leadership of full-time staff in design and code development roles, as well student staff in mentorship positions.

2002

Consumer Desktop Support

Gateway Computers via Service Zone Inc.

- Call-center technical support for Microsoft Windows consumer desktop users.
- Cultivate software and hardware client-sales opportunities.

References available upon request.