

JOHN HAWKINS

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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 – Web Communications

The University of Alabama, College of Arts & Sciences

- Direction of online support operations covering digital brand execution, policy compliance coordination, digital framework lifecycle planning and research web resource support.
- Agile Scrum product delivery coordination; productivity platform management (e.g. Monday.com, Trello, Asana, Axosoft).
- Managerial leadership for full-time staff in the roles of digital design, user content strategy and code engineering roles.
- Datacenter operations administration including DNS, firewall management and data continuity.

2018 — Present

Google Workspace Solutions Consultancy

Small Business, Various by Contract

- Google mail and cloud collaboration 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

- Coordination of classroom multimedia and PC support operations.
- Oversight of staff providing field-level technology support for clinical healthcare IT operations.

2009 — 2011

Technology Support Manager

The University of Alabama, College of Arts & Sciences

- Website CMS frontend development and LAMP web application construction and long-term support.
- Managerial leadership of full-time staff in design and code development roles, as well as student staff in mentorship positions.

2006 — 2009

Web Specialist

The University of Alabama, College of Arts & Sciences

- HTML website construction and Adobe Dreamweaver-Contribute frame layout design.
- LAMP web application creation for academic process support.

2002

Consumer Desktop Software Support

Gateway Computers – Service Zone Inc.

- Call-center technical support for Microsoft Windows consumer desktop users.
- Cultivation of hardware peripheral sales opportunities.

References available upon request.