

# JOHN HAWKINS

<http://johnhawkins.io>

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## SKILLS

Scrum-Agile Project Administration

Professional Community Development

Hybrid-Remote Team Coordination

Networking & Datacenter Support

Google Workspace Administration

Accessibility Strategy

Web Systems Information Security

## Select Key Impacts

International Digital Collaboration Initiative: Havana, Cuba

Remote Operations Policy Development

Multi-Year Web Operations Strategic Planning

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 and support solutions. Skilled in colleague management, IT technical administration, collaborative community development and more.



## EXPERIENCE

2011 — Present

### Assistant Director, Web Communications

*The University of Alabama*

- Team leadership in the arenas of brand engagement, policy compliance, user-experience quality assurance and code framework construction.
- Agile project execution with a focus on fostering Scrum managed 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 multiple full-time divisional staff.
- Linux/PHP/MySQL web services deployment planning and long term support.
- Datacenter administration of DNS, cPanel WHM licensing/deployment, SSL management and data security strategy.
- Lead facilitator-advocate for organization-wide Communities 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 planning and long term support.
- 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.