

Shane Pinnell

Solutions Architect

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Seeking a position where I can leverage my experience, knowledge, and skills to help solve problems and find the best solutions for customers. I take a pragmatic approach to problem-solving, understanding that different customers have different needs, constraints, and resources and that there is no one-size-fits-all solution. From cloud to on-premise, managed service to in-house, from SAAS/PAAS to traditional management there are many choices available and I am ready and willing to help customers find the solutions that will work best for them.

Summary of Qualifications

Experienced leader of Information Technology teams that focus on service and support in advancing the organization's mission and goals, with a well-rounded knowledge of Information Technology stemming from over fifteen years of experience leveraging a diverse skill set including, but not limited to, the following:

- Networking
- Programming/Coding
- Database Administration
- Cloud Services Management
- Mobile Device Management
- Server Management
- Cyber Security
- Directory Services
- Virtualization
- Application Support
- VoIP Administration
- Client Support
- SaaS/PaaS

Thrives on the unique challenges, breadth of required skills, and pace of developments in the Information Technology field. Provides pragmatic approaches to problem-solving. Finds innovative solutions while valuing standards.

Professional Experience

Solutions Architect 12/2022 - Present

ConvergeOne, Ontario CA

- Designs and implements complex computer systems and networks to solve business problems
- Works closely with business stakeholders and technical teams to identify requirements, constraints, and objectives.
- Provides Customer facing presentations to customers, user groups, sales teams, and conferences.
- Analyzes system requirements, identifies potential bottlenecks and issues, and develops and implements effective solutions.
- Maintains a deep understanding of hardware and software technologies.

- Utilizes excellent communication and interpersonal skills to work effectively with stakeholders at all levels.

Chief Technology Officer 05/2019 - 12/2022

Colton Joint Unified School District, Colton CA

- Implemented a leading cyber-recovery solution.
- Managed the deployment of over 18,000 devices to students and the transition to remote work for over 2,500 staff in response to the COVID-19 pandemic.
- Deployed multiple video-conferencing tools to reduce the impact of COVID-19.
- Developed a device refresh plan to consolidate purchases, reducing costs and normalizing budget cycles.
- Provided professional development opportunities for staff.

Director of Information Technology 08/2017 - 05/2019

Colton Joint Unified School District, Colton CA

- Collaborated with education and industry groups to foster technology innovation and growth.
- Focused on improving cybersecurity to help prevent malware and ransomware attacks.
- Researched new trends and solutions to ensure safe, reliable, equitable access to information to promote learning objectives in support of the District's mission and vision.

Assistant Director of Technology 09/2015 - 08/2017

Perris Union High School District, Perris CA

- Worked with local, regional, and state-wide education groups to foster technology innovation.
- Researched new trends and solutions to provide safe, reliable, and equitable access.

IT Supervisor 04/2014 - 09/2015

Perris Union High School District, Perris CA

- Managed the operations of and supported a 1:1 program for over 10,000 students.
- Ensured infrastructure was maintained and continuously improved.
- Implemented a Wide Area Network with redundant fiber optic links, disaster recovery, and campus-wide WiFi. Provided training for IT staff to grow and develop professionally.
- Acted as a bridge between the demands of education and the technical complexities of IT.

Network Engineer 06/2013 - 04/2014

Perris Union High School District, Perris CA

IT Tech I 06/2006 - 06/2013

Perris Union High School District, Perris CA

Functional Systems Administrator 11/1997 - 7/2002

USAF, Hickam AFB, HI

Education

Azusa Pacific University, Azusa CA
B.S. Management Information Systems

Perris High School, Perris CA
High School Diploma