

Alan M Portman

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Experience

IT Coordinator

St. Louis College of Health Careers, St. Louis, Missouri
2009-present

Responsible for IT Budget of \$300,000. Created an IT budget to track capital expenditures. Established a life cycle equipment replacement plan to keep IT equipment up to date and budget associated costs.

Supervise building level technicians and student workers. Established a web based work order system to track response and completion information.

Established policies and procedures for software license compliance. Revised and upgraded IT security polices to meet HIPPA, FERPA, and PCI compliance. Established policies and procedures for workstation security best practices.

Conducted staff training sessions on using CampusVue SIS and Moodle. Speak to student classes on using the school's online resources, social media, and best practices for home computer use.

Created the following: IT support web pages to deliver instructions and downloads to staff members; IT documentation wiki; Kanban based project tracking system. Online library the school's policies and procedures.

Project Leader for CLASS to CampusVue Student Information System upgrade. Coordinated extensive data conversion and policy change issues over a six month period. System Administrator for CampusVue Student and Web Portal. Prepare training documents, CampusVue help desk, and end user support for CampusVue.

Established NComputing thin client environment for five student computer labs. Improved user experience, system uptime, and lowered service calls for the same dollar amount as Windows XP workstations. Developed and implemented a Linux thin client environment converting old Windows XP computers to thin clients providing students a Windows 7 experience for less than \$200 per workstation.

Created Moodle 1.9 based LMS site, 2009. Converted that installation to Blackboard Learn 9.1, 2011. Converted the Blackboard installation to Moodle 2.6, 2015. Established end user training materials and classes for Moodle. Moved

instructor workshop material into Moodle installation. LMS site now supports over 500 students and an online only degree program.

Technologies Used

Windows Server 2003/2008/2012
Cisco ASA
Barracuda Backup, Spam filter,
Message Archiver
Vmware, VSphere, VCenter
CampusVue Student
Blackboard LMS
Moodle LMS
NComputing Thin Clients

Microsoft Office 2003-2016
HESITEST Administration
Adobe PhotoShop, & Acrobat
Professional
Linux Ubuntu Desktop
Turnkey LAMP
Kanboard Project Manager
Katak Tickets
OpenDocMan

Help Desk Technician **Summer Bay Resorts, St. Louis, Missouri** 2008-2009

Rotating on call support for a 24/7/365 resort and hotel company with offices in seven states
In house support for a 150 desk call center in St. Louis, Missouri
Remote IT support for offices in Farmington, Missouri & Gatlinburg, Tennessee
Primary support for Mac (OS X) workstation
Help Desk for MS Office 2003 Applications
Track work orders with OnTime work order system
Troubleshoot Active Directory Accounts
Maintain DVR and Video Surveillance system. Review feeds as requested for investigations. Prepare media files for the HR department as needed.

Adjunct Professor **ITT Technical Institute, Earth City, Missouri** 2008

Instructor of Windows Server 2003 classes
Courses taught:
IT 221 Microsoft Network Operating System I
IT 260 Network Application Services and Security

Director of Information Systems
Incarnate Word Academy, St. Louis, Missouri
2007

- Supervised IT staff
- Responsible for \$150,000 annual budget
- Planned for and began implementation of a one to one laptop program
- Developed plan for upgrades to Student Information System
- Maintained DVR and Video Surveillance system
- Developed plan for website upgrade
- Supervised campus wide wireless network
- Network Administrator for a Windows 2003/Exchange 2003 network
- Managed and configured content filter, SPAM filter and Firewall
- Administrator of a campus wide video security network
- Primary help desk for MS Office applications
- Primary support for SMARTBoards campus wide
- Primary troubleshooting technician for Gateway TabletPCs

Technologies Used

- Windows Server 2003
- SMARTBoards
- Microsoft Windows Tablet Edition
- Microsoft Office 2003/2010
- Adobe Creative Suite

Independent Consultant
APortman Consulting, St. Louis, Missouri
2006-present

- Created and maintained web pages to meet client needs. Most recent website: elaineviets.com
- Customized Moodle installation for synchronization to Active Directory for the Orchard Farms School District
- Configured and administered SharePoint 2007 installation for the Orchard Farms School District
- Created remote desktop/thin client network for a doctor's office
- Managing a direct email marketing campaigns for a New York Times Best Selling Author
- Street Team Marketing for a Super Natural Crime/Thriller book series
- Computer technology consultant for a series of mystery novels
- Currently working on a Raspberry Pi based thin client lab with a goal of student workstations at less than \$50 each for a startup consulting firm
- Desktop support on a per incident basis

Technologies Used

GetSimpleCMS
Dokuwiki
HTML/PHP
MailChimp
Raspberry Pi OS

Network Specialist/Webmaster

School District of University City, University City, Missouri

1999-2007

Novell NetWare Network Administrator for 3,600 students, 500 staff members, 38 servers and 1,700 workstations in ten buildings

Supervised district workstation repair technicians

Evaluated applicants for new IT staff positions

Prepared the District Technology Plans – the 2003 Technology Plan scored 100%

Project lead for annual computer replacement plan, replacing 200 to 400 computers per year.

Help Desk for MS Office applications

Created training manuals and other instructional handouts for software applications

Beta tester for Adobe Professional, versions 7 & 8

Prepared reports and data analysis from Student Information System for conversion to Tyler Systems

Created presentations for the Superintendent and Assistant Superintendents

Responsible for software licensing compliance

Gave statewide and regional presentations and training sessions

Instituted Moodle system

Created ucityschools.org web site

Computer Specialist

Cross Keys Middle School, Ferguson-Florissant School District, Florissant, Missouri

1997-1999

Responsible for LAN in 800 student middle school

Help desk for Macintosh computers and applications

Install, troubleshoot and repair computers and software

Upgraded lab computers

Created second 24 computer lab

Supervise students in computer labs

Instruct students in proper Internet search techniques and use

Education

BS Aeronautics, Parks College of St. Louis University

Novell Netware Administration CNA 520 (4.11)

Novell Netware Administration CNA 560 (5.0)

Novell Advanced Technical Training (ATT) – ZENWorks for Desktops

Microsoft Server 2003 Security Seminar

SANS SEC 530 “What’s New for Desktop Security in Windows”

SharePoint Server 2007 Administration

Intermediate Applications of SharePoint Designer

2011

Blackboard LS GUI Administrator Certification

2016

CampusNexus Student - Essentials of Custom Reporting Using Crystal Reports

CampusNexus Student - Custom Reporting for the Power User Using Crystal Reports

CampusNexus Student - Eventing and Workflow for Student Accounts