

Kelenda Allen-James

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OBJECTIVE: IT DIRECTOR POSITION

My skills include ten years of Server Administration and Support, fifteen years of Microsoft Exchange and Gmail configuration, administration, and support, and seven years of Backup and Storage Administration and Support. I have extensive experience with on site and remote help desk models.

APPLICATIONS

- Blackbaud Raiser's & Financial Edge
- Google for Education Suite
- Microsoft Office 2013/365
- PowerSchool
- Remedy Ticketing System
- Senior Systems
- Spiceworks Helpdesk Software

WORK EXPERIENCE

ST HOPE Leadership Academy **Technology Support Manager**

New York, NY

Jul. 2016-Present

Only member of IT department serving 350 end-users in one location.

- Project Manager for school-wide projects including Wi-Fi Internet upgrade, Exchange to Gmail conversion, and Copier Replacement.
- Evaluate new technologies for possible integration into the infrastructure.
- Manage vendor selection, price negotiation, and forecasting for technology budget.
- Develop and maintain problem tracking and resolution databases.
- Develop customer support policies, procedures, and standards.
- Review, validate and standardize problem resolutions to be included in documentation.
- Provide desktop and smart phone support.
- Maintain classroom smart projectors, laptop carts, and iPads.
- Run reports for immunization, lunch, and student attendance using the NYC Public Schools Automate The Schools (ATS) system.

Ramaz School

New York, NY

Jul. 2012-Jul. 2016

Network and Support Administrator

Member of four-person IT department serving 1000 end-users in four locations.

- Team lead on school-wide projects such as conversion from Exchange 2003 to Office 365
- Upgraded servers and switches.
- Supported desktops and smart phones.
- Maintained classroom smartboards, projectors, and software.
- Negotiated with vendors and management to obtain school technology equipment and software needed for the opening of school.

Knowledge Services

Indianapolis, IN

May 2012- Jun. 2012

MS Project Expert and trainer

Consulting placement at Disney Publishing Worldwide in White Plains, NY.

- Documented training materials and trained individuals and groups in MS Project.
- Converted Excel project plans into MS Project;
- Designed custom project templates and reports
- In-house expert for the new product (Shotgun Software)

Birch Family Services

New York, NY

Aug. 2008-Dec. 2011

IT Support Specialist

Member of three-person IT department serving 700 end-users in 22 location.

- Managed Agency Information Technology (IT) Projects such as virus scanner upgrade.

- Interviewed, trained, and supervised six IT Summer Interns to perform software updates and inventory tracking.
- Managed IT Department Audit pertaining to configurations, policies, and procedures.
- Designed a software reconfiguration solution replacing proposed new wiring project saving \$100K.
- Supported storage area network and performed backups using Symantec Backup Exec.
- Maintained disaster recovery procedures and documentation.

Pathways to Housing

New York, NY

May 2005-Aug. 2008

Network Operations Manager

Sole in-house Technology Department Member reporting to CFO.

- Supported LAN and WAN connections for 150 systems spanning 10 locations in the NYC Area.
- Supervised internal IT Projects (new office setup, property management software deployment, and help desk expansion.)
- Supervised IT contractors performing client resource center development.
- Published a bi-monthly IT tip newsletter geared toward the needs of agency employees.
- Collaborated with third party vendors to ensure VoIP and Internet were installed properly.
- Created high-quality training content for new staff orientation.
- Worked with Compliance Officer to make sure that technology procedures were in accordance with the Health Insurance Portability and Accountability Act (HIPPA).
- Re-investigated the business case for agency telephone use, reducing monthly telephone company charges by hundreds of dollars per month.
- Proactively monitored servers and network.
- Supported storage area network and performed backups using Symantec Backup Exec.
- Maintained disaster recovery procedures and documentation
- Maintained domain controller and Exchange server.
- Created and managed user account groups in Active Directory.
- Installed, configured, and maintained customer hardware and software.

Spherion Technology

Westbury, NY

Mar. 2005-May 2005

Consultant

Consulting placement at Cablevision in Amityville, NY.

- Assisted, resolved, and handled Cablevision subscribers' issues regarding Optimum Online service connection questions and Level II Help Desk Support.

Kentucky Cabinet for Economic Development

Frankfort, KY

Jul. 2001-Feb. 2005

Network Analyst

Member of five-person IT department serving 130 end-user in three Kentucky locations and two international locations.

- Supervised IT department in the absence of the CIO and the Senior Network Engineer
- Administrated Active Directory and provided technical support services for servers, clients, and client-server applications.

EDUCATION

Masters of Science in Information Systems	Touro College, New York	Jan. 2012
Graduate Certificate in Project Management	Baruch College, New York	Apr.2008
Bachelor of Arts	Centre College, Kentucky	Jun. 2001

CERTIFICATIONS

- CompTIA A+ and Network+
- Google Certified Trainer
- Google Certified Educator Level 1 and Level 2
- Google Certified IT Support Professional
- Google Cloud Certified: G Suite
- HDI Support Center Director
- Microsoft Certified IT Professional (MCITP): Enterprise Desktop Support Technician on Windows