

CARLTON HEMINGWAY

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PROGRAM / PROJECT MANAGEMENT ~ TECHNOLOGY OPERATIONS

*Cited for, "unparalleled technical expertise in information technology (IT)
... commitment to quality ... dedication to managing resources responsibly."*

Talented Sr. Technology Manager with experience directing multi-million dollar technology programs. Excel in planning, implementation and leveraging emerging technologies to achieve innovative yet cost effective product and service solutions. Possess a Top Secret Clearance.

Information Technology

- IT Acquisition
- Communications Security
- Intranets, LANs & WANs
- Workstations
- Software Upgrades
- Multilevel Security Systems
- Trouble Desk Management
- Troubleshooting
- End User Support & Training
- System Administration
- Life Cycle Management
- Web Services / HTML
- Windows NT Servers
- System Upgrades
- Technology Transfer

Management

- Multi-Site Operations
- Budget Administration
- Training & Development
- Resource Allocation
- Policy & Procedure
- Customer Relations

EDUCATION

MBA with emphasis in Information Technology – Webster University
BS in Computer Information Studies – State University of New York at Stony Brook

PROFESSIONAL EXPERIENCE

*Held notable positions in the US Air Force including:
Technology Director (Web Services & Information Systems Security) • IT Manager*

TECHNOLOGY DIRECTOR – 1999 to 2001

Directed system administration of 140 servers and 1850 multi-platform (Unix and Windows NT 4.0), multi-security workstations, robotic hierarchical storage management backup system and six intrusion detection systems (information security, firewalls and virus control) valued at over \$35 million in support of 350,000 users. Supervised a staff of 35.

- **Web Services:** Managed development team and centers responsible for web services and production.
 - Provided technical lead for groundbreaking project using metadata to revolutionize data retrieval.
 - Directed web mirroring project to replicate web server on three domains with real-time access.
- **System Administration:** Managed five work centers responsible for networking and security.
 - Implemented Internet LAN with flawless execution of two Windows NT software upgrades.
 - Integrated NT Exchange Server email allowing users to seamlessly exchange mail across platforms.
- **Systems / Information Security:** Maintained network integrity during numerous exploitation alerts.
 - Researched intrusion detection system for feasibility of host based IDS vs. network based.
 - Validated over two million lines of code to mitigate attacks on web pages.
 - Authored contingency plans and revised security policies.
- **Technical Support:** Ensured 24/7 expert resolution of trouble calls for over 5000 personnel.

continued

PROFESSIONAL EXPERIENCE continued**INFORMATION TECHNOLOGY MANAGER - 1996 to 1999**

Provided executive oversight of information technology acquisition and life cycle management program.

- **Technology Transfer:** Served as company focal point to lead 13 geographically distributed, technologically diverse sites through consolidation of data for time-critical assessment and conversion.
 - Energized teams at sites throughout five countries to address conversion issues and execute plans.
 - Rapidly executed delivery of \$2.5 million of IT infrastructure to remote sites to comply with standards.
- **Technical Support:** Played crucial role in setup and implementation of new trouble desk reporting procedures that increased customer response time by over 36%.
- **Database Development:** Developed and implemented database program in Oracle that resulted in error-free accounting for over \$2 million in computer equipment.

INFORMATION SYSTEMS SECURITY MANAGER - 1992 to 1996

Controlled all IS security issues to ensure integrity and reliability of classified LANs, mainframe computer and numerous stand-alone PCs.

- **Information Systems Security:** Maintained internal and external security controls, issued passwords, created accounts and ensured users adhered to policies.
 - Devised procedures for implementation of secure voice and data dial-in access for over 13 site locations.
 - Revised outdated security plan to institute policies and controls including risk management / assessment.
 - Ensured timely support of operational security requirements for multi-media devices.
 - Formulated procedures for the detection, isolation, eradication and reporting of PC viruses.
- **System Modification / Upgrade:** Developed transition plan to support a site relocation, implementing technology equipment to provide continuity of operations throughout transition.
- **Database Administration:** Managed security database comprised of over 5000 user accounts.
- **End-User Support:** Supervised a team of four technical support staff in providing timely telephone and on-line virtual end-user support for software, email, system administration and application.

ADDITIONAL TECHNICAL KNOWLEDGE

- **Software, Languages & Platforms:** Windows New Technology (NT) 4.0, NT Exchange Server; Unix, Hyper Text Markup Language (HTML), JavaScript, MS Office and MS Project.