

Mark H. Collins

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IT MANAGEMENT

OVERVIEW:

Experienced technology manager that successfully performs the functions needed to manage a new technical organization, reorganize, redirect and energize an existing organization, or implement a new product or service. Significant experience includes:

Building and managing Information Technology organizations in the Airline industry, Public Utilities and Healthcare,

Introducing new technology projects and services, design and implementation of international network infrastructures, and software application development,

Recruiting Information Technology software developers; Call Center Managers and Technicians; IT Network engineers; Project Managers.

Project Management: Traditional, Agile, PMO leadership

ACHIEVEMENTS:

Often selected to lead special projects and efforts that require goal oriented creativity, attention to detail, a high level of technical knowledge, and excellent interpersonal skills. Some of the results of my efforts are:

Awarded United Airlines Award of Merit leading software implementation for marketing competitive analysis efforts. and COVIA Award of Merit for successfully and LAN infrastructure projects

Developed Corporate project management tools to model enterprise project portfolio, providing improved and rationalized project investments.

Under direct assignment of the Senior Vice President of Systems Operations Control conducted an AGILE style development effort resulting in an operating specialty reservation system, operational in less than two weeks.

Built and managed multiple technical support organizations within Fortune 500 companies and smaller private companies. Teams provided all tiers of technical support, procurement, project management & customer support.

Selected to define and lead proof of concept and feasibility project for introduction of new emerging technologies in intelligent workstations / desktop computing.

Managed rapid prototyping & rapid application development for new travel marketing concepts to be presentation at an International Trade Show.

Defined and implemented Service Level Agreements (SLAs) for network infrastructure service & support of large regional Public Utility Company, and major Colorado Health Care provider directly resulting in improved customer satisfaction.

PROFESSIONAL EXPERIENCE

MHCOLLINS, LLC <i>Principal - Consulting / contracting</i>	Centennial, CO	3/2001 –present
NAVIGANT INTERNATIONAL, <i>Director Technical Services Management</i>	Englewood, CO	8/2000 – 3/2001
DAOU SYSTEMS <i>Director of Operations - Outsourced contract with Centura Health Services</i>	Englewood, CO,	1/2000 –8/2000
ACTION NETWORKING <i>Technical Services Manager</i>	Denver, CO	6/1998 – 10/1999
LANTECH, INC. <i>Technical Support Manger</i>	Denver, CO	4/1997 – 3/1998
IBM Global Services <i>Technical Services Manager - Outsource contract with Public Service of Colorado (Xcel Energy)</i>	Denver, CO	4/1996 – 4/1997
COVIA / Galileo International <i>Technical Support Manager</i>	Denver, CO	2/1988 – 1/1996
United Airlines <i>Systems Analyst, Application Programmer, Systems Utility Programmer, Team Leader, Manager</i>	Elk Grove Village, IL	
Illinois Environmental Protection Agency <i>Programmer / Analyst for Information Systems</i>	Springfield, Illinois	

EDUCATION:

Throughout my career I continue to explore new ideas and strive to learn. Formal education includes:

University of Illinois (Sangamon State) Springfield, Illinois - Business Studies - Labor Relations
Southern Illinois University, Carbondale. IL liberal Arts – Fine & Applied Arts
Springfield College, Springfield, IL Associate of Arts Liberal arts Pre-engineering,

independent courses including:

IBM Project Management
Train-the-trainer for Technology
Creative Problem Solving – advanced brainstorming
Employee leadership - Coaching & Counseling,
Employee Leadership - Interactive Management,
Employee Leadership - Diversity in the Workplace.
AIRS Search Lab 3/0 – Certified Internet recruiter (CIR)

Currently studying:

Brocade network systems
Agile Development