

Resume of Jeff Pierson

Jeff Pierson, MCP
jpierson@confidentialsolutions.net
(208) 324-6454 (h)
(208)280-6486 (c)
713 East Ave C
Jerome Idaho 83338

EXECUTIVE SUMMARY

I am a self-motivated, seasoned leader. I am a results-driven manager with experience in all aspects of business operations. I have a solid background in process & business development. While integrating technology into existing processes is something I excel at, I find personal satisfaction in making processes more efficient and using technology to extend the reach and value of the business.

I possess an in-depth understanding of emerging technologies and have considerable experience developing and implementing long-term strategies that move businesses forward.

I am seeking a position in a dynamic environment that utilizes my experience developing, managing, and analyzing large and small information technology infrastructures.

With extensive experience in Windows, Active Directory, SQL, VPN, TCP/IP, e-commerce, video conferencing, software development, and customer-service solutions, I believe I am an ideal candidate for senior management positions such as Chief Information Officer or Information Technology Manager.

I have been responsible for deployments and product launches, budgets, policies, business analysis, risk assessment, auditing, cross-function operations, tactical planning, and continuity of operations.

AREAS OF EXPERTISE

- Active Directory
- SQL Server
- VOIP/unified messaging
- Software programming
- Data/Internet security
- HTML, PHP
- Network system engineering
- TDMA/CDMA wireless
- Web development
- Microsoft Windows / Exchange / Citrix
- Virtualization
- Disaster recovery planning
- Data warehousing
- Buying / purchasing
- Clinical Health System
- Environmental Health Systems
- Project management
- Risk management
- Personnel Development and mentoring
- Long-term strategic planning

EDUCATION

- College of Southern Idaho
- Boise State University, Small Business Development Center
- Idaho State University
- FEMA, Emergency Management Institute
- Columbia University School of Public Health Center for Public Health Preparedness
- Texas A&M University, Texas Engineering Extension Service

Resume of Jeff Pierson

EMPLOYMENT HISTORY

Information Technology Manager, South Central Public Health District
Twin Falls Idaho

02/04-Present

Duties

- Responsible for the Information Technology Unit
- Developing the organization's information technology structure, strategic growth plans, and all IT related operational policies and procedures.
- Develop business processes including the implementing data/Internet security, auditing, and implementation of best practices.
- Establish goals, objectives, and policies consistent with organizations strategic plans and regulatory requirements.
- Manage and implement SQL platform, Microsoft Exchange, Office Communication Server, and Windows Server related projects for clinical health, environmental health and general operations.
- Responsibilities include maintaining six WAN/LAN networks, 8 conference rooms, remote access, clinic rooms using self-developed management methodologies for IT budget analysis, user requirements, communication of project status, schedule development, and tracking.
- Responsible for Wireless Priority Services, Government Emergency Telephone Service, and Telecommunication Priority Services through the Federal Communication Commission.

Major Projects at South Central Public Health District

- Migrating from a Novell / NDS / GroupWise network to an Active Directory / Exchange network
- Developing technical and operational specifications for clinical and environmental health data systems
- Negotiating software licensing and telecommunication contracts
- Setup environmental and network monitoring and alerting
- Developed in-house Helpdesk system using SharePoint
- Conducted numerous customer satisfaction and quality improvement campaigns
- Implemented HIPAA Security Rule requirements
- Prosecuted an employee for computer fraud
- Conducted usability testing for several custom applications and websites
- Setup information technology and graphic design internship / scholarships with CSI
- Developed Tactical Communication annex of the district's All Hazards / COOP plan.
- Setup firewalls, VPNs, RAS, and other remote access services consistent with security best practices and redundant communication needs.
- Developed and setup email and document archiving system
- Developed an emergency call center, hotlines, data collection tools, and participated in risk communication planning and implementation.
- Designed a new template for the district website – <http://www.phd5.idaho.gov>

Resume of Jeff Pierson

- Designed a collaborative website for health care providers to report diseases – <http://www.diseaseinfosouthidaho.org>
- Designed a Pandemic Influenza website <http://www.panflusouthidaho.org>
- Designed a volunteer collaboration site in response to the H1N1 National Emergency <http://extranet.panflusouthidaho.org>

Network Administration, Liberty Christian Academy
Jerome Idaho

01/2001 to 02/2004

Duties

- Responsibilities include maintaining a WAN/LAN network, several classrooms, email, and using management methodology for IT, budget analysis, user requirements, communication of project status, schedule development, and tracking.

Adjunct Professor, College of Southern Idaho
Twin Falls Idaho

08/2001-4/2004

Duties

- Responsible for preparation, delivery, and classroom management consistent with organizational standards.
- Classes taught included Windows Server Administration, Computer Operating Systems, Network Technologies, and Helpdesk Management

Network Administrator, College of Southern Idaho IT Student Labs
Twin Falls Idaho

01/2001-01/2004

Duties

- Responsibilities include maintaining a WAN/LAN network, several classrooms, email, and using management methodology for IT, user requirements, communication of project status, schedule development, and tracking.

Owner, IT Services / Confidential Solutions
Twin Falls Idaho

01/2000-Present

Duties

- Services provided included many aspects of information technology including graphic design, web development, network and workstation support, security consulting, and LAN management

Pre-2000 Positions

Part-time Baker, Molly's Bagel Bakery

Shipping Clerk, Seastrom Manufacturing, Twin Falls Idaho

Salesman, Standard Plumbing Supply, Twin Falls Idaho

Assistant Manager, Software Etc, Twin Falls Idaho

Fresh Fruit Inspector, Idaho Department of Agriculture, Twin Falls Idaho

Technical Representative, Growth Products Ltd, White Plains New York

Manager, Pro-Green Supply, Jerome Idaho

Sprinkler Maintenance Manager, Kelley Garden Center, Twin Falls Idaho

Salesman, NAPA Auto Parts, Jerome Idaho

Laborer, Ray's Trenching Inc, Jerome Idaho

Resume of Jeff Pierson

Special Licenses

- Maintain an Idaho Concealed Weapons License

Affiliations & Memberships

- [InfraGard Member \(Partnership with the Federal Bureau of Investigation\)](#)

Certifications

- CompTIA Network + - COMP001002895991
- Microsoft MCP -2961848
- Professional Emergency Management Development - FEMA
- Fundamentals of Unix – College of Southern Idaho
- Intermediate Incident Command System - Idaho State University
- Weapons of Mass Destruction Awareness for Emergency Responders – Texas A&M
- Emergency Preparedness Core Competencies for All Public Health – Columbia University
- Basic Crisis & Emergency Risk Communication for Public Health Workers – Columbia University
- Applied Leadership 1 -4 – Boise State University
- Bacillus Anthracis (Anthrax) – Texas A&M
- Incident Command System for Single Resources and Initial Action Incidents - FEMA
- Introduction to Incident Command System – FEMA
- Introduction to Incident Command System for Health Care / Hospitals – FEMA
- Introduction to Incident Command System for Law Enforcement - FEMA
- Emergency Planning - FEMA
- Decision Making & Problem Solving – FEMA
- Leadership & Influence – FEMA
- Introduction to NIMS - FEMA

Other Information

- Considerable martial arts background - *no longer practice regularly*
- Aggressively seek to improve communication and organization skills as well as skills outside of normal the information technology field.
- Developing my professional online presence using social networking resources.