

Dennis Henderson

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Overview

- Strong Organization skills
- Leadership, Project Planning/Management and Implementation
- Extensive Technical Background and Information Technology Skills
- Communication and Customer Service
- Technology Instructor

Achievements

- Administered Computer Software Installations
- Planned and Implemented Campus wide Network Monitoring System
- Trained IUPUI Faculty, Staff, and Students in the use of Software and Internet Resources
- Developed Printed Materials for Training Projects
- Project Manager
 - Implemented and Administered Trouble Ticket System for Tracking Network Problems and Maintenance
 - Coordinated and Organized the Delivery of IUPUI Freshman Orientation classes

Skills

- Strong Oral and Written Communication Skills
- Problem Analysis and Logical Solving
- Attention to Details Planning and Organization
- Computer network setup, configuration, and maintenance
 - Hardware
 - Installation and configuration of internal components
 - Connection of networking devices and media
 - Serial/Ethernet Routers and Switches
 - Software
 - Skilled with Operating Systems
 - Windows 9x/2000
 - MacOS
 - UNIX
 - Cisco IOS
- Proficient with html
- Some experience troubleshooting perl scripts and the associated database
- Adept with Microsoft Office Products and many other software packages
- Expert at using and teaching others to use local area networks (Novell, NT), and the Internet, including the setups of server applications

Employment

- June 2005 to Present - The Violin Shop of Old Carmel
Violin, Viola, Cello and Bass Restoration and Repairs
Customer Service - estimates, invoices, consultation
Computer maintenance
- January 1995 to June 2005 - University Information Technology Services IUPUI
As Network Operations Controller (1/2000 to 6/2005), my duties included
Coordination of server installations, and relocations
Maintain and develop Network Operations Center web based tools
Frontline troubleshooting of daily operations problems
Serve as a medium for communication between shifts
Act as liaison between installations, and operations groups
Maintain and Administer Staff Workstations
Consult with staff about varied technical problems

As coordinator of the STEPS/TIPS program from (8/96 to 12/99) my duties included
Responsibility for employees
Coordination of UITS involvement in new student orientation
Scheduling and delivery of classes, instructors, rooms, and equipment
Responsible for Software Build in the Education Program teaching facility
Development of new courses, and teaching materials

Duties of my previous positions within UITS included
Design, develop and maintain Integrated Technologies web based online documentation
Update web based documentation regularly
Telephone support for faculty, staff, and students
Technical Support for clients in the Learning Centers
- 1993 through 1994 - Indiana University Purdue University Bookstore
Stockroom and Cashier
Retail Customer Service, Inventory, Stock, and Cashier
- 1983 through 1992 - Casa Del Sol Violins
Violinmaker / repairman, Sales and Service Representative
Scored in the top 20% in an International Violinmaking Competition 1990
Transferable skills
Training of new employees and student
Attention to minute details
Customer relations, repair consultation, and sales consultant

Education/Training

Indiana University Purdue University Indianapolis School of Continuing Studies

- Bachelor of General Studies May 12, 2002
The National Deans List 2001-2002
- Minor in Economics
Upper Level Courses Included:
 - Organizational Leadership and Supervision
Training Methods
Knowledge Management Principles
Human Resource Management
 - Journalism
Write, Edit and Design for the WWW
Digital Photography
 - English
Composing Computer Delivered Text
- IT Certifications
Indiana University Ed-Cert Program - Macintosh Support Provider -1996
Indiana University Ed-Cert Program - Unix System Administration – April 2001
AG Group - Advanced TCP/IP protocol analysis - July 2000
Cisco Certified Networking Associate - September 16, 1999

Indiana University School of Music

- Associate of Science, String Instrument Technology 1983
Deans List