

# Michael W. Vollmer

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[michael.vollmer@gmail.com](mailto:michael.vollmer@gmail.com)

Director of Information Technology • Information Technology Manager • Web Developer • Systems/Network Admin

Performance-focused professional with a history of delivering new technology strategies, while gaining cost savings and user competency. "Big picture thinker" with an eye for detail and an understanding of user needs. Over 7 years professional, and 20+ personal, years of technology experience and passion with proven track record. Promotes a "user empowered" and "open learning" environment for both end users and IT staff.

## *Professional Experience*

### **Director of Information Technology**

*College of Liberal Arts & Sciences (University of Illinois at Chicago) – Chicago, Illinois*

August 2008 – Present

Responsible for all aspects of strategic technology planning, implementation, support, and budgeting for college administration, development / advancement, student advising, and 19 of the 26 academic departments and programs. Manages Office of Information Technology for College including technology staff. Acts as primary technology liaison to College academic departments and programs, as well as technology liaison to campus and University system.

- Created five year IT strategic plan for college with implications for academic departments and units including staffing recommendation, budgeting, support, and other future considerations
- Planned, designed, and implemented new network and server infrastructure utilizing virtualization while gaining significant cost savings and disaster recovery measures
- Implemented new custom staff/faculty portal including project management, calendaring, help desk, online training, on-demand file and application access, and additional IT support modules
- Implemented cost-saving IT measures including document management system, offsite backup solution, web applications, on-demand file and application access, and other centralized IT services
- Managed IT staff including two Academic Support Specialists and two student workers
- Maintained and supported College website while complying with State of Illinois Accessibility Standards
- Interviewed, coordinated, and managed consultants and vendors for College IT projects including negotiation process and continued evaluation of services and products

### **Information Technology Manager**

*Park Ridge Public Library – Park Ridge, Illinois*

June 2007 – July 2008

Responsible for all aspects of strategic technology planning, implementation and support of staff and public technologies including network infrastructure, telecommunications systems, WIFI networks, mobile phone/data devices, and on-demand application systems.

- Provided coordination and oversight of all operational and technology functions across the library
- Managed IT staff of two Technology Assistants and led monthly Technology Committee meetings of department managers
- Developed and implemented multiple systems/applications both "home-grown" and 3<sup>rd</sup> party
- Implemented new IT strategies including digital signage, print management system, help desk system, IT inventory system, public desktop security system, RIM BlackBerry Enterprise Server, and other internal staff applications
- Developed training materials for staff and public on new technologies
- Designed and implemented new network infrastructure
- Interviewed, coordinated, and managed consultants and vendors for library IT projects including negotiation process and continued evaluation of services and products

### **Web Developer / Systems Administrator**

*National University of Health Sciences – Lombard, Illinois*

July 2006 – May 2007

Provided IT leadership and coordination to Director of Information Technology, university executives, staff, faculty, and students in areas including online instruction, network infrastructure, web presence, data organization, data reporting, and new technology trends.

- Oversaw and executed all web development and new system development/implementation

- Maintained and continued development on University's student information system including custom reports and reporting templates
- Cut \$15,000+ in spending with implementation on Open Source online learning platform
- Developed training materials for faculty, staff, and students on both custom and 3<sup>rd</sup> party technologies
- Implemented new IT strategies including room scheduling system, help desk system, IT inventory system, new student network and services (email, file storage, etc)
- Maintained 3<sup>rd</sup> party technologies including medical billing system, patient scheduling system, student/faculty portal
- Managed technologies at three branch clinic locations including network infrastructure and telecommunication systems
- Maintained and upgrade network and telecommunications infrastructure

### **Web Developer / Systems Administrator / Network Administrator**

*The Chicago School of Professional Psychology – Chicago, Illinois*

September 2003 – June 2006

Provided technology leadership to Director of Information Technology, executive board, staff, faculty and students in areas including internet technologies, web presence, server-based technologies, technology training, and new technology trends.

- Oversaw and executed all web development and new system development/implementation
- Responsible for all institution websites and application systems
- Co-lead implementation of new student information system, as well as continued maintenance and development
- Developed multiple new web applications including student internship/practicum search and application system, digital eReserve system, donor/donation tracking system, and student/faculty portal and online learning environment
- Developed training materials for students, faculty, and staff for services and systems offered by IT department
- Implemented new IT strategies including BlackBerry Enterprise Server (and units), digital eReserve system, new student/faculty portal, and other web applications
- Assisted in coordination during institution relocation of moving technologies/infrastructure
- Acted as primary contact of IT department for students, faculty, and staff

### *Areas of Technical Expertise*

#### **Development Languages**

- Proficient in: ASP, PHP, HTML, CSS, JavaScript, Perl/CGI, Visual Basic, REALBasic, RSS, WAP, SQL, VBScript
- Experience with: ASP.NET, VB.NET, Java, JSP, AJAX, XML, ActionScript, DHTML, XHTML, WML, ColdFusion

#### **Software / Servers**

- Databases: Microsoft SQL Server, MySQL 5, Microsoft Access, OpenOffice.org Base, PostgreSQL, Oracle
- Development: Adobe Dreamweaver, PhotoShop, Acrobat, Flash, Illustrator, InDesign, Microsoft FrontPage, Microsoft Visual Studio, REALBasic, Crystal Reports,
- Platforms: Microsoft Windows 3.1, 95, 98, 2000, ME, XP, Vista, Server NT, Server 2000, Server 2003; Mac OS 9, Mac OS X, Mac OS X Server, UNIX, RedHat, Fedora Core, Mandrake, Suse, Ubuntu, Debian, Slackware, KNOPPIX
- Server Applications: IIS, Apache Web Server, Tomcat Web Server, Microsoft SharePoint, Microsoft Media Server, Microsoft Exchange Server, BlackBerry Enterprise Server, VERITAS Backup Exec, Student Information Systems, Print Management Systems, Instant Messaging Systems,
- Other: Microsoft Office Suite 97-2007, OpenOffice.org Suite, Microsoft Visio, Microsoft Project, Farconics DeepFreeze, Fortres/CleanSlate, Captive Portal Systems, Help Desk / Asset Management Systems

#### **Networking Technologies**

- Hardware: Cisco ASA / PIX / Routers / Core Switches, Foundry Switches, Netgear Switches, Fiber Networking
- Software / Applications: Cisco ASDM, VOIP, SAN, IDS, Network Storage Management

### *Education*

#### **Robert Morris College (2000-2003)**

*Chicago, Illinois*

- Bachelor of Applied Science, Web Programming; April 2003 GPA 3.87/4.00
- Associate of Arts, Networking Specialist; December 2001 GPA 4.00/4.00