

# Charles B. Allen, Sr.

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## Executive Profile

Accomplished IT Director/Manager with demonstrated ability to deliver mission-critical results. Having 35 years of hands-on experience with, direct IT management experience and, strategic planning and the ability to align the businesses' objectives with technical solutions that would be an asset to any organization.

## Skill Highlights

- Leadership/communication skills
- Process improvement
- Excellent oral and written
- Skilled multi-tasker
- Vast technical knowledge
- Project planning
- Security and Network Skilled
- Analytical and critical thinker

## Core Accomplishments

### *IT Training*

- Successfully trained employees to use new operating systems, databases, hardware.

### *Operational Management*

- Identified, recommended and prioritized new Web features and applications in conjunction with business leaders and department managers.
- Developed, coded, installed, tested, debugged and documented Web applications using appropriate editors.

### *Problem Resolution*

- Developed and supported well received company disaster recovery plans.
- Served as advocate for end-users, performing tests and problem analysis for server, desktop and IT infrastructure work.

### *Network Security*

- Planned, installed, maintained and optimized documentation of all LAN/WAN/VPN network hardware and software, security systems and communication links.
- Hands on experience with Cisco Pix, Cisco, Aruba, Checkpoint and other branded routers, server management, Unix, Apple and various Windows Server operating systems
- Updated network systems to support confidential company operations and eliminate hacking ability.
- Managed all clients network LAN/WAN hardware including routers, switches, load balancers and wireless networking equipment.

### *Network Support*

- Served as first point of contact for all major technical issues, including power outages, system failures and disaster recovery.
- Hands on experience with G Suite, Microsoft Office Suite, Lotus Notes Suite and Microsoft Exchange
- Hands on extensive experience of various Help Desk systems
- Oversaw and manage the infrastructure team, Help Desk and all IT Department functions.

### *Project Management*

- Prepared design specifications, developed reporting and analytics, tested and managed user adoption.

## **Professional Experience**

### **Director of Technology**

2020 - Present

The RISE Schools

East Point, GA

- Strengthen school by leading and overseeing the complete overhaul of the school website and communication systems.
- Train, coach and mentor staff to ensure smooth adoption of new programs.
- Google and Microsoft Training
- Direct strategic initiatives to achieve cloud based backups/recoveries and cloud computing.
- Accountable for all school technology.
- Provide IT support to 105+ employees and 900+ students.

### **Owner**

2000 - Present

Charles Allen Consults

Metro Atlanta

- Accomplished IT Director/Manager with demonstrated ability to deliver mission-critical results. Having years of hands-on experience, direct IT management experience, strategic planning and the ability to align the business's objectives with technical solutions would be an asset to any organization.
- Upgrade, Repair and Maintenance
- Networking
- Web Development
- Remote Troubleshooting
- Google Products, Training and Implementation
- Microsoft Training
- Strategic Management
- Hyper Converged Computing
- Translating Business Objectives and Requirements into Technical Solutions

### **Vice President, Georgia Division**

2020 - Present

MobilTrackr

Alpharetta, GA

- Responsible for technology implementation and deployment
- Responsible for developing the strategic sales plans based on the company goals that promote sales growth and customer satisfaction for the organization

### **Director of Technology**

2013 - 2020

Dekalb Agriculture Technology and the Environment Charter Schools

Stone Mountain, GA

- Strengthened company's business by leading implementation and completion of PCI Compliance, Disaster Recovery Plan, overseeing a complete overhaul of the school website, and rebuilding of the school network to a business class network.
- Train, coach and mentor staff to ensure smooth adoption of new programs.
- Direct strategic initiatives to achieve cloud based backups/recoveries and cloud computing.
- Lead Project Manager for STEM Bus
- Accountable for all school IT functions including telephony.
- Provide IT support to 50+ employees and over 700+ students.

**IT Director**

2008 – 2013

Association Services Group

LaGrange, GA

- Strengthened company's business by leading implementation and completion of PCI Compliance, Disaster Recovery Plan, overseeing a complete overhaul of multiple company websites and implementation of online advertising and social media outreach and rebuilding of the company network.
- Train, coach, and mentor staff to ensure smooth adoption of new programs and innovative programs.
- Direct strategic initiatives to achieve cloud-based backups/recoveries.
- Accountable for company IT functions including overall customer satisfaction.
- Manage IT for 10 associations managed by the company (Profit and Non-Profit).

**IT Operations Manager**

2003 – 2008

American Home Shield

LaGrange, GA

- Strengthened the company's business by leading the implementation of trouble ticket systems, automated patch and security updates, and call center software.
- Managed an IT team of 10 professionals.
- Served as mentor to junior team members.
- Provided IT support to 500+ company personnel.
- Trained new employees and explained protocols clearly and efficiently.

**IT Manager**

1994 – 2003

Kleen-Tex Industries, Inc

LaGrange, GA

- Managed team of 7 professionals.
- Promoted 3 times from Computer Operator to System Engineer to IT Manager
- Initiated a program that standardized employee training and led to an increase in customer satisfaction by 12%.
- Initiated rollout of new enterprise software solution for sales reporting.
- Strengthened the company's business by leading implementation of Contact Management Software, Lotus Notes, and VoIP.
- Trained, coached, and mentored staff to ensure smooth adoption of new programs.
- Managed over 300 computers, 50 laptops, and 7 servers.

**Programmer**

1985 – 1994

Hughes Aircraft Company (Raytheon)

LaGrange, GA

- Started with the company as a Front End Missile Builder
- Promoted from Front End Missile Builder to Computer Operator
- As Computer Operator I was responsible for running reports, performing backups, LAN/WAN troubleshooting, Telephony troubleshooting, Video Conferencing troubleshooting, and various other technology troubleshooting tasks.
- As a programmer, I developed MS Access databases as well databases in a Hughes Aircraft Company proprietary software of new enterprise software solution for sales reporting.

## **Education**

### **LaGrange College**

BA – Computer Science

## **Certificates**

### **Google**

G Suite Administration Specialization  
Planning for your G Suite Deployment  
G Suite Mail Management  
G Suite Security  
Intro to G Suite  
Managing G Suite

### **Georgia Institute of Technology**

Professional Development: Program for Technical Managers

### **West Georgia Technical College**

Professional Development: Lean Manufacturing Certificate

### **ServiceMaster, Inc.**

Professional Development: ITIL Training

### **Support Personnel License**

### **Preparing for the Google Cloud Associate Cloud Engineer Exam**

## **Professional Affiliations**

- President and CEO, West Georgia Pharaoh Education Foundation, Inc. (2016-Present)
- Board Member, Alpha Multipurpose Center (1997-present)
- Member and Board Member, Alpha Phi Alpha Fraternity, Inc. (1992 - Present)
- International Who's Who Among Information Systems Professionals
- Microsoft IT Advisory Council (2008 - 2011)