



# BRYAN HALE

## resume

### Experience

August 2008–Present

*Office of Management and Enterprise Services - ISD*  
Supervisor, Mid-Range Systems

- Oversee daily operations of critical infrastructure including Active Directory, DNS, DHCP, Exchange, Lync and VPN connectivity
- Work with partner agencies to provide timely resolutions to service incidents and requests, including escalations.
- Manage a diverse team of 16 professionals, including time management, performance review, coaching and training.
- Plan and execute Active Directory, e-mail, network and LOB applications consolidations according to established guidelines
- Participate in long and short range strategic planning, budgeting, capacity planning and business continuity

2006–2008

*Dell, Inc.*

Commercial Support Services

- Provide extensive hardware and operating system troubleshooting and support for premium tier customers via phone
- Ensure customer satisfaction and transparency serving as backup to technicians on leave
- Serve as lead on troubleshooting, case management and review, coaching and customer escalations.

2004–2006

*Tinker Air Force Base*

Federal Contractor - Information Technology

- Provide technical support to DoD contractors and employees, on computers, networks, mobile devices and software.
- Ensure customer satisfaction and transparency serving as backup to technicians on leave

2000–2004

*College of Education - University of Central Oklahoma*

Coordinator of College Microcomputer Labs

- Maintain technology in 7 college computer labs, including desktops, printers, AV equipment and mobile platforms
- Manage lab personnel and serve as backup network admin.

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### Education

- M. Ed. - Adult Education - Training  
*Univ. of Central Oklahoma - Anticipated 2015*
- B.B.A. - Operations Management  
*Univ. of Central Oklahoma - 2007*
- A.A.S - Graphic Design - Multimedia  
*Oklahoma City Community - 2014*

### Certifications

- Microsoft Certified Solutions Architect
- Microsoft Certified IT Professional
- Microsoft Certified Technology Specialist
- Microsoft Certified Professional
- CompTIA A+ Hardware and Software

### Software

Enterprise

- Microsoft Windows
- Microsoft Lync Server
- Microsoft Exchange Server
- Microsoft SQL Server
- Microsoft Desktop
- VMWare ESX / ESXi
- Linux

Design

- Photoshop
- InDesign
- Illustrator
- Premier Pro

Web

- Dreamweaver
- PHP
- MySQL
- Javascript
- CSS
- HTML
- Javascript