

Denis Bradly Burns



3043 Cloudland Drive Tallahassee, FL 32312
(850) 270-1408
denisburns@gmail.com

<http://www.denisburns.com>

OBJECTIVES

To contribute strong leadership and management skills to your organization through communication, planning, and creative thinking.

EXPERIENCE

IT Infrastructure Manager | Florida State University

April 2011 – Present | College of Medicine Tallahassee, FL

- Actively leading effort to bring College into HIPAA compliance
- Facilitate FOIA requests
- Technical liaison with faculty, staff, and student base
- Coordinate support activities between Faculty/Staff and various IT groups
- Supervisory and Budgetary responsibility for College IT funds
- Manage Help Desk, computer labs, classrooms and other common IT assets
- Create and maintain policy and procedure manuals
- Manage multiple internal and external IT and infrastructure projects
- Supervise dedicated IT staff and in academic setting

Senior Computer Support Specialist | Florida State University

March 2007 – April 2011 | College of Information Tallahassee, FL

- Manage Active Directory and LDAP on Windows and Linux systems
- Manage Help Desk, computer labs, and classrooms
- Create and maintain knowledge base
- Supervise team of student employees
- Led change through merger with resultant of tripling customer base

Legislative Researcher | Florida Information Associates

2003 - 2007 Tallahassee, FL

- Research election documents from various FL and OH elections
- Digitize, organize, and warehouse thousands of election documents.
- Involved extensive travel to locations across the country.

Production Coordinator | Fool Moon Treasures

1996 – 2005 Tallahassee, FL

- Manage employees and production for giftware manufacturer.
- Implement and maintain integrated PC network for business functions.

Field Service Engineer | Danka Business Systems

1995 – 2002

Tallahassee, FL

- Charged with troubleshooting, repair and maintenance of analog and digital imaging equipment within customer’s locales.
- Responsible for maintaining customer satisfaction.

EDUCATION

Certified HIPAA Professional - 2013

Florida State University | College of Communication and Information 2009

Master’s degree in Information Science with a specialization in *Information Technology Management*

MAC OS X Support Essentials Certification - 2008

Florida State University | College of Information - 2006

Major: **Information Technology** Minor: Meteorology
Dean’s List – Member of PTK - National Honor Society

KNOWLEDGE, SKILLS & ABILITIES

Soft Skills: <ul style="list-style-type: none">• Public Speaking• 20 years of IT troubleshooting experience• Technical, report and business writing skills• Communication and conflict resolution• Empathetic listener with technical interpretation skills• Organizing and prioritizing work and tasks• Successfully manage employees and teams through open communication and fair treatment• Project Management	Hardware: <ul style="list-style-type: none">• Building PC’s since early 1980’s• RAID file systems• Network Attached Storage (NAS) setup and installations• Server setup, monitoring, and management• Local and off-site backup management• Manage base of PC’s and Mac’s within Domain running Windows, OS X and Linux	Software: <ul style="list-style-type: none">• Operating Systems:<ul style="list-style-type: none">○ Microsoft – DOS/Windows – all versions○ Linux (Debian, Ubuntu)○ OS X• Applications:<ul style="list-style-type: none">○ MS Office (all products)○ Adobe (all products)○ Various cloud application deployment and operations• Connectivity:<ul style="list-style-type: none">○ SSH, FTP, AFS, RDP, TCP/IP,• Virtualization:<ul style="list-style-type: none">○ Familiarity with multiple HyperVisor schemes as well as local VM options
--	--	---

VOLUNTEER ACTIVITIES

- TalTech Programs Committee

- Webmaster for Tallahassee Citizens Police Academy Alumni Assoc.
- Foster parent for Leon County Humane Society
- Various local environmental efforts
- C.H.A.T. – Wakulla County Animal Services
- Digital Harmony - Digital divide project for local 6th graders

REFERENCES – available upon request