

John Hietter

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Resume Page 1 of 2

I'm a self-motivated, results oriented professional who thrives on improving business processes and resolving inefficiencies. I have a rich background in technology, business operations, customer support, training, finance, marketing, and sales planning. I have learned and developed the ability to lead by serving, by recognizing and utilizing individual strengths and empowering individuals to move their company forward. I have experience with a diverse array of management styles and business models and I'm highly adaptable. I've mastered thousands of applications, systems, and technology hardware. My goal is to continue to learn, grow, and remaining teachable.

Employment History (any gaps are various irrelevant contracting assignments)

AAA Ohio Auto Club | 01/2016-present

- **IT Operations Manager:** 08/2016-present
 - Oversee all IT operations for 30 locations and 500 employees, including data center, vxrail, servers, network, phone system with 6 call centers, workstations, and all other tangible systems.
 - Supervise team of 6 (Server Specialist, Network Specialist, Voice Analysts, Desktop Specialists)
 - Budget / Forecast / Invoicing: \$3M annual budget: Personally created and manage robust tool for budget with over 1k line items, over 50 cost centers, and over 100 monthly invoices, with live full-year forecasting and executive reporting
 - Manage all network components, bandwidth, uptime, security, phone system (SBC, gateways, call manager, IVR, voicemail, call centers) data center, servers, racks, multiple remote sites network and server equipment, VxRail VMWare hosts, servers, and SAN, all computer hardware, printers and peripherals, all IT physical inventory
 - Create and maintain replacement plans for all IT hardware and systems
 - Manage all IT aspects of Great Vacations Expo, which includes setting up 100 computers, plus servers, printers, and a full network at a remote convention center.
- **Desktop Analyst:** 01/2016-8/2016
 - Provide hardware and software support to end users, local and remote locations.

Big Lots, Inc. , 08/2014-01/2016 (First 6 months on contract with Stafford) IT Service Center Specialist

Cott Systems, Inc, 08/2003-09/2013

- **Business Systems Manager / Business Analyst / Marketing Financial Analyst:** 10/2008-09/2013
 - Created elaborate workflows and developed sophisticated tools for processes in Finance, Marketing, and Sales departments with MS Excel, using multiple data integration points, and providing complete workflow solutions.
 - Assisted SysAdmin in management of all servers, workstations, network and all internal software.
 - Researched, recommended, implemented, managed and supported internal applications.
- **Account Specialist:** 01/2008-10/2008: Helped develop this new role, a type of inside sales rep.
- **Manager, Customer Support:** 07/2005-12/2007
 - Led 2 Developers, 9 Analysts and 2 Call Coordinators.
 - Improved our team efficiencies enough to handle considerable increase in issues with less staff.
- **Software Trainer / Help Desk Analyst / Sr. HD Analyst:** 08/2003-07/2005

Nextel Communications, 10/2000-06/2001 (on contract with Logical Information Systems)

- **Manager:** 12/2000-06/2001
 - Planned, organized, and executed all aspects of implementation of Metasolv TBS.
- **Engineering Team Lead:** 11/2000-12/2000
- **Implementation Specialist:** 10/2000-11/2000

Qwest Communications, 03/1998-10/2000

- **Provisioning Supervisor:** 10/1999-10/2000
- **Engineering Team Lead:** 11/1998-09/1999
- **Circuit Design Engineer:** 03/1998-11/1998

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Resume Page 2 of 2

Skills Summary

Management: 13 Years (10 Years with Direct Reports)

- 5.5 years as Manager of IT Operations at AAA Ohio Auto Club
 - Team of Sr Server Specialist, Network Specialist, Sr Desktop Specialist, Desktop Analyst, and Voice Systems Specialists
- 2.5 years as Manager of Customer Support (customer facing technical help desk) at Cott Systems
 - Team of 2 Developers, 9 Analysts, and 2 Call Coordinators
- 3 years as Business Systems Manager at Cott Systems (no direct reports)
- 8 months as Manager / Team Lead at Nextel Communications (LIS)
 - 1 month as Engineering Team Lead, leading 3 Implementation Specialists
 - 7 months as Project Manager, leading 4 Implementation Specialists
- 1.5 years as Supervisor / Team Lead at Qwest Communications
 - 10 months as Engineering Team Lead, leading 5 Circuit Design Engineers
 - 1 year as Supervisor of 10-12 Provisioners / Circuit Design Engineers

Technical Support: 24 Years

- Installed, maintained, supported, and managed:
 - Microsoft: Azure, Endpoint Manager (Intune), 365, PowerShell, Active Directory (ADUC, GPO, DNS, DHCP, etc), all versions of Windows and Server, SCCM, Exchange, SQL Server, Power BI, SharePoint, Teams, Office (Word, Excel, PowerPoint, Access, Publisher, OneNote, Visio, etc), Dynamics CRM
 - Telecommunications: Cisco Call Manager (CUCM), Unity, Packaged Call Center Enterprise (PCCE), Calero call accounting, Informacast broadcasting, Enghouse QMS and Community WFM, IP Communicator, Jabber, Calero Verasmart, Xima Chronicall, Variphy
 - Other: Epicor ERP/CRM, UltiPro payroll, QuoteWerks pricing, Citrix XenDesktop, Symantec Backup Exec, several corporate security suites, MailChimp, CoreMotives, SAP, HPOM, FaxFinder, Lastpass, XML, VBS, PHP, ASP, HTML, Verifone and CloverGo payment devices, Android, iOS, Ocularis ONSSI video surveillance, WebEx and WebEx Video Conferencing system, Mersive Solstice
- Managed:
 - VMWare, Veeam, VxRail Hyper-Converged Infrastructure (VM / SAN), Linux, Cisco switches, routers, DMVPN, firewall, VPN, ASA, load balancers, MS ADFS, ISE, Stealthwatch, CrowdStrike, Sophos, Cloudstream, Musak, WebEx

Implementation / Training

- Led re-design and upgrade of Cisco PCCE phone system with 5 call centers, IMB VMWare and SAN upgrade to Dell VxRail, ISE & Stealthwatch implementation, and led a team to implement TBS circuit design software for Nextel
- Personally implemented Microsoft Dynamics CRM and performed a full migration of data, installed and configured a new VOIP phone system, implemented a Microsoft Exchange server upgrade, created and implemented a sales quoting and reporting process, created and managed several budgets
- Training documentation and corporate classes created for a plethora of software and systems

Data Analysis

- 17 years experience manipulating data and creating reports. Master of Excel. Experience includes writing queries to pull data from SQL, Access and other databases to merge data, create robust automated reporting tools, and I've performed complete system migrations.

Education

- 1988-1992: Ohio State University, Columbus, Ohio: Theatre
- Multiple corporate sponsored management, customer service, and technical classes

References available upon request