

# Michael Haynes

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## Information Technology Manager / Business Services Manager

Seasoned professional with 25+ years' experience managing hardware and software systems and staff, serving financial services, academic and corporate clients. Specific capabilities include:

- \*Servers & Workstations
- \*TCP/IP Networking / WAN / LAN
- \*Network Wiring
- \*DNS / SMTP / DHCP
- \*Document Imaging
- \*Windows 7/8/10 & Apple OS
- \*Windows Server 2012
- \*VoIP
- \*Wireless Access Points
- \*Antivirus
- \*Acronis Backup Software
- \*Network Attached Storage
- \*Printers / Scanners / Peripherals
- \*Remote Desktop

## Professional Experience

**Asher College**                      Dallas, TX                      2016-2019  
I.T. Instructor

- \*Instructed and supported students in A+, Net+, and Security+ courses
- \*Created lectures and lectured in support of program courses
  - Mother Boards, CPUs, Memory, and PSUs, Command Prompt, Subnetting Introduction to Linux, Mobile Devices, Remote Connectivity, Apple, Peripherals & Connectors, Preparing for Vendor Exams
- \*Worked with students in PC Clinic with hands on projects
  - Routers, Wireless Access points, Building cables,
- \*Worked with students on breaking down and rebuilding PC hardware
- \*Instructed students on problem solving techniques
- \*Instructed students in operating systems (Windows and Linux)
- \*Utilized Virtualization software in instructional labs (Virtual Box & VMware)
- \*Supported Asher systems, servers, networking, workstations, & software

**Taylor Stephens, Inc.**                      Irving, TX                      2002-2015  
Information Technology Manager / Business Services Manager  
Taylor Stephens is a registered investment advisory firm that manages asset accounts & trusts for high net worth clients in Texas and across the U.S.)

- \*Responsible for all IT decisions at Taylor Stephens
- \*Purchased, implemented, and managed all computer hardware, servers, workstations, routers, switches, server and desktop systems, software, databases, and VoIP system
- \*Diagnosed and repaired /rebuilt PC equipment, printers, and peripheral equipment as needed
- \*Updated all hardware and software as needed
- \*Managed all user access and user passwords
- \*Managed antivirus, anti-spyware, and anti-malware software
- \*Defined fixed IPs for all computers, printers and peripherals
- \*Defined a DHCP IP range for visitor client's secure wireless access to the internet
- \*Utilized remote desktop to be able to administer server and desktop computers remotely
- \*Imaged server & workstations with Acronis True Image to be able to restore systems quickly
- \*Managed the imaging and conversion of 25 years of paper documents to 100% digital file management
- \*Managed design and implementation of custom software interface allowing company to download trades data from its clearing bank (Southwest Securities) and import directly into its asset management software  
This yielded a reduction in staff and eliminated potential input errors

- \*Researched and contracted high speed internet providers and Exchange email hosts
- \*Automated nightly data backup routines (both onsite and to the cloud)
- \*Verified all systems and data backups (both onsite and cloud) each morning to validate ability to rebuild quickly

**Iowa State University**      Ames, IA      1993-2002

Manager / Head Photographer, University Photo Service

- \*Converted Photo Service from an antiquated paper business model to a modern computerized digital model
- \*Set up multiple internal Windows server systems and staff workstations
  - Point of Sale Server
  - File Server (both Windows & Mac access),
  - Web Server
  - FTP Server
  - Exchange Server

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## **Iowa State University**

Manager / Head Photographer, University Photo Service (cont.)

- \*Cross trained all employees on all functions of servers and systems
- \*Maintained daily backup systems to archive all sensitive data
- \*Designed and implemented custom computerized point-of-sale system and worked with the university's Accounting and Internal Audit units to become the first campus unit to transfer data electronically into the university's central billing system, saving money through reductions in manpower and clerical errors
- \*Utilized POS data to generate monthly client usage and sales reports in Crystal Reports software
- \*Utilized QuickBooks and Excel to better analyze and generate timely financial reports
- \*Instituted changeover from conventional photography systems to digital systems (including digital shooting, film and flatbed scanning, and Photoshop imaging and conversion)
- \*Taught 310-level digital photography courses in Iowa State University's Greenlee School of Journalism

## **Previous Experience**

Professional commercial photographer traveling around U.S. and worldwide serving national advertising agencies, graphic designers, and corporate clients including Fortune 500 firms.

## **Education**

**Art Center College of Design**, Los Angeles, CA

B.F.A., Photography - Advanced placement student; graduated with honors in two years

**Abilene Christian University**, Abilene, TX

Psychology and Music major

## **Professional Activity and Recognition**

- \*Recognized in: New York One Show, Communication Arts Magazine (CA), AIGA, Dallas Society of Visual Communications, Houston Art Directors Club and with other local, regional and national awards
- \*Active in ASMP, New York, NY (American Society of Media Photographers, an organization of 6,000+ of the world's top photographers)
  - Served a two-year term as a nationally elected board member of ASMP
  - Chaired the national ASMP's computer committee and helped convert ASMP office from paper systems to computerized accounting and communications
  - Served as president of the Dallas Chapter of ASMP
- \*Served as faculty advisor of weekly student club producing Ames Music Live (local Iowa music groups) in full production television studio (formerly ABC network affiliate studio on ISU campus)