

SKILLS

Project Management

Full product cycle life management from beginning to end. Technical projects managed include proprietary RTOS, manufacturing software, mortgage web application software, and others. Non-technical projects include Staff, Client training, and facility management projects for a residential center for mentally challenged adults, and more. Educational projects include: youth educational learning study and improvement program; web intranet education department guide; various small to medium-scaled sociological and statistical studies.

Coordination of activities, schedules, and programs as well as staff needs, meetings, and trainings. Liaison for employees of three divisions to the CEO and CFO.

Website Design

Web programming using - HTML, FrontPage, Macromedia, FTP, Adobe, CGI, VBScript, JavaScript, ASP, SQL. Certified A+. Completed MCSE, CNE, & Webmaster courses. I have designed websites professionally since 1999 varying from simple one day projects to a two-year fully database intensive interactive website for a mortgage company.

Computer Operations

Adept in the use and repair of DOS and all Windows environments. Competent with MS Office, desktop publishing, finance, general database software, network management, troubleshooting desktop, laptop, and software issues.

Customer Care

Over 10 years experience in servicing clients. Working with a variety of clientele from credit card and retail customers to state and local agencies, to large industrial such as Lockheed Martin, Boeing, Northrop Grumman, Hamilton Sundstrand and more.

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OBJECTIVE

Intelligent, analytical, people-oriented, organized, involved, and adaptable individual searching for a challenging career position

EDUCATION

Advance Technical School Salt Lake City, UT. A+, MCSE, CNE, & Webmaster tracks.
Utah State University 1994-1996 Logan, UT. Bachelors of Science Major: Psychology.
Minor: Finance.
Goucher College 1992-1994 Towson, MD.
Snowflake High School Snowflake, AZ. Graduated 1987

POSITIONS HELD

August 2002— Present
WEBSITE DESIGN & DEVELOPMENT
CLIENT RELATIONS & SUPPORT
Freelance Consultant
Salt Lake City, Utah

- ◀ Various on-site hardware/software updates for IBM clients.
- ◀ Completed onsite needs for websites in France February 2007—March 2007
- ◀ Development using VBScript, ASP, SQL, HTML, CSS, SSIs, and JavaScript
- ◀ Continued Support of Eyring Corporation's needs through end of 2006.
- ◀ Development of a variety of websites including a database intensive mortgage site, e-commerce enabled and multi-media photographer site, a political site, etc.

May 2004 — January 2007
UNISYS CORPORATION
Service Support Representative
Salt Lake City, Utah

- ◀ Desktop Support for the Marriott International Queue.
- ◀ Instrumental in the creation of the first edition of Knowlix (Knowledge Base) articles for the Marriott International queue.

November 2006 — January 2007
REAL ESTATE INVESTING INSTITUTE
IT Director (part-time)
Sandy, Utah

- ◀ MS Windows network, desktop, and server support.
- ◀ Intranet website maintenance and development.
- ◀ Backup and storage solution administration.
- ◀ Research and implementation of software/hardware.

December 1999—August 2002
EYRING CORPORATION
Director of Operations
Salt Lake City, Utah

- ◀ project management – Work directly with programmers overseeing the development projects for the RTOS and Manufacturing Software applications. Determination of projects, timetable, costs and implementation, and overseeing completion including documentation.
- ◀ network administrator – support netBSD servers and MS Windows 9x/2000/NT desktops and test servers. Used CRON for scheduled backups and network tasks.
- ◀ website administrator – design, develop, and maintain corporate website. Used Perl, CGI, Apache, DHTML etc.
- ◀ technical support – provide technical support for AMS and PDOS products.
- ◀ client relations – communicate with clients through phone, email, mail, and on-site visits for the purpose of enhancing positive relations, receiving product feedback, and encouragement to expand use of products.
- ◀ technical writer – update software product manuals, create newsletters, announcements,

Shane Hutchison

REFERENCES

Jay Mallory
Business Owner
Amadeus Antiques
(33) 2 38 55 88 53

Eric Johnson
Chief Information Officer
Real Success Institute
801.637.1063

Kenneth Trimble
Writer, Artist
801.263.3238

Trevin Beattie
Program Development Manager
424.832.0222

Swen Mortenson
Accountant
801.550.6545

Rob Orton
Website Programmer
801.688.4925

AVOCATIONS

◀ HIV Counsellor (volunteer) 2000-2006
◀ Log Cabin Republican, Officer 2004-present
◀ Republican Delegate 2006
◀ Democratic Delegate 2000-2002
◀ Sigma Gamma Chi Activities Board and Master of Ceremony 1994-1996
◀ USU Ballroom Dance Team January 1995-June 1996
◀ Student Body Representative, Goucher College, 1992-1994
◀ Hobbies: hiking, trail biking, camping, travel, theatre, dance, arts, etc.

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POSITIONS HELD

August 1998—November 1999
PROVIDIAN FINANCIAL

Collections, Sales, & Service
Salt Lake City, Utah

- ◀ Inbound Customer Service where responsibilities include answering general questions in regards to their credit account, resolving customer concerns, educating customers on how credit works - payments, credit records etc.
- ◀ During 3-month program trial, primarily responsible to collect on past-due and over-limit accounts as they called in. Ranked the highest overall in collections.
- ◀ Frequently resolved escalated calls for fellow employees.

February 1998 — July 1998
ISLAND VIEW RESIDENTIAL TREATMENT CENTER

House Parent / Counselor
Syracuse, Utah

- ◀ Served in capacities to oversee 8-15 adolescent males.
- ◀ Facilitated problem resolution groups, group dynamics groups, one-on-one sessions, and discipline and rewards.

January 1997 — January 1998
FUTURES THROUGH CHOICES

Program Coordinator
N. Salt Lake City, Utah

- ◀ Coordination of all activities, skills enhancement programs, and training for mentally challenged adults and staff.
- ◀ Coordination included record keeping; coordination meetings with state, client's legal guardians, client's work/day program; upkeep of house; staff hiring, training, scheduling, and correction; activity planning, menu planning and grocery shopping, client bookkeeping, and program budgeting.

October 1991— September 1992
Winter Break 1992-1993
CUSTOM CORRESPONDENCE, INC
PREFERRED ADVERTISING SALES, INC

Office Manager
Baltimore, Maryland

- ◀ Client relations.
- ◀ Employee relations.
- ◀ Troubleshoot PCs, printers, software, and mixed platform network (PC and MAC).
- ◀ Bookkeeping, Accounts Payables, Accounts Receivables

August 1991— September 1991
COMSAT

Tech / Software Support (temp)
Clarksburg, Maryland

- ◀ Troubleshoot & train proprietary software.

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