JOHN R. POWELL

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QUALIFICATIONS

- 21 years of IT experience in the Department of Radiology
- Consistently in the vanguard of improving Equity, Diversity, and Inclusion in the workplace
- Successful experience in management and customer service in a variety of settings
- Effective leader able to build and mentor highly motivated, loyal, and productive teams
- Proven ability to manage multiple tasks, projects, and assignments simultaneously
- Creative troubleshooter able to rapidly identify problems and implement practical solutions
- Highly competent, able to quickly learn and apply new methods, systems, and procedures
- Customer-oriented professional with a reputation for service, satisfaction, and results
- Appreciated by customers for follow through, integrity, and commitment to partnership

EDUCATION

Certificate - Management Certification Program, South Seattle Community College (1990)

BA (Bachelor of Arts) - Math and English, Seattle University (1985)

PROFESSIONAL HISTORY

University of Washington Radiology, Seattle, Washington May 2013 to Present

- **DIRECTOR OF DEPARTMENTAL COMPUTING**
- Faithfully delivered on the mission and vision of the department with several successful projects
- Led a consistently well-reviewed team of IT professionals

University of Washington Radiology, Seattle, Washington Sept 2012 to May 2013

- **INTERIM IT MANAGER**
- Successfully implemented program for Data Stewardship compliance
- Shepherded the Public Website Redesign to completion
- Provided key oversight and leadership to the department Intranet launch

University of Washington Radiology, Seattle, Washington Dec 2001 to Sept 2012

- **SENIOR COMPUTER SPECIALIST**
- Headed up all technical aspects of the RR202 Conference Room A/V remodel
- Provided Unix, Mac, and Windows server support within the department
- Anchored the desktop support team
- Created the original departmental Windows Terminal Server, Statler, to support Tele-Radiology
- Built the NucMed Oncall Server, Rosita, to support Tele-Nuclear Medicine

Tenzing Communications, Inc., Seattle, Washington Feb 2001 to Oct 2001

- **LEAD NETWORK OPERATIONS CENTER (NOC) ADMINISTRATOR**

- Promoted to NOC Lead after 2 months
- Provided direction and organization for a group of 5-7 administrators
- Scheduled personnel to ensure 100% availability of this 24x7 mission critical business facility
- Developed policies and procedures for installs, maintenance and monitoring of production servers
- Implemented an online, interactive, searchable knowledge base of contacts, product information, and procedures including escalation, notification, and registration functions to support the NOC administrators in efficient performance of their jobs
- Adapted monitoring tools to enable department members to telecommute
- Developed a web-based documentation tool for logging of department's daily events and activities

Jet City Online, Seattle, Washington 1995 to 2000

- **OWNER/GENERAL MANAGER**
- Conceived and started this regional Internet Server Provider (ISP)
- Performed extensive market research and developed financing
- Selected technical support team, hardware, and software
- Effectively negotiated with vendors and carriers
- Created and implemented marketing and pricing strategies
- Managed all accounting functions
- Wrote copy and worked with graphic designers on print advertisements
- Developed content and designed Jet City's original website
- Wrote and edited quarterly newsletter
- Personally performed all customer service from zero to 550 users
- Built 550-member subscriber base within 18 months
- Hired, trained, and supervised tech and support team to accommodate growth
- Offered Seattle's first 100% 56K dialup using the x2 protocol
- First Seattle x2 provider to adopt the V.90 protocol
- Negotiated partnerships with global resellers resulting in expansion to a national presence, serving over 1,000 subscribers with broadband DSL and dialup services
- Successfully negotiated profitable sale to Speakeasy Network

Costco Wholesale, Seattle, Washington 1988 to 1996

- **SUPERVISOR**
- Promoted into supervision after five months as cashier
- Managed day-to-day operations including customer service, cost containment, and security
- Hired, trained, scheduled, supervised, and evaluated up to 85 cashiers and floor staff
- Received excellent evaluations in all functional areas

ADDITIONAL EXPERIENCE

Group Health Cooperative, Tukwila, Washington (1986-87), **COMPUTER OPERATOR**

Transport International Pool, Seattle, Washington (1985-86), **MANAGER IN TRAINING**