Brandon E. Haag

Accomplishments

- Twenty-two years working in Information Technology at Gainesville State College (GSC)/University of North Georgia (UNG) progressing from entry-level computer tech to Chief Information Officer (CIO).
- 2001 Eleanor Crawford (staff member of the year) award recipient.
- Earned MBA from Brenau University graduating with honors – 4.0 Graduate GPA.
- Recognized for outstanding service as an instructor in the "Using Technology for Curriculum Innovation" workshops at Gainesville College.
- Earned BBA from North Georgia College graduating with honors – Magna Cum Laude.
- Elected to The National Honor Society of Phi Kappa Phi at North Georgia College.
- Elected to Who's Who Among Students in American Junior Colleges at Gainesville College.
- Recognized as one of the top Windows system administrators in the University System of Georgia (USG). As a result, I have:
  - performed formal consulting for three University System institutions and ad-hock consulting for many others – especially relating to Microsoft technologies.
  - presented on Windows scripting technologies at UGA for their technology staff and other USG personnel.
  - assisted many USG institutions and System Office IT with technical problems and questions.
  - presented on Netware, Windows workstation, Windows Servers, system administration, and scripting topics multiple times at the annual USG statewide computer conference.
- Collaborated with GSC Police to create a software-based "Emergency Button" for deployment to all faculty and staff on both GSC campuses that would allow campus police to be alerted to emergency situations with only two clicks of a mouse. Numerous educational institutions and businesses have requested access to the software and source code in order to adapt it for use in their environments.
- Managed highly reliable email services for over twenty years. Setup first gateway to facilitate college use of Internet email. Wrote a web-based email client to allow access to college email via a browser. Migrated email services across multiple platforms as demands increased to offer best-of-breed services. Lead enterprise-grade deployment of Microsoft Exchange for the University of North Georgia while continuing to manage GSC's Exchange 2010 email services hosting 800+ faculty/staff mailboxes and over 35,000 student mailboxes.
- Personally implemented GSC's network, growing it from several dozen machines in 1991 to over 2,200 computers across two campuses in 2010.
- Created and supervised GSC's "Virtual Lab Development Team" which received Honorable Mention for the "2008 Chancellor's Customer Service Excellence Award of the Year – Team Award."
- Provide visionary leadership with a long history of identifying winning technology trends early, avoiding failing trends, and offering cutting-edge solutions to faculty, staff and students. GSC was among the first colleges in Georgia to offer:
  - Internet email to all faculty and staff
  - Campus-wide wireless Internet access (Wi-Fi)
  - Virtual Lab to enable anytime/anywhere access to network applications
  - Network accounts and Internet email access to all students
  - Graphical web browser and college website

- o Faculty, staff and students the ability to create Internet web pages
- o Students a single ID/PW to access every college resource

Professional Experience

Chief Information Officer (CIO) – University of North Georgia, Dahlonega, GA ▪ January, 2013 – present.

- Oversee activities of six high-level IT positions, and an administrative assistant.
  - o Associate CIO, IT Services -- Dahlonega
  - o Assistant CIO, IT Services – Gainesville
  - o Assistant CIO, Enterprise Application Development
  - o Chief Information Security Officer & Director, Network Services
  - o Director, Enterprise Information Systems
  - o Director, Enterprise A/V Services
- Continue to serve as secondary Windows Server/Active Directory/Exchange Email systems engineer. Oversaw successful UNG Active Directory consolidation combining GSC and NGCSU campus directories and the new Exchange 2010/Office 365 buildout for nearly 25,000 faculty, staff and student email accounts.
- Represent IT internally on various university committees, including UNG's Executive Council.
- Represent UNG's interests externally at the University System level as a member of the CIO Advisory Council, USG Information Technology Services (ITS) Infrastructure Committee, and USG Software Resource and Services contract negotiation committees as needed.
- Participate in yearly comprehensive surveys from EDUCAUSE and Campus Computing Project.
- Member of the "Microsoft Online Panel" providing insights and opinions about technology to Microsoft.

Chief Information Officer (CIO) – Gainesville State College, Oakwood, GA ▪ July, 2011 – December 2012.

- Oversaw activities of five high-level IT positions, and an administrative assistant.
- Managed budgets for entire GSC IT organization including Academic Computing, Administrative Computing, Instructional Technology, Media Services/Digital Media Group, Telecommunications, and Student Helpdesk/Student Technology Fees.

Executive Director of Information Technology – Gainesville State College, Oakwood, GA ▪ July, 2006 – July 2011.

- Supervised personnel and budgets for entire GSC IT department including Academic Computing, Administrative Computing, Instructional Technology, Media Services and Student Helpdesk.
- Supervised successful VoIP conversion across Gainesville and Oconee Campuses resulting in significant improvement in reliability and features to meet campus growth needs as well as generating significant telecommunications cost savings.
- Pioneered use of smart phones on campus to meet needs of campus administrators and critical staff for portable email, calendar and contact synchronization.
- Oversaw implementation of IT security and disaster recovery improvements including firewalls, network traffic monitoring and software-level monitoring agents as well as improving policies, procedures and documentation.
- Served as Windows Server/Active Directory/Exchange Email Server Administrator. Coordinated upgrades for several mission critical servers. Oversaw successful upgrade to Exchange 2007 for nearly 21,000 faculty, staff and student accounts.

- Represent IT on various college committees, served on several search committees, and represent GSC interests at the University System level as a member of the Administrative Committee on Information Technology (ACIT).

Interim Executive Director of Information Technology – Gainesville State College, Oakwood, GA ▪ January, 2006 – June 2006.

- Developed Telecommunications Policy to bring GSC into compliance with Board of Regents mandate. Conducted audit of GSC cell phones and pagers which resulted in cancellation of several service agreements for devices that were no longer in use.
- Coordinated successful conversion from SSN to GSCID for student network accounts. This project included software development and hardware deployment to streamline creation of new student ID cards, conversion of student network IDs which included part of their SSN to utilize 924 numbers instead and cleaning up accounts that did not convert cleanly, issuing new student email addresses, communicating with faculty, staff and students, and increased support during the first few weeks of the semester to deal with inevitable problems.
- Implemented WebCT external authentication which allowed students to use their normal network password to access Vista. This greatly reduced login problems for students and support calls from students and faculty.
- Supervised completion of wireless network rollout at Gainesville and Oconee campuses.

Assistant Director of IT/Academic – Gainesville College, Oakwood, GA ▪ July, 1997 – December, 2005

- Supervised personnel and budgets for Academic Computing (Gainesville and Oconee), Instructional Technology and Student Helpdesk. This includes coordinating search committees, hiring of new personnel, doing evaluations, signing timesheets, teambuilding, delegation of tasks, and handling other day-to-day issues as they arise.
- Coordinated purchase and installation of hardware and software for faculty and staff. This includes overseeing upgrades of individual faculty and staff offices and an effort to get the best equipment possible for each person while keeping the needs of both campuses in perspective.
- Ex-officio member of Student Technology Fee Committee. Create prioritized list of needs and present it for each meeting. Insure that approved projects conform to USG regulations for proper spending of Student Tech Fees. Supervise implementation of approved projects. Present progress report at next committee meeting.
- Oversaw the creation of the Student Helpdesk which is funded with student technology fees and directed its activities for several years until a Student Helpdesk manager was hired.
- Coordinated campus-wide client operating system migrations to Windows 95, Windows 98 and Windows XP.
- Design and implement new computer classrooms and labs. Oversee upgrades in existing labs so students have appropriate technology available to them across the campuses.
- Spearheaded planning and purchasing of technology upgrades and replacements necessary to prepare the Oconee Campus to hold registration and classes less than three weeks after gaining access to the site.
- Worked with architects designing the new Science Building. This building added nearly 200 devices to the network and necessitated a complete re-design of the network core and a move from 100 Meg to Gigabit Ethernet. Most classrooms were "SMART" from the start with computers, projectors, VCRs and/or Laserdiscs.
- Worked with architects and contractors on the design and installation of the new "Campus Loop" which was installed to replace GC's failing underground electrical system but also included conduits for network and communications cable.
- Major contributor to Y2K preparedness efforts as mandated by the State of Georgia.

Computer and Network Support Specialist – Gainesville College, Oakwood, GA ▪ January, 1991 – June, 1997

- Expanded the GC network from a few dozen nodes in different buildings to over 600 network-connected computers and printers in 1997. This involved planning network upgrades within buildings, fiber installations to connect buildings together, equipment upgrades and learning how manage a campus-wide network. Proper capacity planning, research, testing and implementation skills were required to successfully handle this type of growth.
- Worked with architects designing Academic III to plan for appropriate cable infrastructure and new networking equipment that was necessary to support the 100+ fast computers that were added to the network as part of the two new computer classrooms and ACTT Center.
- Created scripts to generate student accounts with Internet email access for all GC students.
- Built the college's first production web server and developed much of the initial content for the site.
- Worked with Board of Regents personnel to install the first college Internet connection. Became proficient with Internet protocols such as FTP, SMTP, Gopher and DNS.
- Operated "Zenith Certified" service center to keep Zenith PCs across campus in good operating condition.
- Coordinated move of PCs into new "Continuing Education/Performing Arts Building."

IT Consultant – Gwinnett University Center, Lawrenceville, GA ▪ November 2004

- Investigated and repaired issues with Active Directory and DNS configuration
- Resolved issues with Exchange Server 2000 and web-based access component
- Resolved issues with security and network policies not being applied on workstations
- Discussed problems with supporting multiple platforms and encouraged use of logon scripts
- Brainstormed strategies for campus-wide upgrade to Windows XP

IT Consultant – Abraham Baldwin Agricultural College, Tifton, GA ▪ September 2002

- Reviewed security and configuration of Windows NT/2000 servers
- Analyzed network and offered suggestions to improve performance
- Implemented startup and login scripts to automate many tasks that previously required a visit to each computer
- Instructed ABAC staff on the advantages of using Active Directory to centralize user management and security

IT Consultant – Middle Georgia College, Cochran, GA ▪ June 2002

- Reviewed security on Windows 2000 servers
- Reviewed MS Active Directory implementation
- Analyzed staff issues and made recommendations
- Repaired backup scripts that were not working

Presentations and Interviews

- Featured in VMware Case Study highlighting GSC's innovative use of virtualization technologies to offer cutting edge services to students and save money.
- Presented information about GSC's successful rollout and use of SharePoint web services to USG Central Office IT staff and answered questions about a possible migration on their part – April 2010.
- Performed a Q&A session with Middle Georgia College regarding their planned migration to Microsoft Exchange – July 2009.
- Interviewed by Gainesville Times and Georgia Public Radio regarding GSC's cutting edge use of VoIP to save money and increase customer service – January 2009.

- Performed Q&A session with USG Central Office IT staff regarding their planned Active Directory upgrade and consolidation and reviewed technical details of the hardware they planned to purchase. Also reviewed hardware and software implementation plans for their planned rollout of Exchange email services – October 2008.
- Interviewed by Gainesville Times about GSC's campus-wide Wi-Fi deployment as other local colleges and universities begin planning theirs – February 2008.
- Interviewed regarding GSC's successful testing and deployment of Exchange 2007 Edge (Anti-SPAM) server and planned migration of 21,000 faculty, staff and student accounts to 64-bit Exchange 2007 – *Redmond Magazine*, published April 2007.
- Interviewed regarding GSC's cutting edge use of Microsoft SQL Server 2005 in the recent SSN conversion project – *Redmond Magazine*, published in May 2006.
- "Windows Scripting and the power of WMI" – University of Georgia, March 2004.
- "Windows Scripting and the power of WMI" – Rock Eagle Statewide Computer Conference, October 2003.
- Interviewed regarding GC's use of HP products – Published in *VARBusiness Magazine*, September 2003.
- Interviewed regarding GC's successful migration to Windows 2000 Server – Published in *Windows 2000 Advantage Magazine*, August 2001.
- Interviewed regarding GC's campus-wide implementation of Active Directory – Published in *Windows 2000 Advantage Magazine*, May 2001.
- "Windows Logon & User Creation Scripting" and "Windows 2000 Server Migration" – Rock Eagle Statewide Computer Conference, October 2000.
- "Using Windows 2000 in the Campus Network" – Rock Eagle Statewide Computer Conference, October 1999.
- "Windows 98 Implementation on the Campus Network" – Rock Eagle Statewide Computer Conference, October 1998.
- "Creating an Interactive Website with Windows NT" – Rock Eagle Statewide Computer Conference, October 1997.
- "The Web, E-Mail and the Campus Network" – Rock Eagle Statewide Computer Conference, October 1996.
- Conducted numerous workshops for college faculty and staff.
- Serve as occasional stand-in instructor and guest speaker for Computer Science and Business classes.

Programming and Software Skills

Microsoft Visual Basic®, Microsoft VBScript, XML, DHTML, HTML, MS Active Server Pages (ASP), MS Hypertext Applications (HTA), MS Windows Scripting Host (WSH), Microsoft Office, Microsoft Windows®, Microsoft Windows® Server, Microsoft Exchange, SQL Server.

Education

Master of Business Administration – Brenau University, Gainesville, GA ▪ 1997
Bachelor of Business Administration – North Georgia College, Dahlonega, GA ▪ 1994
Associate of Arts in Business Administration – Gainesville College, Gainesville, GA ▪ 1992