

Chris Powell

TECHNOLOGIST

CORE COMPETENCIES

Outstanding communicator
Attentive to client needs
Highly productive and efficient
Agile in dynamic workplace

CONTACT

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EDUCATION

WESTERN WASHINGTON UNIVERSITY, 1996

Bachelor of Arts,
Management Information Systems
Minor in Accounting

PENINSULA COLLEGE, 1993

Associate of Arts,
Journalism

EXPERTISE

WINDOWS	REMOTE DESKTOP MGMT
OSX	VM & VPS
iOS	MSFT ACTIVE DIRECTORY
ANDROID	WINDOWS SERVER
LINUX	WORD / EXCEL / POWERPOINT
WORDPRESS	CAMTASIA / SNAGIT
DRUPAL	GOOGLE APPS
CANVAS	HTML/CSS

WEBSITES CREATED

WWW.WHATCOMWORKFLOW.COM

WWW.LESSTHAN300.COM

WWW.MORETHAN300.COM

WWW.CHRISPOWELL.CO

WWW.CHRISPOWELLASSOCIATES.COM

WORK EXPERIENCE

TECHNOLOGY INSTRUCTOR, COMMUNITY EDUCATION

Whatcom Community College, 2015 - Present

Have recently taught classes on Android, Dropbox, Evernote, Google, Mobile Apps, and Professional Productivity.

IT MANAGER, COLLEGE OF BUSINESS AND ECONOMICS

Western Washington University, 2014 - Present

Responsible for CBE IT help desk and student staff, three computer labs, college website, and annual IT budget.

Provide software, hardware, printer, and server support to over 140 faculty and staff. Create technical documentation for faculty/staff to self-solve computer problems as needed.

Migrated College website from HTML/CSS to University's Drupal platform. Granted CMS-related rights to College faculty and staff. Provided training and documentation for clients to self-update content in Drupal.

Converted in-house College Information System to third-party cloud-based solution for faculty publication and research for accreditation reporting. Created technical documentation for faculty to access online account and provided in-person support.

Developed ongoing IT handbook for CBE help desk student staff training and future reference.

Assisted CBE faculty with Canvas-related technical issues. Coordinated with ATUS Canvas Instructional Designer to learn most-reported Canvas issues and related solutions. Proactively communicated with stakeholders.

Researched innovative methods to help streamline, secure and leverage office technology resources, gave monthly "brown bag" technical presentations to CBE employees.

Frequent guest speaker for CBE MBA and Marketing department classes.

IT SPECIALIST 3, ACADEMIC TECHNOLOGY USER SERVICES

Western Washington University, 1997 - 2014

Desktop software/hardware support.

Supported over 200 faculty and staff.

Managed 600+ student lab workstations and 100+ student checkout laptops.

Implemented and standardized print release stations across multiple computer labs.

IT SPECIALIST 3, CORPORATE OFFICE

Garden Botanika, 1996 - 1997

Desktop software/hardware support.

Provided PC/Mac software/hardware support to over 100 corporate staff.

Tier 2 Help Desk support for over 200 retail store POS systems nationwide.

SPEAKING & TRAINING

Washington State Higher Ed Tech Conference, 2016

Washington State Higher Ed Tech Conference, 2015

WWU TechTonic Technology Expo, 2015

Associated General Contractors of Washington, 2014

WWU TechTonic Technology Expo, 2014

Whatcom County Small Business Owners, 2014

WWU TechTonic Technology Expo, 2013

Bellingham Public Library, Staff Enrichment, 2013

Northwest Managers of Ed Tech Conference, 2012

WWU Extended Education, 2008

REFERENCES

Available Upon Request