

Joseph R Dunagan

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Career Landmarks

K2 Consultant / Technical Account Manager 2007

@SourceCode NA 250%

Freelance Consultant and Trainer 2000

@Large Web/E-Commerce development, startup company advisory services and independent training/research for executives and lobbyists

MIS Director 1999

@Net.Capitol included production hosting engineering

Senior Engineer / Team Lead 1997

@MBS included learning ASP and HTML apps

Systems Administrator 1995

@Solution Point promoted from Junior Technician after a few months

1st and 3rd place in National CAD competitions 1989

@Technology Student Association National Conference

Work History

SourceCode NA – K2 Division 4/2007-12/2010

Billable consultant serving throughout the U.S.

- Bonus based on billable hours and community contribution (always achieved bonuses)
- Considered a goto consultant and trainer of fellow consultants in hard and soft skills after 3 months
- Handled contracts with large government contractors and commercial enterprises
- Able to leverage work accomplished as artifacts for use on other projects, best practices, training activities and community contribution

Technical Account Manager

- Bonus based on critical/priority customer retention (always achieved bonuses)
- Senior / 3rd Tier Support
- Liaison to Microsoft for platform bug identification and resolution work

Independent Consultant and Trainer 4/00-4/2007

From the power coming in your building to your new e-commerce application, I have the skills and experience to cover these ends and absolutely everything in between.

Clients included:

- Eclat Consulting (Infrastructure, development of industry specific applications to replace off the shelf apps)
- GCW Consulting (Infrastructure, development of industry specific applications to replace off the shelf apps)

- Radiology Information Systems (Design, ASP, Access)
- www.foodandfriends.org (Web development the Aids Ride, SQL, ASP)
- Joshua Karl (Clothing Designer, NYC)
- a multitude of other web contracts
- Additional long-term non-disclosed consulting contracts
(training/advising/research for high level lobbyists and executives in the DC area)

Votenet/Net.Capitol, Inc./ Netivation -Washington, DC 9/99 -4/00

DC MIS Director: whipped things into shape so that public offering and company sale could be accomplished

- Internal infrastructure planning, procurement and rollout
 - o Hiring capable engineers
 - o Prioritizing necessary internal changes and new services
 - o Creating budgets and technical services department process structure
 - o Pivotal role in ensuring that purchasing company did not need to take over infrastructure responsibilities
 - o Coordinating company move with designers and contractors to ensure that space would accommodate companies growing technological needs. Utilized AutoCAD and arranged meetings to ensure that needs were communicated properly
- Production facility engineering
 - o Technology selection for redundancy and load balancing
 - o Detailed documentation of facilities in Visio
- Quoting processes and facility selection based on service and value levels.
- Developing and leading the implementation of action plans

Mortgage Banking Systems McLean, VA 1997-1999

Operations Supervisor of the Technical Services Group

- Internal infrastructure planning, development, and rollout
- Investigate technologies
- Organize, price, plan, develop and supervise solutions
- ASP/SQL7 development
- MS-Access development
- NT Server and MS-SQL installation
- Dreamweaver, Frontpage, Interdev, VBasic, Visio, Photoshop/Illustrator experience
- Complex batch scripting

- Supervising
 - All internal support activates
 - Second tier help desk support
 - Department resources
 - Day to day department operations

-Personally responsible for providing 3rd tier customer service of internally developed and related software/hardware

- Telephone and on-site support (travel)
- Development of workarounds
- Troubleshooting server, workstation, LAN and communication related problems

-In this position I have displayed expertise in the following environments:

- Windows 95/98
- DOS
- NT Workstation/Server 4
- Novell 3.x/4.x
- Linux/KDE gated and masquerade
- Switched 10/100bT Ethernet
- Btrieve and Visual Basic based products

NCG Research DBA Solution Point Nashville, TN 1995-1997

Senior IT Technician

- Workstation and server roll-out and support
- Installation
- Configuration
- Administration
- Disaster recovery

-In this position I displayed expertise in these environments:

- Win95
- MacOS
- Novell 4.x
- NT Workstation/Server 4
- Over fifty software packages installed, supported and utilized (Adobe, MS, Oracle, Powerbuilder)
- MsAccess Development

Educational Background

New Horizons Computer Learning Center

Microsoft Systems Engineer Certification Classes 1997-1998

Middle Tennessee State University 1995-1996

Music Business Management

Belmont University 1994-1995

Music Business Management

Commercial Music

Rappahannock County High School 1989-1994
Valedictorian