

# Shane Pinnell

## *IT Management*

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Solutions-oriented technology professional seeking a position where I can leverage my passion, experience, knowledge, and skills to help solve problems and find the best-fit solutions to meet an organization's mission. I take a pragmatic approach to problem-solving, understanding that different challenges have unique needs, constraints, and resources and that there is no one-size-fits-all solution. The modern technology landscape is increasingly complicated, with many choices and solutions available, I am ready and willing to help your organization make the right decisions and find the solutions that will work best.

## Summary of Qualifications

Experienced leader of Information Technology teams that focus on providing technology services in support of an organization's values, mission, and goals. Innovative technology professional with a strong record of strategic planning, innovation, and continuous improvement with a well-rounded knowledge of Information Technology stemming from over twenty years of experience leveraging a diverse skill set including, but not limited to, the following:

- |                             |                      |                       |
|-----------------------------|----------------------|-----------------------|
| ○ Networking                | ○ Server Management  | ○ Application Support |
| ○ Programming/Coding        | ○ Cyber Security     | ○ VoIP Administration |
| ○ Database Administration   | ○ Directory Services | ○ Client Support      |
| ○ Cloud Services Management | ○ Virtualization     | ○ SaaS/PaaS           |
| ○ Mobile Device Management  |                      |                       |

Thrives on the unique challenges, breadth of required skills, and pace of developments in the Information Technology field. Provides pragmatic approaches to problem-solving. Finds innovative solutions while valuing standards.

## Professional Experience

### **Solutions Architect 12/2021 - Present**

ConvergeOne, Ontario, CA

- Design and implement complex computer systems and networks to solve business problems.
- Work closely with business stakeholders and technical teams to identify requirements, constraints, and objectives.
- Provide presentations to customers, user groups, and conferences.
- Analyze system requirements, identify potential bottlenecks and issues, and develop and implement effective solutions.
- Maintain a deep understanding of hardware and software technologies.
- Utilize communication and interpersonal skills to work with interested parties.

### **Chief Technology Officer 05/2019 - 12/2021**

Colton Joint Unified School District, Colton, CA

- Implement an industry-leading cyber-recovery solution.
- Manage the deployment of over 18,000 devices to students and the transition to remote work for over 2,500 staff in response to the COVID-19 pandemic.
- Deploy multiple video-conferencing tools to reduce the impact of COVID-19.
- Develop a device refresh plan to consolidate purchases, reducing costs and normalizing budget cycles.
- Focus on professional development opportunities for staff.

### **Director of Information Technology 08/2017 - 05/2019**

Colton Joint Unified School District, Colton, CA

- Collaborate with education and industry groups to foster technology innovation and growth.
- Focus on improving cybersecurity to help prevent malware and ransomware attacks.
- Research new trends and solutions to ensure safe, reliable, equitable access to information to promote learning objectives in support of the District's mission and vision.

### **Assistant Director of Technology 09/2015 - 08/2017**

Perris Union High School District, Perris, CA

- Work with local, regional, and state-wide education groups to foster technology innovation.
- Research new trends and solutions to provide safe, reliable, and equitable access.
- Continued support of previous IT Supervisor role.

### **IT Supervisor 04/2014 - 09/2015**

Perris Union High School District, Perris, CA

- Manage the operations of and supported a 1:1 program for over 10,000 students.
- Ensure infrastructure was maintained and continuously improved.
- Implement a Wide Area Network with redundant fiber optic links, disaster recovery, and campus-wide WiFi. Provide training for IT staff to grow and develop professionally.
- Act as a bridge between the demands of education and the technical complexities of IT.

### **Network Engineer 06/2013 - 04/2014**

Perris Union High School District, Perris CA

### **IT Tech I 06/2006 - 06/2013**

Perris Union High School District, Perris CA

### **Functional Systems Administrator 11/1997 - 7/2002**

USAF, Hickam AFB, HI

## **Education**

#### **Azusa Pacific University, Azusa CA**

B.S. Management Information Systems

#### **Perris High School, Perris CA**

High School Diploma