

Robert Donald Ehrhardt III (Don)
215 N. Victoria Ave.
Cleveland, Mississippi 38732
662.588.7398
don@livedon.com
www.livedon.com

SKILLS SUMMARY

Fifteen years of experience in Information Technology, starting when I was 14 years old as the first young person to work at University of Mississippi Medical Center's Information Technology Department. I have a strong background in user training, end user and desktop support, documentation, network, systems and telecommunications troubleshooting. Experience in major programming languages, operating hardware and software. Recently I have been an Assistant IT Manager for a twelve store region in Yellowstone National Park with Delaware North Companies Inc. and Operations Manager for Utah Transportation Group's companies in Montana, and I am currently one of two Network Systems Administrators for SunGard Higher Education at a site with around 6,000 users. One of the world's leading companies, SunGard annual revenue exceeds \$5 billion, is ranked 380 on the Fortune 500 and is the largest privately held business software and IT services company.

CURRENT EMPLOYMENT

SunGard Higher Education – Managed Services – Delta State University – Office of Information Technology 1/08 - Present

Network Systems Administrator

- Service and maintain Core and edge switching and routing (Full Cisco Enterprise shop), Macintosh, Windows and Linux (and occasionally others) servers for critical enterprise systems (Mail, DNS, DHCP, File Servers, etc...) various network appliances (NAC, VPN, Spam Firewall, Wireless Controllers, Wireless Control System, etc... assist with Video Conferencing calls for our Tandberg and Polycom systems, top tier support assistance to Desktop, Telecom and Web Services Teams. Familiar with LAN/WAN media and have several fiber certifications. Team lead for projects every year since my employment with SunGard and have taken part in projects including SAN implementation, Exchange migration, NAC implementation, OC-3 migration, wireless controller and control system upgrades, RIS, WDS, SMS, SCCM deployment and imaging systems and many other enterprise critical infrastructure projects.

RECENT EMPLOYMENT

Delta State University – Office of Information Technology 9/07-11/07

Student Technology Consultant

- Work study job while finishing my last semester at Delta state providing end-user and network support for the Delta State campus. Responsibilities included troubleshooting software and hardware issues via phone and in person, documenting cases through the web-based Sungard-Collegis HDO system, assisting with desktop PC deployments throughout campus, setting up audio visual equipment, assisting with wiring and cabling and working with the campus switchboard.

Utah Transportation Group 9/06-4/07

Yellowstone Operations Manager

- Oversaw business operations for Utah Transportation Group's Yellowstone businesses which included Yellowstone Taxi, Bundu Basher Tours, a vacation rental property, an apartment complex and a restaurant and Internet cafe. Included extensive written and verbal communication with the owner, manager, and accountant of the company, customers and vendors.

Delaware North Companies, Inc. 3/06-9/06

I.T. Assistant

- Assisted our I.T. Manager with managing the Corporate WAN/LAN/Wi-Fi environment, hardware and software support and services, Cisco VoIP phones, and Retail Point-Of-Sale terminals across a twelve-store area in Yellowstone National Park.

Data Processing

- Created and filed receiving vouchers for all twelve stores grocery invoices in our retail system, Retail Pro Merchant Addition. Retail Assistant
- Worked as a liaison between the store management for our twelve stores in Yellowstone National Park, the vendor companies that we do business with and our Buyer/Merchandise Manager at our headquarter offices in West Yellowstone, Montana.

Sit-In Store Manager

- Was called upon to act as temporary store manager for our Roosevelt Store. Attended registers, verified cash drawers, times, and end of day sales amounts for employees.

Freelance Technician, Consultant & Web Developer 8/05-Present

- Freelance IT work for West Yellowstone, MT, Jackson and Cleveland, MS area businesses and individuals:
- Various personal side-work desktop troubleshooting for Delta State Faculty and Staff (can include contacts if requested)
- O'Neal Land Surveying and Forming
- Delta Beta Chapter – Kappa Alpha Order
- ERA Real Estate Professionals, Jackson/ Ridgeland office (Systems Architecture consulting, PC troubleshooting)
- ERA Real Estate Professionals, Byram office (Wireless networking, cross platform print sharing)
- Lenoir Jewelers, Clinton (Critical operating system and software troubleshooting, security)
- Several Jackson area Realtor's (PC troubleshooting, wireless configurations)
- Young Up and Coming Professionals, Web Committee member (Web design committee working with Garner Media Inc. for www.yups.ms, Metro Jackson Chamber of Commerce)

EDS Inc. 8/05-3/06

Information Systems Administrator

- Wireless networking, PC troubleshooting and repair, Security
- Purchasing of systems hardware: Laptops, networking, communication devices.

PROFICIENCY

Attended various Network, Server, Fiber Optic, Security and ITIL training sessions.

Experienced and comfortable in various SOHO and Enterprise hardware environments and architectures.

Certified Fiber Optic Technician (CFOT), Specialist Splicing (CFOS/S), and Specialist Testing (CFOS/T)

Programming Languages (new to old): .NET5 and 6, PHP, Visual Basic, VB script, JAVA, JavaScript, HTML, Pascal, QBasic, Basic, Atari-Basic

Software: Experienced with most Microsoft system, server and application software. XSERVE and Open Directory, with some Linux and limited Solaris server experience.

EDUCATION

B.B.A, Bachelor Business Administration/Computer Information Systems 11/07

Delta State University, Cleveland, Mississippi

SCHOLARSHIPS

- Student Government Scholarship
- Dorm Scholarship (DSU Athletic Department)

LEADERSHIP AND ACTIVITIES

- Currently working on a project that will allow me to teach Skydiving as a for-credit course at Delta State University as an Adjunct Faculty member at least one weekend a year and eventually foster the creation of a sustainable USPA College Club. January 24th, 2011 the course was approved by the Outdoor Program Director, head of the Health and Physical Education and Recreation Program and the College of Education. The approval of this program will elevate Delta State University's Outdoor program to one of the few elite Universities with this type of offering in the United States.
- Current member United States Parachute Association (B-License holder and working on Coach rating)
- Former member United State Hangliding and Paragliding Association
- Former member of Association of Information Technology Professionals (Invited as speaker twice)
- Former member of the Fiber Optic Association Inc. (CFOT, CFOS/S, CFOS/T Certifications)
- Volunteer for the Red Cross of America following Hurricane Katrina (Mississippi Katrina Operations Headquarters) One of three people working for Red Cross Staffing at Mississippi Headquarters involving volunteer check-in and processing, staff funding, and any staffing issues. Also managed housing for approximately three hundred Red Cross volunteers at any one time, from all over the world.
- Lighthouse Projects Make a Difference Day for 3 years
- DSU Campus Clean-up for 3 years
- DSU Spring Fest Organizer and staff
- Muscular Dystrophy Association for 3 years
- City of Cleveland, Ms (Memorial Day 04)
- Coordinator for DSU Tsunami Relief Aid with other Mississippi Public Colleges
 - DSU had the largest number of donations of any college in the state.
- President/Chairman College Republicans
 - During my three years as President, membership went from 14 to over 300 people, activity and campaign involvement in the area flourished.

- Reestablished a national charter
- Drafted a new constitution
- Worked and volunteered on many local, state, and national political campaigns
- Technology & Advancement Chairman – DSU Student Government Association – Executive Cabinet
- Designed and implemented systems for communication, collaboration, and streamlined operations while effectively extending the SGA’s mission to Delta State University Students.
- Webmaster & List serve administrator
- Founded a project to create and implement a campus-wide Delta State television station and media kiosks.
- Student Senator – DSU Student Government Association
- Drafted several bills for the student body covering issues such as student parking, student safety at sporting events, and the creation of an executive cabinet position on cafeteria improvement.
- Parliamentarian – DSU chapter of Association of Information Technology Professionals
- Secretary – Kappa Alpha Order, Delta Beta Chapter pledge class 2002
- Webmaster and List serve Administrator – Kappa Alpha Order, Delta Beta Chapter
- Intern: Haley Barbour for Governor
- Campaigning in the Delta area, Updated Bolivar county voter rolls, performed performance analysis and statistics reports for the campaign, intern list serve author and administrator.
- Group Leader for five Mississippi Colleges on the during Presidential Campaign – Florida
- Governor’s Page – Governor Kirk Fordice