

CHARLES HUTCHINS

Experienced and dynamic IT professional with a proven track record spanning over two decades in operational, managerial and directorial roles. Adept at leading diverse cross-functional teams and overseeing extensive IT operations and network infrastructure. Proficient in devising and implementing strategies for service lifecycle management, service delivery optimization, and IT governance. Recognized for streamlining operations, identifying inefficiencies, and ensuring optimal system security, availability, and performance. Possesses exceptional problem-solving abilities and a keen eye for continuous improvement opportunities. A persuasive and articulate communicator, skilled at fostering positive stakeholder relationships and cultivating collaborative work environments. Eager to apply extensive expertise in IT operations, service management, project execution, and strategic leadership roles.

Highlights of expertise:

- Strategic Service Line Management
- Project Oversight and Governance
- Network Architecture and Engineering
- Application Development and Deployment
- IT Security and Disaster Recovery
- User Support and Experience Enhancement
- Budgeting, Procurement, and Resource Allocation
- Team Leadership and Professional Development

PROFESSIONAL EXPERIENCE

STATE OF COLORADO - OFFICE OF INFORMATION TECHNOLOGY (OIT), DENVER, CO

Director, Service Line Management

5/2023 - Present

In my role as the Director of Service Line Management, I foster an accountable culture that prioritizes meeting customer needs and promotes a service management ethos throughout the state government. This is achieved through the establishment of policies and strategies that ensure business-focused objectives, streamlined processes, and consistent planning, budgeting, management, and control of services and systems across their life cycle.

Key Contributions:

- Initiating and driving improvements in business metrics, value addition, service simplification, and the adoption of shared services.
- Providing business management, governance, and guidance to ensure the success of complex initiatives and services.
- Collaborating with technical owners on service launches, rollouts, and the transition or discontinuation of services.
- Analyzing service performance, market competitiveness, and trends to devise strategies for revenue growth, shared adoption, and enhanced agency and customer satisfaction.
- Identifying the scope of initiatives and defining work backlogs, including assessing financial benefits, ROI, and business cases.

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- Coordinating with OIT stakeholders, finance, and technical owners on service forecasts, revenue projections, and pricing strategies to meet predefined goals.
- Monitoring the day-to-day operations and maintaining a cohesive working plan and roadmap for the assigned service portfolio.
- Developing and implementing processes, methodologies, and sharing best practices to support both customers and the technical team in achieving their objectives.
- Contributing to the establishment and enforcement of a standardized set of practices, tools, and templates for the product and service management program.
- Understanding the business's drivers and strategy, including long-range planning, the creation of strategic roadmaps, and ensuring transparent financial and service reporting.

STATE OF COLORADO - OFFICE OF INFORMATION TECHNOLOGY (OIT), DENVER, CO

Service Manager

1/2023 - 5/2023

As a Service Manager for OIT products and services, I served as the business authority for my assigned service portfolio, which included Infrastructure and Security products. I provided expert opinions on all business-related matters and formulated systems, processes, and guidelines that were mission-critical and supported OIT's strategic plan. I implemented long-term goals and objectives to achieve the successful outcome of the services and products, focusing on key activities such as Business Management and Service/Product Lifecycle Management.

Key Contributions:

- Drove initiatives around business metric improvement, value add improvements, financial success, simplification of service offerings, and shared services adoption.
- Evaluated revenue streams and worked with technical owners and finance to set and meet revenue targets.
- Understood and tracked customer demand for services.
- Identified and strategized to mitigate or leverage opportunities and threats to the service.
- Worked with the marketing team on service marketing collateral.
- Specified the funding requirements to ensure the financial success and continuous delivery of service offerings.
- Supported in determining the strategy and governance controls (processes, procedures, reporting, etc.) to manage the product/service portfolio.
- Assessed and recommended to OIT Leadership the appropriate resources based on negotiated priorities.
- Partnered and coordinated with technical owners on service launches/rollouts and service obsolescence/transitions.
- Planned the assigned product/service roadmaps and monitored progress to ensure that milestones were met.

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INTERNATIONAL GAMING TECHNOLOGY (IGT), PUEBLO, CO

Manager Data Center

9/2018 - 1/2023

Led and managed the daily operations of a 24/7/365 data center supporting the Colorado Lottery, ensuring seamless functioning and high operational efficiency. Oversaw the entire software development life cycle, including rigorous software testing and quality assurance processes. Orchestrated a team of 13 members, fostering constant communication with the lottery and supporting vendors to meet customer requirements. Crafted and implemented effective short and long-term plans, disaster recovery strategies, and comprehensive site security protocols.

Key Contributions:

- Directed and coordinated the activities of data center operations and QA teams, optimizing workflow and ensuring smooth functioning.
- Generated and reviewed SAP BI reports using SQL from various database universes, enabling effective data analysis and insights.
- Collaborated with the Data Center Supervisor, Production Analysts, and Computer Operators to maintain the efficient operation of the data center.
- Ensured the successful execution of software development projects by closely working with the Quality Assurance staff.
- Devised a robust plan to meet and exceed departmental objectives and Service Level Agreement (SLA) requirements.
- Led the oversight of audits from multiple agencies, ensuring adherence to stringent IT Security, SOX, MuSL, and SSAE 18 SOC regulations and standards.

PUEBLO CITY-COUNTY LIBRARY DISTRICT, Pueblo, CO

Director of Information Technology

1/2011 – 9/2018

Oversaw all aspects of library communications for both staff and the public at the main branch and seven remote branch locations. Managed internal IT business operations, including project planning, personnel management, and budget oversight. Ensured staff and public access to computing and network infrastructure, maintaining a balance between network security and productivity for staff, and open access to information for the public. Monitored and optimized network WAN routing and LAN switching between branch locations, along with controlling Internet traffic and perimeter network access to prevent congestion and potential attacks using Meraki and Cisco ASA firewalls. Provided management and supervision for the server and network administration staff, as well as the help desk support staff.

Key Contributions:

- Strategized and executed the deployment of a new VDI staff environment utilizing Citrix XenDesktop and XenServers, leading to enhanced security and performance, increased hardware utilization, and reduced total cost of ownership.
- Led IT project planning for additional infrastructure across three new branches, including budgeting for capital construction and increased operational costs.

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Coordinated closely with vendors to optimize construction timelines and meet opening deadlines.

- Designed and implemented an off-site high availability (HA), backup, and disaster recovery location, minimizing or eliminating downtime in the event of man-made or natural disasters.
- Installed security surveillance equipment at all branch locations to improve safety and enhance inventory accountability.
- Upgraded server infrastructure hardware and operating systems from outdated Windows Server 2000 and 2003 systems to 2016 and 2012 R2, facilitating the conversion of most servers to virtual environments for streamlined administration and reduced hardware costs.
- Managed the planning and oversight of the migration from an MS Exchange environment to Google Apps.
- Negotiated with the ISP for increased Internet bandwidth at no additional cost on two occasions.
- Conducted reviews and evaluations of data backup and retention policies, along with the organization of active directory accounts and group policies.
- Oversaw and managed the conversion of the digital telephone system to a VOIP system integrated into the existing network infrastructure.

KELLOGG BROWN & ROOT (KBR), Southern Iraq

IT Regional Manager USD-South

9/2006 – 1/2011

Supervised all IT operations at seven WAN sites across Southern Iraq, providing mentorship, training, and leadership to an international workforce of over 30 personnel representing 10 countries. Led Cisco network infrastructure projects to ensure secure voice and data communications for U.S. military operations. Spearheaded project planning, budgeting, scheduling, and implementation, while overseeing network operations, troubleshooting, and maintenance activities.

Key Contributions:

- Constructed and managed mission-critical Cisco networks, including designing cabling and wiring layouts, configuring routers and switches, and overseeing the expansion of two new sites. Implemented Ku & C-band VSAT satellite systems to establish WAN links to the corporate network.
- Optimized account management and computer services requests, significantly reducing the turnaround time for user support and enhancing operational efficiency.
- Enforced corporate policies and procedures, ensuring strict adherence to project guidelines and consistent fulfillment of service level agreements.
- Mentored and trained team members in network configurations, administrative processes, and customer support techniques, fostering teamwork, idea sharing, and the development of a highly efficient and cohesive team.
- Maintained responsibility for the oversight of 1,000+ corporate-leased computers, along with servers, VSAT systems, VoIP assets, and related IT assets valued in the millions of dollars.

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- Demonstrated exceptional technical and team leadership skills, leading to rapid advancements through roles as IT Network Tech I, II and IT Network Tech Lead.

PUEBLO COUNTY GOVERNMENT, Pueblo, CO

IT Network Systems Administrator

11/2004 – 8/2006

Delivered comprehensive data and voice support services to government clients, overseeing LAN/WAN and server operations. Developed and executed information assurance (IA) policies and introduced data protection and recovery strategies. Acted as the primary point of contact for complex technical issues, providing resolutions for the Help Desk, PC Support, Telecom, and Training teams.

Key Achievements:

- Pioneered server consolidation and executed a complete network redesign and deployment initiative.
- Devised and implemented an enhanced solution for server cable management, ensuring optimal organization and functionality.
- Enhanced security measures by introducing biometric logins and Group Policy Objects within the Windows Server Active Directory environment.

MOUNTAIN COMMUNICATIONS, Pueblo, CO

IT Senior Specialist

9/2002 – 11/2004

Executed networking projects aimed at establishing dependable high availability one- and two-way radio communications for emergency personnel and first responders across the state. Consulted with users to determine operational requirements, tackle performance challenges, and enforce information assurance protocols.

Key Contributions:

- Optimized the uptime for voice and data communication systems statewide, ensuring seamless communication for emergency response teams.
- Monitored, troubleshooted, and managed Internet-based WAN infrastructure equipped with multiple redundancy paths, ensuring uninterrupted connectivity.
- Certified satellite and wireless Internet system installations, providing comprehensive service and support for rural and mobile usage. Implemented satellite-linked transmitters in over 20 rural and urban locations.

EDUCATION AND TRAINING

Master of Business Administration (MBA) in Technology Management

COLORADO TECHNICAL UNIVERSITY, Colorado Springs, CO

Bachelor of Science in Computer Information Systems (CIS)

Minor: Electronics Engineering Technician (EET)

COLORADO STATE UNIVERSITY-PUEBLO, Pueblo, CO

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Professional Development & Certifications

- Google Data Analytics Certificate (expected Q2 2024)
- ITIL Foundation v4 Certification 2023
- ITIL Foundation v3 Certification 2013
- PMI IT Project Management Training 2013
- OZ Principal Management Training 2013
- Cisco CCENT Certification 2012
- Microsoft MCIPT: Server 2008 Administrator Boot Camp 2012
- Cisco Certified Network Associate CCNA Boot Camp 2011
- KBR Corporate Leadership Training Programs 2006 - 2010
- CompTIA Network+ Certification 2005