

JONATHAN L. POTTER

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EXPERIENCE

FORD MOTOR COMPANY, Dearborn, MI 2009-Present

ITIL Deployment Supervisor, (2010-Present)

- Managed ITIL-based process and tools global deployment.
- Led operational risk management process execution and continuous improvement.

Project Manager, IT Service Management Global Deployment, (2009 Internship)

- Managed deployment of ITIL-based incident management and request fulfillment processes during \$10 million multinational project impacting over 200,000 employees.
- Achieved transition of application portfolio to ITSM tools newScale RequestCenter and BMC Remedy Service Desk.
- Improved IT service catalog generating increased productivity through a common definition of global service offerings.

CLARKE COUNTY SCHOOL DISTRICT, Athens, GA 1998-2008

Director, Infrastructure Support Services, (2006-2008)

Oversaw technical support operations supporting 12,500 clients distributed across 23 facilities.

- Led capital improvement projects of \$9 million which included the implementation of interactive whiteboards, laptop computers and wireless infrastructure.
- Interfaced with vendors, analyzed equipment costs and worked cross-functionally with multiple facilities to establish \$800,000 operating budget.
- Created IT policies, incident response procedures and other system standards resulting in 92% reduction in recovery time from major equipment failure.

Network Administrator, (2001-2006)

- Designed, implemented and maintained highly available, scalable enterprise network allowing ubiquitous access to technology resources for customers.
- Removed single points of failure and implemented proactive system monitoring to systematically increase availability of mission critical services such as VoIP function and payroll operations.
- Relocated network infrastructure during facility moves without loss of service permitting daily operations to proceed without interruption.

Technical Support Specialist, (1998-2001)

- Leveraged computer science background with problem solving skills to provide support for 350 workstations and 55 servers distributed over 23 facilities.

EDUCATION

UNIVERSITY OF GEORGIA, TERRY COLLEGE OF BUSINESS, Athens, GA 2008-2010

MBA, Operations Management

- GPA: 3.92.
- Graduate Assistantship, Office of Information Technology.
- ITIL v3 Foundation Certificate in IT Service Management.
- Terry Toastmasters Club, President; Operations and Project Management Club; Beta Gamma Sigma.

GEORGIA COLLEGE & STATE UNIVERSITY, Milledgeville, GA 1995-1998

BS, Computer Science

- GPA: 3.69, *magna cum laude*.
- Outstanding Computer Science Major, 1998; Computing Honor Society, Upsilon Pi Epsilon, Officer.

ADDITIONAL INFORMATION

- American Society for Quality, Project Management Institute and IEEE Computer Society Member.
- Volunteer for Read Aloud America, Community Connection and Interfaith Hospitality Network.