

JONATHAN L. POTTER

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EDUCATION

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

MBA, Operations Management

- GPA: 3.86.
- Graduate Assistantship, Office of Information Technology.
- ITIL v3 Foundation Certificate in IT Service Management.
- Terry Toastmasters Club, President; Operations and Project Management Club.

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.

EXPERIENCE

FORD MOTOR COMPANY, Dearborn, MI 2009

Internship, Project Manager, IT Service Management Global Deployment

- 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)

- Trained junior technicians in hard drive imaging procedures reducing problem resolution times by 83%.
- Leveraged computer science background with problem solving skills to provide support for 350 workstations and 55 servers distributed over 23 facilities.

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.