

# SAMUEL CROSSFIELD

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## OBJECTIVE

### Senior Vice President or Director of Operations—Information Technology

## EXECUTIVE SUMMARY

Dynamic professional with strengths in areas of infrastructure design, project/operations management and hands-on leadership. Proven track record of envisioning, producing and maintaining centralized information technology systems, building solid teams, and implementing strategies that have resulted in streamlined operations, increased profitability and cost savings. Exceptional communication and mentoring skills.

## AREAS OF EXPERTISE

### *Management*

- Top-notch project management skills—able to see big picture, break vision down to necessary details, prioritize goals, work under short deadlines without sacrificing creativity, leading staff to create timely, effective and on-target project conclusions.
- Responsible for successful design, implementation and deployment of \$1.5M new technology for *Community Outreach, Inc.*, and partner *Helping Hands*, including point-to-point connections to all sites via T1; centralized servers and applications for easy access to all staff.
- As Senior Site Operations Engineer/Project Manager, *AbleData, Inc.*,
  - Facilitated design and implementation of a new infrastructure, involving a new WAN Design, with three locations and installation of DS3 line.
  - Created/managed migration plans for various operation systems for portfolio companies.
  - Managed four Help Desk support staff, including coordination between Help Desk and Purchasing for timely delivery of hardware/software for portfolio companies.
- Embraces challenge to handle multiple projects concurrently, working well while under pressure.
- Superior communication skills; effective in one-on-one, group and public presentations; authored several procedure manuals, from step one to advanced issues; takes pride in legacy created and the knowledge that less experienced staff members will be able to “go to the book” for answers.
- Expects and achieves organized and effective performance from self, as well as staff.
- Leadership style is based on connecting with staff via respect, high-quality active listening, and mentoring.
- Excellent understanding of budget process—goal is always to meet or beat budget requirements.

### *Technical*

- Envisioned and created new data center for rapidly expanding *Community Outreach, Inc.*—a \$10M non-profit organization—from concept to completion, directing project in such a positive manner that center was ready for use two months early; took organization to next operational level providing centralized, stable, continuous resources.
- Served as “SWAT Team” Project Lead for *AbleData’s* East Coast rollout of *American Phone’s* DSL, a process that affected hundreds of thousands of households. Responsibilities included deployment of *American Phone’s* DSL product, which required configuration of Alcatel SDLAM, Redback routers and Lucent ATM switches and:
  - Transition of Cisco 6500 switches over to Redback routers.
  - Configuration of Redback routers at each county office from New York to Washington, D.C.
  - Management of connectivity testing of configured products at each central office.
  - Oversight of business analysis of customer expectations versus actual product offered; personally led team visits to customer locations to accumulate data on customer expectations versus actual experiences and reported outcomes to *American Phone’s* Vice President of Engineering.

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**PROFESSIONAL EXPERIENCE**

**COMMUNITY OUTREACH, Inc.**, Richmond, CA 5/02–Present

**DIRECTOR OF INFORMATION SYSTEMS**

Provides top-level management of information systems for multimillion-dollar non-profit organization, including creation of IS policy and procedures, which was further enhanced by development of a technical manual of infrastructure with diagrams, IP schemes, etc.

- Developed 31' data center that operates 24/7, supporting all clinical staff, Hospice House, Assisted Living, and outpatient programs.
- Responsible for equipment procurement; developed close working relationships with vendors and collaborated in creating an ideal IT infrastructure.

**TECHNOLOGY INSTITUTE**, Oakland, CA 8/03–Present

**ADJUNCT INSTRUCTOR**

Teaches classes in Advanced Data Communications; Advanced Routing and Switching; Cabling and Communications; Modern Wireless Communications; Advanced Routing Protocols; Introduction to Data Communications.

- Acknowledged as a top instructor—receives excellent student evaluations each semester.

**MRA CONNECTIVITY**, San Jose, CA 11/00–3/02

**SENIOR NETWORK ENGINEER/PROJECT COORDINATOR**

Scope of responsibilities included setting and maintaining overall networking design strategy for *MRA*; configuration of all installed Cisco routers/switches; documentation of all network designs for LAN/WAN and MAN.

- Monitored network and security performance, improving designs, processes and system.
- Provided tier 3 support, training and mentoring to other staff members.
- Developed time lines and dependencies for projects to guide other team members; managed status meetings.

**ABLEDATA, INC.**, Vallejo, CA 4/99–11/00

**SENIOR SITE OPERATIONS ENGINEER/PROJECT MANAGER**

Managed multiple projects for various portfolio companies, involved in design, installation and configuration of various Cisco equipment; configured, installed, maintained all Cisco routers, switches, firewalls and local director.

**COMMUNITY HOSPITAL**, San Francisco, CA 4/93–10/99

**NETWORK ADMINISTRATOR**

Installed and maintained four Novell v3.x Network File Servers with 200+ nodes attached; established and maintained policy and procedure manual for network security and system configuration.

- Participated on team project to develop and implement transcription system that printed history and procedures (dictated by physicians) to each floor automatically after transcription was completed.

**EDUCATION**

**MBA–Information Systems**, Stanford University, Palo Alto, CA—1992

**BA–Telecommunications**, Stanford University, Palo Alto, CA—1991

**BA–Computer Information Systems**, Leicester Polytechnic, Leicester, England—1990

**AWARDS**

Technology Institute “**Top Five Instructor**” (awarded every semester taught)

**IT Integration Trophy**, Vallejo Chamber of Commerce IT Committee, presented at “Connection Vallejo”