Jonathan George

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I am a technology professional with over fifteen years experience in Non-Profit, For-Profit, and Education spaces; in various roles ranging from telecommunications and help desk to management and director.

Experience

Data System Manager at Thaden School (2024 - Present)
- Manages and maintains school information system.
- Optimize information collection and distribution process across applications.
- Analyze, troubleshoot, and maintain school network and wireless.

Director of Technology at One Comm (2021 - 2024)
- Managed a team of 4 to execute and deliver projects on time and within budget.
- Coordinated with cross-functional teams to ensure project success.
- Prepared project documentation and reports.

Voice & Data Engineer at One Comm (2018 - 2021)
- Installed and serviced VoIP and cloud technologies
- Communicated project status to stakeholders and prepared project progress reports.

Director of Information Technology at First Baptist Rogers (2015 - 2018)
- Oversaw the development of church technology.
- Worked with church and school staff to plan and execute policy.
- Contributed to team meetings and brainstorming sessions.

Business Innovations Specialist at Walmart (2014 - 2015)
- Collected, organized, and validated data for Walmart Blitz Team.
- Converted old excel tool to Retail Link application.

Education

Computer Information Systems Northwest Technical Institute (2012 - 2014)

Specialized in Strategic Management and graduated with high distinction.

Licenses & Certifications

MiCC Business rel 9.3

Mitel

Issued Mar 2021

MSL rel 11 Technical Certification

Mitel

Issued Jul 2020

Cloutpath 5.1

Ruckus Networks

Issued Mar 2021

MiCollab rel 9.1 Technical

Mitel

Issued Jan 2020

Ruckus WISE

Ruckus Networks

Issued Jan 2020

VTSP - Foundation

VMware

Issued Jan 2018

Projects

Technicians Tools (2022-2024)

Created an in-house application to assist technicians and engineers with daily tasks. Front end built in React with Express REST API for communication with external services and business logic.

Service Desk Deployment (2022-2023)

Developed plan and lead team to deploy true helpdesk software for One Communcations to bring service out of email and improve SLA times and communication.

Staff Cell Phone Plan (2017)

Worked with Verizon to implement a new cell phone plan available to staff and staff families, reducing the overall cost of the church's cell phone bill by almost $1,800 a month.

Skills

- Project Management
- Team Leadership
- Strategic Planning
- Communication / Marketing

- Budget Management
- Customer Service
- Problem Solving
- Cross-functional Management

- Technical Documentation
- Quality Management
- Process Improvement
- Change Management