

# Kenneth Dale IV

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CONTACT INFORMATION	75 Youngs Addition, Mill Hall, PA 17751 ken@kennydiv.com — www.kennydiv.com — 570.295.0410
OBJECTIVE	To further my career in Information Sciences & Technology and to gain leadership qualities that build upon existing computer skills through experience and continuing education.
EDUCATION	<b>The Pennsylvania State University</b> , University Park, PA <i>Bachelor of Science in Information Sciences and Technology</i> <b>Spring 2007, GPA 3.66/4.00</b> Integration and Application Option Information Assurance (IA) Option, NSA NSTISSI No. 4011 IA Certified
KEY ACCOMPLISHMENTS	Saved ARRIS Group Inc. an estimated \$400K by leading product wizard development efforts. Recipient of ARRIS Group Inc. Star Award in 2008 for creation of centralized image repository. Two-time attendee of Adobe MAX to stay current with industry trends and expand my skillset.
PROFESSIONAL EXPERIENCE	<b>ARRIS Group, Inc.</b> , State College, PA <i>Applications Developer, Technical Communications</i> <b>December 2007 – present</b> Coordinate with design and documentation teams to create effective web/desktop sales tools. Assisted with reorganization efforts for product and solutions information after C-COR merger. Continually develop product wizard to simplify and validate complex ATS product ordering. Establish centralized image library for internal employees and channel partners to simplify retrieval and use of all types of images. Act as a technical liaison and provide support as required to the technical services organization. <b>C-COR, Inc.</b> , State College, PA <i>Web Software Developer, Corporate IT</i> <b>May 2007 – December 2007</b> Developed and troubleshooted home-grown Intranet CMS and external website using Adobe ColdFusion 7. Supported multiple business lines with new and existing projects by working with end users to abstract requirements, needs, and gain individual acceptance. Directed corporate marketing efforts to ensure success of customer facing materials as well as internal newsletters. Maintained Windows servers, web applications, and MS SQL database services to provide continual reliability and performance. <b>Keystone Community Network</b> , Lock Haven, PA <i>Webmaster / Technician</i> <b>August 2003 – May 2007</b> Maintained organizations PHP based website. Designed and implemented self-builder websites for customers to self maintain. Created and maintained numerous websites for individuals and businesses. Established, secured, and maintained an online community forum (phpBB v2). Provided telephone and on-site dialup / broadband / wireless support for Microsoft Windows based operating systems (Windows 95 - Windows Vista). <b>PPL Corporation</b> , Allentown, PA <i>Co-operative Associate, Enterprise Technology Services</i> <b>June 2006 – August 2006</b> Managed and provided support for Microsoft Windows 2k/2003 servers on an ongoing basis. Ensured nightly backups occurred successfully. Assisted with Sarbanes-Oxley financial auditing and research. Worked with customers to troubleshoot issues with applications. Coordinated with other departments for required corporate password changes. Assisted with coordination and execution of OS patches across the environment to ensure uptime of critical business services.
PROGRAMMING	ASP.Net/Winforms (C#), Adobe ColdFusion 7, AS3, T-SQL, SSIS, xHTML/CSS, JS/JQuery/AJAX
SOFTWARE EXPERIENCE	Windows 9x-2003 Server, IIS/Apache2, Visual Studio 2005, Oracle 9i/10g, UNIX/Linux Basic Admin, Mac OS X, Microsoft Office /w SharePoint (MOSS 2007), Adobe Photoshop/Dreamweaver/Flash/Flex CS3, VMware ESX, IBM Tivoli Storage Manager, ServiceCenter 6, Rational Clearcase, Git
EXPERIENCE DOMAINS	Web Programming, Networking, Database Design, Enterprise Integration, Project Management, Usability Engineering, Source Control, Ticketing Systems, Active Directory