Richard R. White

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EDUCATION

BS Business Management (Bellevue University, Nebraska)

MBA/TM – Masters Business Administration / Technology Management
(University of Phoenix)

WORK HISTORY

DeVry University
Professor—10/99 to Present

- Design and develop course curriculum and modules for Business Applications i.e. Microsoft Access, Project, Office Apps, Netscape and Various other programs
- Prepare laboratory projects for the development of structured problem solving
- Present course lecture material in accordance with various levels of comprehension in both the classroom and online environment
- Provide a structured learning environment to accommodate all levels of comprehension and understanding as it relates to the informational and technological aspects of business operations
- Prepare long term project management guidelines for application & database integration

Moulton Logistics Management
Director - Information Systems—5/98 to 1/00

- Manage all aspects of Information Systems, Telecom, and Data Processing operations
- Develop and implement customer solutions for distribution and fulfillment management
- Plan, Develop, and Implement high level projects focusing on system automation and continuous improvement of common system operation
- Provide desktop support for more than 200 local and 200 remote PC Users
- Prepare cost analysis and forecasting reports for executive management Board Meetings
- Balance departmental budget for Information Systems Division
- Design and develop LAN/WAN strategies for internal and external functionality
- Manage administrative, maintenance, and operational functions for Mitel telecom, Novell NetWare and Windows NT networks
- Perform scheduling, operational maintenance, and system resource management for HP3000 MPE operating environment (Local and Remote) and Xerox 4890 Docuprint Network Printing System
- Manage training, purchasing, and acquisition activities within the MIS department for efficient and effective operation of all business units

Strategic Partners, Inc.

Manager - MIS & Help Desk Operations—3/97 to 5/98

- Manage all aspects of PC Configuration, Installation, and Help Desk Support Operations
- Provide desktop support for more than 250 local and 250 remote PC Users
- Develop and test hardware & software compatibility for network and stand alone interfacing
- Generate productivity, cost analysis, and statistical forecasting reports for executive management
- Manage and control all aspects of point to point T1 telecommunications equipment and digital switch stations
- Perform administrative functions and maintenance for telecommunications database and system administrator functions for Novell and NT networks
- Perform scheduling, operational maintenance, and system resource management for HP3000 MPE operating environment (Local and Remote)
- Perform scheduling, operational maintenance, and system resource management for HP9000 Unix Platform
- Prepare and perform training for all software applications utilized by organizational personnel (MS Office 95, 97, Exchange, Outlook97, Mainframe emulation packages, Windows 95, 98, and NT)

Gateway 2000, Inc.

Manager – Technical/Customer Support and Call Center Operations—3/93 to 3/97

- Develop and implement ISO 9000, issue escalation, and staffing and evaluation policies and procedures
- Provide technical and desktop support for more than 1500 local and 2500 remote PC Users
- Generate productivity, cost analysis, and statistical forecasting reports
- Manage call center operations within the constraints of operational budgets for efficient and effective operation of all business units.
- Develop individual learning plans for growth and enhancement of team members within the call center environment
- Develop contingency and recovery plans as required
- Supervise staff and direct reports

United States Navy

Data Processing Technician—12/87 to 11/92

- Manage help desk, training, and program information center operations
- Provide technical and desktop support for more than 1750 local and 100 remote PC Users
- Managed network operations for approximately 500 users and personal computer support for approximately 1750 personnel
- Work in conjunction with the officer in charge to develop personal computer security procedures and formulate a document control system in accordance with the Department of Defense security requirements.
- System administrator for Shipboard automated data center and communication operations
- Develop and maintain DoD\DoN contracts with multiple private venders for Information Systems equipment and/or software

QUALIFICATIONS

- Active duty in the United States Navy from 1987 to 1992
- Completed data processing technical "A" school and technical "C" school for NEC 2755
- Completed military leadership training for enlisted personnel
- Dimensions International Service Plus Customer Service Training
- FileNet Imaging Software Training
- Dale Carnegie Teamwork and Motivation Training
- MCI Call Center Evaluation and Appraisal Training
- Geotel and ECR 3000 call routing software training
- Interactive VoiceView Communication Software Training
- Windows NT Administration and Support
- Professional Educator

COMPUTER SKILLS

Expert skill level in the operation and management of the following Mid-Size and Main Frame equipment:

DEC VAX VMS, IBM 4300 and AS400 Series, CDC Cyber System series to include 205 operations, HP 3000 Series with UNIX platform, Data General PDP 1100 Series for communication processing, Honeywell DPS6 AN/UYK65 Shipboard Data Processing System, Xerox Docuprint 4890/4850 Network Printing System, Univac 1250 Compiler Systems and Share 7 Operations System.

Expert skill level with all personal computer products (Hardware and Software) at all levels of operation.

Operating Systems and Network Operating Systems - Windows 2000, 98, 95, Windows NT (server & workstation), WFW 3.11, Windows 3.0 & 3.1, Novell NetWare (All Versions), DOS, NOS, GCOS (Honeywell), JCL (CDC), Microsoft Applications (Access, Excel, Outlook, Publisher, Project, PowerPoint, Visual Basic, Works, Word), Various Office Suites, E-Mail and Messaging Packages – MS Exchange, Novell GroupWise, Communication Protocols - TCP/IP, IPX/SPX, NetBEUI, Net BIOS, and various other protocols.

SECURITY CLEARANCE

Possess Federal Government Security Clearance at the Level of Secret.

REFERENCES

Available Upon Request

SPENCER L WILLARDSON

40 Amber Lane | Iowa City, IA 52240 | Home: (319) 338-3106
spencer.l.willardson@gmail.com | Cell: (435) 232-9003

EDUCATION

Master's of Strategic Intelligence **American Military University** **October 2007**

- Comprehensive Final Exam Passed with Distinction
- Emphasis in Intelligence Analysis
- Maintained 3.69 GPA (on 4.0 scale)
- Completed while working full-time (45 – 50 hours/week)

B.S. Business Administration **Utah State University** **December 2005**

- Graduated Cum Laude while working 25+ hours a week
- Attended school on merit-based Presidential Scholarship – full tuition for 4 years
- International Business Minor
- Russian Minor

WORK EXPERIENCE

Teaching Assistant University of Iowa Political Science Dep. **August 2008 - Present**
University of Iowa Iowa City, Iowa

- Led four discussion section, graded exams and research papers, and wrote exam questions for "Politics in the Muslim World" course (Spring 2009)
- Developed courses for weekly discussion sections including curriculum, grading, syllabus and all other class-related materials in "Introduction to American Politics" class (Fall 2008)
- Used technology to enhance student learning (ICON) and classroom administration.

Counterintelligence Agent / Company S-2 (Intelligence) **June 2007 – May 2008**
TF-134 / C Co. 1-181 FA BN Camp Bucca, Iraq

- Responsible for performing intelligence analysis, writing intelligence reports, and building other applicable intelligence products for battalion commander
- Developed tracking database to establish relationships between intelligence targets within population of more than 20,000 detainees
- Developed threat ranking matrix/calculator to asses threats posed by detainees to guard force and other detainees

QA Team Leader / Russian Linguist **May 2005 – June 2007**
Reach Language Support Program – National Ground Intelligence Center Logan, UT

- Direct Supervisor of 2-8 soldiers in multiple locations
- Developed process and Standard Operating Procedure for Quality Assurance Team, which processed more than 3,000 documents (27,000 pages) over an 18 month period
- Created organization-wide Quality Assurance Newsletter

- Developed and wrote operations Standard Operating Procedures SOP document which coordinated processes across entire organization
- Coordinated with other organizations within Army, and with Department of Justice on various counter-drug translation projects

Special Agent – Counterintelligence Agent (97B) **September 2000 – Present**
Utah Army National Guard Logan, UT

- Served as Tactical Human Intelligence Team leader of 4 soldiers in combat in Iraq March 2003 – Sep 2003
- Coordinated redeployment of 28 soldiers from Iraq Feb 2004
- Coordinated language training for 40 soldiers speaking 6 languages at monthly drills (April 2004 – April 2007)
- Interpreted for Ukrainian VIPs at weeklong planning conference (October 2004)
- Maintained Army's highest level of language qualification (Russian) (3/3) throughout service
- Interpreted for Russian Army Officers at Missile Defense Exercise at Fort Bliss, Texas (April 2006)
- Coordinated intelligence training for company on Tactical Human Intelligence activities and lessons learned in Iraq

Technician **September 2000 – April 2002**
Utah Technology Transfer Center Logan, UT

- Maintained Database for retrieval of technical information concerning traffic engineering processes.
- Designed and conducted a survey of engineering professionals in all 50 US states on their use of current best practices techniques

COMPUTER SKILLS

MS Word	MS Excel	MS Access
MS PowerPoint	Internet/Email	ICON Education Software

VOLUNTEER / LEADERSHIP EXPERIENCE

Church Service, Donetsk, Ukraine **1998 – 2000**

- Held leadership positions; responsible for 12 other volunteers
- Refined public speaking and teaching skills by teaching large and small groups in Russian

Assistant Scoutmaster, Boy Scouts of America; Logan, UT **2002 – 2003**
Advertising Vice President, USU Russian Club; Logan, UT **2000 – 2001**
Student Body President, Payson High School; Payson, UT **1996 – 1997**

SELECTED MILITARY AWARDS

Bronze Star Medal
Knowlton Award (Given to individuals who have "contributed significantly to the promotion of Army Intelligence")
Army Commendation Medal
2005 141st Military Intelligence Battalion Noncommissioned Officer (NCO) of the Year