SCOTT R. ARMSTRONG

13260 West Eagle Point Road • Polo, Illinois 61064 • (815) 718-1203 • Scott.Armstrong@acm.org

CORE COMPETENCIES

- Decisive leadership, excellent relationship-building skills, innovative mindset, continuous process improvement.
- Strategic technology planning, IT infrastructure design and integration, effective cost control, goal attainment.
- Virtualization, software engineering and development tools, multiple server and desktop operating systems.
- Represent 40 Illinois Community Colleges on the Illinois Century Network's Advanced Engineering Task Force.
- Recent president of the Illinois Council of Community College Administrators Technology Commission.

SUMMARY OF QUALIFICATIONS

- Master of Computer Science from the University of Illinois, Urbana-Champaign.
- Graduate Certificate in Strategic Technology Management from the University of Illinois, Urbana-Champaign.
- Technology vision, budget planning and management of annual budgets for 13 years totaling more than $14 million.
- Visible and active in the Kishwaukee College District community as well as in my local community.
- Fostered innovation in the department, guided the team through the development of departmental shared values.

EMPLOYMENT

DIRECTOR OF INFORMATION TECHNOLOGY AND CIO JULY 2004 – PRESENT
Kishwaukee College *Malta, Illinois*

- Responsible for transformational change in the IT services supporting the College's mission within planned budgets.
- Successful project leader for the Enterprise Resource Planning (ERP) system implementation resulting in the College's first-ever, secure Web-based access to services for over 5000 students and about 700 employees.
- Improved reliability and uptime by standardizing computer configuration processes, streamlining system delivery processes and automating system account creation and access processes, resulting in increased customer satisfaction.
- Correctly anticipated technology shifts and made sound strategic decisions saving hundreds of thousands of dollars.
- Direct the management, use, support and purchase of all technology for the College with 1200 computer workstations, 35 physical servers, 110 virtual servers, four storage area networks and redundant security appliances.
- Plan and manage a $1.2 million annual budget, consistently reducing consumable and annual maintenance costs.

TECHNOLOGY DIRECTOR JULY 2003 – JUNE 2004
Lee Center Community Unit School District #271 *Paw Paw, Illinois*

- Quickly brought stability and usability to the District's systems without prior transitional support or documentation.
- Secured 3 separate networks, each with mail and file servers, supported 800 user accounts and 254 workstations.
- Improved system reliability and uptime, enhanced services and support, and increased end-user satisfaction.
- Trained faculty, developed and implemented the District technology plan, developed IT policies and practices.

NETWORKING, CONSULTING AND COMPUTER SUPPORT MARCH 2003 – JULY 2003
SBM Business Equipment Center *Sterling, Illinois*

- Designed, proposed and installed networks and computer systems with excellent customer satisfaction.
- Assembled, installed, secured and maintained servers and workstations, diagnosed and resolved system issues.
- Purchased components, software and systems, maintained equipment inventory, proposed plans for new IT services.

DTRA LIAISON TO THE DEFENSE LANGUAGE INSTITUTE   AUGUST 2000 – AUGUST 2002
Defense Threat Reduction Agency (U.S. Air Force)   *Presidio of Monterey, California*

- Managed and directed all aspects of the Russian Arms Control Speaking Proficiency Course at the Defense Language Institute for the Arms Control Division of the Defense Threat Reduction Agency.
- Designed, purchased, integrated and maintained an innovative wireless language training classroom that was used as the model for portable language training classrooms to support Operation Enduring Freedom.
- Converted training and reference materials into digital textbooks, developed Web-based DTRA language training resource, providing current, easily updated resources to students and military linguists around the world.
- Supervised 11 instructors and up to 30 military students, planned and managed $750,000 annual budget.

SUPERVISOR, ARMS CONTROL IMPLEMENTATION UNIT   MARCH 1998 – JULY 2000
Defense Threat Reduction Office, Moscow (U.S. Air Force)   *U.S. Embassy, Moscow, Russian Federation*

- Coordinated U.S. arms control treaty negotiations and activities with various Russian Ministries.
- U.S. Diplomatic Representative, Russian interpreter, escorted U.S. aircraft operating over Russian airspace.
- Developed system requirements, designed, installed and maintained a secure 17-workstation computer network.
- Coordinated networking security requirements for new construction with multiple U.S. agencies on two continents.
- Planned and managed $1.4 million annual budget.

RUSSIAN ARMS CONTROL INTERPRETER INSPECTOR-ESCORT   DECEMBER 1995 – MARCH 1998
On-Site Inspection Agency (U.S. Air Force)   *Washington, DC*

- Directed and supported the initial phases of the Chemical Weapons Convention activities in the U.S.
- Established On-Site Inspection Agency (OSIA) office automation systems, procedures and training plans on Johnston Island, for initial monitoring operations at Johnston Atoll Chemical Agent Destruction facility.
- Coordinated the development of IT systems in support of chemical weapons destruction in Russia.

COLLECTION AND TASKING OFFICER   AUGUST 1992 – FEBRUARY 1995
U.S. Air Force   *Menwith Hill Station, North Yorkshire, UK*

- Formulated operating policies with multinational requirements to direct national assets worth billions of dollars.
- Conceptualized, developed and implemented new multinational collection and processing initiatives and tasking requirements with mission planners, operations management and technical support leadership.
- System Manager for Sun Microsystems workstations, automated and streamlined application upgrades for 50 users.
- Developed user applications to automate classified files audits; standardized station-wide networking procedures.

MANAGER, ADVERSARY AIR COMBAT TACTICS ANALYSIS   AUGUST 1987 – JANUARY 1991
690th Electronic Security Wing (U.S. Air Force)   *West Berlin, Germany*

- Analyzed adversary air combat tactics, collaborated with U.S. and foreign fighter pilots at the European Tactics Analysis Team conferences, and directly contributed to the multi-service manual for combat tactics.
- Senior German Analyst, developed and administered standardization evaluations and training programs.
- Configured and managed a network of five Silicon Graphics 4D-series workstations and a DEC MicroVAX.
- Created three-dimensional, multi-media digital and video presentations depicting aerial combat engagements.

EDUCATION

GRADUATE CERTIFICATE, STRATEGIC TECHNOLOGY MANAGEMENT   MAY 2012
University of Illinois   *Urbana-Champaign, Illinois*

MASTER OF COMPUTER SCIENCE   DECEMBER 2009
University of Illinois   *Urbana-Champaign, Illinois*

B.S., COMPUTER AND INFORMATION SCIENCE   MAY 2002
University of Maryland University College   *Adelphi, Maryland*

B.A., RUSSIAN   MAY 1997
Iowa State University   *Ames, Iowa*

TRAINING

- 2012: Project Management Professional Boot Camp—Global Knowledge, San Jose, California
- 2012: IT Project Management—Global Knowledge, Downers Grove, Illinois
- 2003-current: Continued IT professional development—ACM online training resources
- 2003: Mac OS X Server Administration and Integration—Apple Training Center, Chicago, Illinois
- 2003: IT Management: Client/Server Fundamentals—Digital Think on-line
- 2002-2003: Cisco CCNA Preparation, 3-course series—Sauk Valley Community College
- 1997: Franklin Covey 7 Habits of Highly Effective People Course, Dulles, Virginia
- 1996: U.S. Air Force Non-commissioned Officer Academy, Biloxi, Mississippi
- 1995: OSIA Russian Interpreter Course, Defense Language Institute, Monterey, California
- 1993: Total Quality Management Course, Menwith Hill Station, United Kingdom
- 1992: Basic Russian Language Course, Defense Language Institute, Monterey, California
- 1981: Basic German Language Course, Defense Language Institute, Monterey, California

SKILLS

- Effective leadership and supervision of people, adept in various process improvement approaches.
- Innovator and early adopter, continuous improvement, operational effectiveness, strategic planning.
- Strong organization, written and verbal communication, and presentation skills, with and without technology.
- Ability to quickly transform and develop a group of individuals into an efficient and effective team.
- Ability to accurately translate the needs of the user into concise user requirements, solution architect.
- Ability to apply innovative ideas to existing technology and innovative technology to existing ideas.
- Project management: fully virtualized Exchange Server migration, Microsoft AD migration, ERP migration.
- Requirements specification, development processes, architecture, design, coding, testing, verification and validation.
- Extensive knowledge of networking concepts, system security and design, software and hardware troubleshooting.
- Experience with virtualization, layered systems and services, network infrastructure, and cloud services.
- Demonstrated success in short-term and long-term problem solving, efficient management of resources and finances.