Brian M. Dillard

PROFESSIONAL HISTORY

Transdev

General Manager of Sun Taxicab   April 2013 to Present

Managed the operations of a fleet of 84 vehicles. Operational management responsibilities include,

- Manages independent contractors including qualification, hiring, driver account management and terminations.
- Client account administration, including client relations, identification and establishment of new business, invoice creation and review, service level review meetings and adjustments to service(s) to maintain service levels.
- Financial management, including budgetary planning, collections, cashiering and P&L management
- Developed Department of Transportation Paratransit training program allowing drivers to participation in Washington Metropolitan Area Transit Authorities MetroAccess program. Driver's performance and vehicle maintenance are evaluated weekly and monthly based on WMATA qualification metrics.
- Plans and guides the professional development of each independent contractor

Regional Network Administrator   December 2009 – April 2013

Supported 19 offices for two transportation business units, including the following responsibilities,

- Planed for and managed information technology resources consistent with IT and business unit policies and objectives and in a manner consistent with prudent industry practices and standards.
- Responsible for system and business application fault tolerance, backups, business continuity, and disaster recovery planning, preparation, training and testing
- Microsoft 2003 and 2008 Server Operating System setup and support.
- Microsoft Windows XP and 7 Operating System setup using Ghost and support using report support application.
- Administration of Nortel and PBX phone systems.
- Sole responsible for project management planning, implementation and continued support of all computer systems, phone systems and network setup for,
  - o 4 New office openings or moves
  - o 1 Office closures
  - o Information technology refresh projects
    - Server consolidation and upgrade in 5 offices. Reduced servers in main office from 9 to 4 servers.
    - 8 Office workstations operating system upgrades
- Worked directly with Regional and General Managers in the refresh process.

NABA, Inc., Greenbelt, MD   July 2007 – July 2009

Network Engineer

Managed all information technology operations

- Managed group of Windows 2003 servers.
- Supported desktops and laptops with Microsoft XP and Vista operating systems. Automated Microsoft security patching and operating updates through WSUS 3.0.
- Maintained office email system using Exchange 2003 server and Outlook 2007 for clients. Remote access to email was provided through Outlook web access.
- Used CA ARCserve Backup r11 to backup server operating systems and Backup Agent for Microsoft Exchange Premium add-on to backup Exchange to the document level. The backup schedule included daily incremental and weekly, quarterly and annual full backups.
- Use of Citrix Server, with three published applications, allowed for remote file and email access.
- Managed all aspects of moving computer systems to new office, including infrastructure setup (wiring, switches, routers) and internet access.
- Researched and implemented Shoretel VOIP phone systems.
- Either led or assisted in the standardization of process in most departments.

AMT Consulting, Clarksville, MD   November 2006 – December 2014

President and Owner

Started computer consulting company to provide support to small businesses and non-profits. Provided the following support services:
- Microsoft Server support for NT4, 2003 and 2008 operating systems.
- Desktop and laptop support for Windows 95 to Vista operating systems.
- Automated repetitive tasks such as, such as reporting, using Excel formulas and Access databases.
- Used various backup strategies, such as using NTbackup or automated scheduled batch files, dependent on the client size and financial capability.
- Provided technical support to create and update websites and setup conference registrations.
- Provided project management support in selection and implementation of association management applications.

Bank of America
<u>Project Manager</u> (January 2007 – April 2007
Hired to assist on a nationwide voice over IP deployment project. My position was eliminated after three months.

Whitenack Consulting (contracted to EDS – NASD Account)
<u>Project Manager</u> (May 2006 – November 2006)
Managed nationwide upgrade of the desktop infrastructure to Windows XP operating system.
- Project manager for all aspects of the project.
- Created and maintained project status, risks and issues.
- Facilitated all internal and senior level client facing project and status meetings. Single point of contact for all communication with client.
- Directed staff in scheduling, creation and reconcilement of work orders.
- Provided oversight for two simultaneous migration teams on procedure and quality.
- Maintained a consistent daily schedule through changes in total end users targeted and hardware shortages.
- Engaged and managed third party vendor providing project resources.
- Managed project to closure.

AON Corporation   **May 1999 – April 2006**
<u>Leveraged Electronic Distribution Management (EDM) Team Lead</u> (August 2004 – April 2006)
Managed a team of six, supporting Aon Corporation's nationwide network of over 14,000 computers and a select group of servers.
- Continued support as outlined below for the Software Distribution and Imaging Manager.
- Assigned and tracked deliverables and status through weekly department and individual meetings.
- Developed strategic direction for Windows 2000 Sp4 rollout.

<u>Software Distribution and Imaging Manager</u> (January 2002 – August 2004)
Managed 5 technicians in support of Aon's nationwide desktop infrastructure. Met with business unit stakeholders or PMO representatives on all business unit specific and nationwide projects to document project objectives. Documented software updates/deployments to meet change management specifications. Communicated project details in weekly meetings with business unit and IT staff. Our team determined the deployment method (Microsoft SMS package, login script batch file, Lotus Notes software deployment or WinInstall), tested the installation on the recipients desktop image, managed the installations, reported status and results, and provided support throughout the project.
Accomplishments
- Coordinated expansion of Microsoft Systems Management Server (SMS) clients from 3500 to over 6000.
- Rolled out Microsoft Windows 2000 Service Pack 3 to over 10,000 desktops
- Managed monthly installation of Microsoft security patches to over 14000 desktops.
- Managed both weekly and or quarterly code updates to the development and or production environments of Aon's largest proprietary business unit application. Once we managed automated installation of 31 pieces of software to 80 Citrix servers over a four hour period, including four server boots.
- Created a package creation process, reducing creation time by a 33%. Rewrote testing process, cutting testing setup time by 70%.
- Supervised the creation of over 300 software packages annually.
- Wrote or collaborated on the creation of over 25 standard operating procedures.
- Teamed with Architecture, Service Engineering and Security on creation of a standard Aon image. Fully documented quarterly updates, testing and release processes.

<u>Senior Network Engineer</u> (May 1999 – January 2002)
Acted as third level support and senior migration engineer for local and remote U.S. offices.

- Acted as team leader on large scale migrations. Migrating 2500 users from 60 Novell (3.12 and 4.11) and Microsoft NT (4 and 2000) servers to 3 EMC or cluster server systems. Project goals included standardized file and directory structure, user and group rights, login scripts, and setup of user and group. Documented migration methods and processes.
- Setup and provided backup strategies using BackupExec in remote and local offices.
- Installed and maintained 20 Microsoft Systems Management Servers (SMS) sites and 40 WinInstall sites for support of automated software installations and inventory of desktops.
- Developed, supported and maintained desktop images for Windows 95, Windows 98, Windows 98 SE, and Windows 2000 operating systems for use by all business units of Aon.
- Tested several profile and policy setups to secure and standardize Windows 2000 systems.

Baesch Computer Consulting, Baltimore, MD   **July 1998 – May 1999**
<u>Network Engineer</u>
Solely configured, documented the software and hardware setup and installed the hardware for a new Windows NT domain.

- Contracted to the Department of Human Resources (DHR) of Maryland as Windows NT lead engineer in support of newly developed proprietary three-tier application.
- Managed staff of four MCSE and assisted in management of fifteen other technical support staff.
- Acted as LAN Administrator for the programmer's development and production Windows NT servers.
- Provided NT and Novell operating systems technical support to other departments and projects within DHR.
- Assisted in development of a project plan for 48 Novell 4.11 servers deployed in conjunction with the NT servers.

System Source   **October 1996 – July 1998**
<u>Network Engineer</u>
Worked as a computer consultant on the Alexander and Alexander contract. Supported an operating system upgrade to Windows 95. Continued to support client in a desktop support role.

First National Bank of Maryland, Baltimore, MD   **June 1987 - October 1996**
<u>LAN Administration</u> (July 1993 - October 1996)
Local Area Network Administrator for one Novell and three OS/2 Warp LANs within office and assisted in support of 200 OS/2 branch LANs.

- Setup computer systems in new offices. Setup included onsite acceptance testing of all hardware and software, ensuring host connectivity, remote access and user setup.
- Assisted and advised IBM technicians and Ameridata Representatives in hardware swaps, upgrades and repairs.

<u>Procedural Analyst</u> (February 1992 - July 1993)
Provided operational support to the retail branch network.

<u>Branch Manager - Officer</u> (May 1989 -February 1992)
Independently ran branch worth three million in deposits.

- Trained staff in retail, corporate products, and in quality customer service.
- Promoted to Branch Officer after thirteen months as manager.

<u>Assistant Branch Manager (May 1988 – May 1989)</u>
Upon completion of the management training program, I was placed in the highest producing branch in Howard County.

<u>Management Trainee Program (June 1987 – May 1988)</u>
Joined First National Bank as a participant in the management training program. This one year program taught the skill sets required to independently run a retail banking branch, including small business lending, negotiations, customer relations and consumer lending.

EDUCATION

Franklin and Marshall College, Lancaster, Pa.

Graduated with a Bachelor of Arts

RETS Technical School, Baltimore, Md.
Graduated with a 3.9 GPA. Member of Alpha Beta Kappa Honor Society

CERTIFICATIONS

MSCE (Microsoft Certified Systems Engineer) in Windows NT4.
CNE (Certified Network Engineer) in Netware 3.12 and a CNA in Netware 4.11