

Christopher Cody Collins

Highly efficient IT Manager with over 12 years of experience in the field of information technology. A dedicated professional, able to manage teams in supporting the IT needs of the various departments. Versed in maintaining operations budgeting and staff management. Excels at communication skills with technical and non-technical staff members.

Employment

2016 - Present *IT Manager, LSU Recreation Center*

- Coordinated, from an IT perspective, the \$84 million expansion of the recreation center and managed an annual budget of \$300,000
- Managed a team that supported users from 2 departments, the recreation center and office of vice president of student affairs
- Instituted a new, more manageable inventory strategy
- Lead a team in the installation and maintenance of iris scanners and its database, while working with LSU ITS to implement security measures for sensitive data
- Acted as the main point of contact for all IT vendors and the university's central IT
- Upgraded and maintained both physical and virtual servers
- Lead program development for tracking giveaways to increase the reach of the marketing team
- Design/maintain data backup and disaster recovery methodologies
- Developed and implemented training of student and professional staff
- Lead the development of a new department website and digital forms to meet accessibility requirements
- Managed the digital signage system used by the marketing team
- Maintained active directory for our department and implemented new group policies
- Maintained Crestron system which controlled all AV equipment
- IT project lead for the launching of an esports room and policies

2010 - 2016 *Network Analyst 2, LSU ITS, Baton Rouge, LA*

- Continued monitoring and maintenance of LSU's network with the assistance of Solarwinds and Netdisco
- Acted as tier 2 support for end users
- Participated in a project team which introduced IPv6 into LSU's network environment
- Mapped and recorded device location, power supply, and circuit connections of the 2,000+ devices hosted in the data center
- More advanced troubleshooting with the 3,800+ wireless access points on campus including signal mapping and wireless controllers via Cisco Prime
- Configured, updated, and troubleshot 1,500+ switches (Cisco and HP) throughout the campus
- Created documentation for procedures and information for all switches and access points
- Advanced knowledge of Louisiana's Optical Network Initiative troubleshooting and acted as a liaison between analysts and other service providers
- Created and worked with Cisco analysts on TAC cases
- Configured and troubleshot VOIP phones throughout campus
- Troubleshooting DNS and DHCP issues via LSU's IPControl, Splunk, and other software
- Trained newly hired Network Analysts

2007 - 2010 *Network Analyst, LSU ITS, Baton Rouge, LA*

- Monitored LSU's enterprise network including 1,100+ switches and 3,000+ access points across 300+ buildings
- Monitored Louisiana's Optical Network Initiative, which connects Louisiana and Mississippi research universities
- Processed requests from the legacy system, Mainframe
- Processed large print jobs for multiple departments on campus
- Acted as tier 1 support for end users after normal business hours
- Serviced DMCA violations that occurred on campus

Education

2003 - 2007 Louisiana State University, Baton Rouge, LA

- Bachelor's Degree in Information Systems and Decision Science
- Cumulative GPA: 3.67 Major GPA: 3.69 based on a 4.0 scale

Certificates

Cisco Certified Network Associate – (CCNA) Routing and Switching
Management Foundation Series

Information Technology Infrastructure Library (ITIL) Foundation

Cisco Certified Network Associate – (CCNA) Wireless

AWS Certified Cloud Practitioner