



## PROFILE

Networking specialist whose qualifications include a certification in Helpdesk Management and Operations Management; and detailed knowledge of networking technologies and best practices. 19 years of experience in the creation and deployment of solutions protecting networks, systems and information assets for the Education sector as well as for diverse companies and organizations

## CONTACT

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## KEY SKILLS

Network and System Integration  
Helpdesk Management  
Regulatory Compliance  
Server Management and Monitoring  
Budgeting and Planning  
Leadership

# JOHN-PAUL REED

Director of Technology

## EDUCATION

### New Horizons

Took courses towards an MCSE in NT4 as well as A+ and Network +

### San Antonio College

Took courses in Business Management

## WORK EXPERIENCE

### Texas Military Institute Director of Technology and Communications

2004–2019

Managed all Information Technology related systems and staff to include data center operations, Helpdesk operations as well as budgeting, purchasing and planning

### Digital Concepts Owner

2000–2003

Performed onsite computer and IT services for both residential and commercial customers in and around the San Antonio area

### Expertcity.com Online Support Rep.

1999–2000

Provided remote support to customers via expertcity.com

## SKILLS

