

Glen Eichenblatt

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GOALS

Technology professional with over 20 years of field experience seeks challenging position. Interested in working in an environment where growth, dedication, creative thinking and results are valued and provide mutual rewards.

EXPERIENCE

ACLU OF SOUTHERN CALIFORNIA, Los Angeles

1994 – Present (first as a consultant – on staff since 1998)

DIRECTOR OF MANAGEMENT INFORMATION SYSTEMS

- Manage 100+ node Windows 2000 WAN/LAN Network
- Design and implement Windows 2000/Exchange Server 2000 Enterprise/Active Directory environment
- Develop specialized software applications for users and departments, including document automation, forms processing, databases, spreadsheets, etc.
- Direct responsibility for strategic direction of office tech, for selecting and purchasing all hardware, software and outsourcing support, selecting vendors, setting budgets, selecting projects, and setting timelines
- Develop all IT-related Policies and Procedures, including associated documentation
- Disaster Recovery/Business Continuity Planning, Procedures and Testing
- Provide one-on-one and group training on specialized technology topics
- Created and manage vast internal Intranet site, including extensive technology documentation, on-line database and forms systems, and department-specific functionality
- Responsible for (and perform) all Hardware repairs/upgrading
- Supervise Internship Program with intern “employees”

TRANSPARENT SYSTEMS, Los Angeles, Chicago, New York City, and other major cities

OWNER, COMPUTER SYSTEMS CONSULTING PRACTICE

April 1990 – Present (currently working with only one client)

- Systems analysis/specifications, hardware and software recommendations, networking, installation, customized applications, troubleshooting, corporate standards development, policies and procedures, training and support.
- Network design and ongoing management, including user and e-mail management (currently managing three Exchange Server installations)
- Strategic technology planning and development, including Disaster Recovery/Business Continuity
- Develop customized courseware for commercial software packages and custom applications.
- Design corporate training programs training assessment and management.
- Clients include national law firms, non-profit and charitable organizations, and small businesses.

CALC, INC. (Computer Applications Learning Center, Inc.), New York City

June 1990 - September 1991

PERSONAL COMPUTER TRAINER

- Classroom training delivered to corporate clients and individuals, at CALC facilities and client sites.
- Obtained WordPerfect Certification to qualify organization for Authorized Training Center status.
- Designed and developed courseware.

JAMKO SERVICE CORPORATION/JACOBY & MEYERS LAW OFFICES, New York City

February 1986 - April 1990

NATIONAL DIRECTOR OF INFORMATION SYSTEMS, PERSONAL COMPUTER DEPARTMENT

- Established and managed PC Department for 150 nationwide locations.

- Created timetables/budgets for hardware purchases, installation, software development and training.
- Assessed corporate computer and training needs, specified and purchased hardware and software, and developed training programs. Designed and administered training programs for one-on-one and group needs, including staffing, budgeting, site coordination, courseware and follow-up.
- Supervised in-house staff for installation, maintenance, application development, training and support.
- Programmed custom menu system for WordPerfect that reduced field training and support needs.
- Analyzed substantive legal and managerial systems, and designed and programmed document assembly and data tracking systems with user-friendly interface to increase office productivity.
- Authored user manuals and all training and technical materials to support hardware and software.
- Systems analysis/project management tasks included development of comprehensive daily financial reporting systems, coordination with VAX manager on development of corporate financial systems and connectivity, and development of applications for administrative personnel.

PEARL PAINT CO, New York City

1983 – 1986

HEAD BUYER

- Managed all purchasing for “the World’s Largest Art Supply Store.”
- Supervised staff of 5
- Designed and documented comprehensive purchasing systems

SKILLS

SYSTEMS: All aspects of Windows 2000 and 2003 Server Networking and Active Directory, Exchange Server, SQL (various flavors), Symantec security solutions, SonicWALL firewalls, Managed Switches, Routers, Disaster Recovery/Business Continuity Planning & Procedures, etc.

PROGRAMS: Expertise in a wide range of commercial software packages, including advanced functions

PROGRAMMING: Specialization in Scripting, Macro, Merge and database programming languages.

PURCHASING: Extensive experience with needs assessments, hardware and software evaluation, selection and purchasing, and the selection of and negotiation with vendors

TECHNICAL: Hardware/Software diagnosis and repair. On-site and telephone support.

TRAINING: Needs assessment, authoring and publishing customized courseware, training management. Hands-on training, one-on-one and groups.

COMMUNICATIONS: Excellent verbal and written communications skills. Ability to communicate effectively with management and end-users.

DOCUMENTATION: Software documentation, user manuals and courseware.

SERVICE TO THE COMMUNITY

Member of the Board of Directors, Technology Officer, Pacifica Community Charter School, Los Angeles – An LAUSD Charter School, 2002 - Present

Member of the Board of Directors, Resolve – Greater Los Angeles Branch of a National non-profit 501(c)(3) Infertility Support Organization, 1999 – 2003

EDUCATION/CERTIFICATION

- Master of Science, Educational Computing, Baruch College (CUNY), New York City
- Bachelor of Science, Education, Empire State College (SUNY), New York City
- Undergraduate Work in Art and Cinema, Humboldt State University (CSUN), Arcata, California
- WordPerfect Certified Resource