

## **Dennis Henderson**

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### **Skills/Capabilities Overview**

- Strong Organization skills
- Leadership, Project Planning/Management and Implementation
- Diverse Technical Background and Information Technology Skills
- Communication and Customer Service
- Technology Instructor

### **Achievements**

- Administered Computer Software Installations
- Planned and Implemented Campus wide Network Monitoring System
- Trained IUPUI Faculty, Staff, and Students in the use of Software and Internet Resources
- Developed Printed Materials for Training Projects
- Adjunct Faculty part time for 2 semesters
- Project Manager
  - Implemented and Administered Trouble Ticket System for Tracking Network Problems and Maintenance
  - Coordinated and Organized the Delivery of IUPUI Freshman Orientation classes

### **Skills**

- Strong Oral and Written Communication Skills
- Problem Analysis and Logical Solving
- Attention to Details Planning and Organization
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- Computer network setup, configuration, and maintenance
  - Hardware
    - Installation and configuration of internal components
    - Connection of networking devices and media
    - Serial/Ethernet Routers and Switches
  - Software
    - Skilled with Operating Systems
    - Windows 9x/2000
    - MacOS
    - UNIX
    - Cisco IOS
- Proficient with html
- Some experience troubleshooting perl scripts and the associated database
- Adept with Microsoft Office Products and many other software packages
- Expert at using and teaching others to use local area networks (Novell, NT), and the Internet, including the setups of server applications

## Employment

- June 2015 to Present
- Denny's Violins Noblesville, Indiana
  - Owner, Sole Proprietor
  - Instrument Repairs, Restoration, Personalized setups for stringed instrument musicians.
  - I am working on some new instruments also
- June 2005 to May 2015
- The Violin Shop of Old Carmel
  - Violin, Viola, Cello and Bass Restoration and Repairs
  - Customer Service - estimates, invoices, consultation
  - Computer maintenance
- January 1995 to June 2005
- University Information Technology Services IUPUI
  - As Network Operations Controller (1/2000 to 6/2005), my duties included
    - Coordination of server installations, and relocations
    - Maintain and develop Network Operations Center web based tools
    - Frontline troubleshooting of daily operations problems
    - Serve as a medium for communication between shifts
    - Act as liaison between installations, and operations groups
    - Maintain and Administer Staff Workstations
    - Consult with staff about varied technical problems
  - As coordinator of the STEPS/TIPS program from 8/96 through 12/99 my duties included
    - Responsibility for employees
    - Coordination of UITS involvement in new student orientation
    - Scheduling and delivery of classes, instructors, rooms, and equipment
    - Responsible for Software Build in the Education Program teaching facility
    - Development of new courses, and teaching materials
  - Duties of my previous positions within UITS included
    - Design, develop and maintain Integrated Technologies web based online documentation
    - Update web based documentation regularly
    - Telephone support for faculty, staff, and students
    - Technical Support for clients in the Learning Centers
- 1993 through 1994
- Indiana University Purdue University Bookstore
  - Stockroom and Cashier
  - Retail Customer Service, Inventory, Stock, and Cashier
- 1983 through 1992
- Casa Del Sol Violins
  - Violinmaker/repairman, Sales and Service Representative
  - Scored in the top 20% in an International Violinmaking Competition 1990
  - Transferable skills
  - Training of new employees and student
  - Attention to minute detail
  - Customer relations, repair consultation, and sales consultant

## **Education/Training**

### **Indiana University Purdue University Indianapolis School of Continuing Studies**

- Bachelor of General Studies May 12, 2002  
The National Deans List 2001-2002
- Minor in Economics  
Upper Level Courses Included:
  - Organizational Leadership and Supervision  
Training Methods  
Knowledge Management Principles  
Human Resource Management
  - Journalism  
Write, Edit and Design for the WWW  
Digital Photography
  - English  
Composing Computer Delivered Text
- IT Certifications
  - Indiana University Ed-Cert Program - Macintosh Support Provider -1996
  - Indiana University Ed-Cert Program - Unix System Administration – April 2001
  - AG Group - Advanced TCP/IP protocol analysis - July 2000
  - Cisco Certified Networking Associate - September 16, 1999

### **Indiana University School of Music**

- Associate of Science, String Instrument Technology 1983  
Deans List