JAMES HOLCOMB

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DIRECTOR OF INFORMATION TECHNOLOGY

Information Technology Leadership and Solutions That Add Value, Boost Revenues, Drive Business Growth and Profits

A highly accomplished, dedicated, and results driven **IT Management Executive** and **Business Catalyst** with comprehensive IT expertise from ten years of wide ranging experience as a forward thinking IT Director, IT Consultant and Senior Systems Administrator. What makes me **unique**, **different** and so **Visionary is my extensive medical background** (24 years) as a Paramedic and EMT. These dual areas of expertise enhance, accelerate and provide **superior results** in an IT leadership position in the **Health Care** and **Medical fields,** as evidenced by a long list of completed IT projects (last page) and dozens of lasting and memorable achievements. Beyond leading people, leading change and **Project Management**, my specialties include:

- Completing IT Projects
- Creating Multiple Synergies
- Information Security/EMR
- Procurement/Negotiations
- Medical/Health Care/Hospitals

- Strategic Planning
- Identifying Benefits
- Team Building
- Optimizing Results
- Government

- IT & Business Vision
- Solving Complex Problems
- Understand Medical Needs
- Leading by Consensus
- Nonprofits and Businesses

- Management/Operations
- Developing Personnel
- IT Infrastructure
- Excellence in Execution
- Active Security Clearance

TECHNICAL STRENGTHS

Windows 2000/2003/2008 Server, SQL 2000/2005/2008, Citrix PS 4.5 with Secure Gateway and XenApp 5.0, Active Directory, DNS, DHCP, Lotus Notes, Exchange, 2000/2005, VMware, Hyper-V, Veritas Backup Exec and NetBackup, CommVault, IIS versions, 5/6/7, MySQL/Apache/Tomcat/PHP, Dell, HP, and IBM Servers, Microsoft® Office, Blade Centers, Arrays, NAS, and storage solutions including RAID, iSCSI, Fibre Channel, full backup and restore practices. Experienced with Cisco routers, switches, Checkpoint, and Pix firewall networking equipment. **Highly proficient in Systems Administration, LAN/WAN architecture, secure data and VoIP infrastructures, help desk management and multi-tiered technical support services.**

HIGH IMPACT CONTRIBUTIONS

◉ Reduced failure rate and downtime significantly for mission critical lifesaving data that Doctors need with the MEDITECH MEDICAL IMAGE INTEGRATION PROJECT (beta testing) at Saint Agnes Hospital. As Systems Administrator and Project Manager, I was integral in merging EMR and Medical Images within the MEDITECH system. My unique combination of expertise in Medicine/Health Care and IT Solutions allowed me overcome all the technical hurdles and resistance to change to make it happen. Meanwhile, the hospital was able to utilize the software for free as a result.

◉ Replaced antiquated backup systems everywhere I have worked, modernizing them from a single tiered to a triple tiered system for data preservation and redundancy, which eliminates downtime. After implementing this, no system has to go down. An intermediary device means nothing is ever offline; it is immediate and covers seven full days. **Not only does save tens of thousands of dollars annually, in a hospital environment this preserved vital lifesaving data for Doctors.**

◉ Directed the Digital Security Camera IT Project for the **National Aquarium**, in Baltimore, Maryland to upgrade from analog security cameras. These cameras were set up to be motion activated so they only recorded when movement occurred, so data storage was minimized. Developed, tested and implemented several new and beneficial uses for this equipment including:

1) Installing cameras to monitor all the cash registers, **thus halting any opportunity for potential internal theft**.
2) **Allowing Trainers, Caretakers and Veterinarians to monitor pregnant dolphins remotely**.
3) Monitoring the arrival of large busloads of visitors **to improve customer service** levels.
4) Allowing multiple departments access to all the cameras that effect their department.
5) **Saving tens of thousands of dollars annually** by reducing Vet visits as sick/injured sea mammals, sea turtles and marine life can be monitored remotely by accessing the video feed via a secured network.
6) Using cameras to assist all sorts of high priority research projects that bring in funding.
   By collecting better data and visual evidence, research scientists will also attract more grants.
7) **Attracting more visitors and revenue** with a panoramic lens view of hot exhibits on the website.

◉ Challenged with a significant network printing failure rate, I led the National Aquarium Print and Data Archive Project (*the National Aquarium has five large buildings*). I used Microsoft® SQL to put all the documents in one master location. Consequently, instantly updated lifesaving data is at your fingertips regardless of your location. This was ideal for Scientists and Veterinarians that normally had to travel to many patients in different locations to monitor their vitals.

▣ Spearheaded the Microsoft® Communicator Project for the **National Aquarium**, which allowed the entire Aquarium (five large buildings) to access and share one network and one communications system. Also, upgraded a new highly available and redundant Citrix farm. The completed system includes VoIP, video conferencing, instant messaging, status and location notification, and most importantly, Citrix allowed everyone in five different locations to share everything. Further improvements included:

1) Added a second Citrix farm for redundancy, which translated to zero downtime because if one system goes offline temporarily, we can immediately switch to the other.
2) This also enabled load balancing between the two, which results in more efficient use of resources. With five large buildings with different locations, 363 full time users and 1140 additional seasonal workers/volunteers that was essential.
3) *This upgrade was sorely needed, and the ROI was vastly improved overall productivity. It literally made order out of chaos possible during our incredibly busy summers.*

▣ Furthermore, this MS SQL based solution also allowed the Scientific research team to access previously inaccessible data as the National Aquarium had boxes and boxes of precious research data (*on paper*) that was five years old. All this data was scanned in and made instantly available, and it was especially valuable for identifying trends and long-term trends *that could easily lead to scientific breakthroughs. This will help us to attract still more research grant funds and give us better research results.*

▣ Orchestrated the National Aquarium's X-ray Machine Procurement and Funding Project from start to finish in February 2011. Previously, there had been a high-priority need for an X-ray Machine since 1981, because our nonprofit status made it difficult to obtain funds for high-end medical equipment. After 30 years, with a sustained effort in creative fund raising, firm negotiations, expert procurement skills and vision, I made delivery day a reality *saving $72,000* in the process. This eliminated the exorbitant fees for renting portable X-ray machines in actual emergencies, if you could even find them.

▣ **Additional Management Experience**: Recently promoted to the Rank of Captain in the Civil Air Patrol after 3 ½ years service. Previously served as a Squadron Deputy Commander and A/3 Operations Officer. **Have an active Security Clearance. Trained in Homeland Security Departments Incident Command System (ICS)**, which can be applied to benefit any number of business operations.

PROFESSIONAL EXPERIENCE

HOLCOMB CONSULTING INC., Baltimore, MD   3/02 to Present
Owner/Operator and IT Solutions Contractor
Developed and grew a successful Information Technology solutions and consulting business, specializing in Microsoft computer systems and WAN/LAN network support services, including various corporate email servers, database services, web page design and administration. A diverse clientele of domestic and international companies has provided me the opportunity to work with an extensive range of hardware, software, operating systems, and secure Internet, intranet, and extranet platforms to meet each client's needs. Deliver numerous technical, performance and financial benefits to clients; educate to implement best practices in both the private and government sectors.

THE NATIONAL AQUARIUM, Baltimore, MD   3/10 to 2/11
IT Director of IT Infrastructure and Operations (contract)*
Transformed the National Aquarium's IT department from a PC fixing focus to a Business and Technology solutions resource. Proving, I had the vision, knowhow and training ability to position the IT department as a Business Partner.
* See the previous section (above) for several High Impact Contributions that resulted from my leadership and details on the completed projects below.
Completed projects included:
The National Aquarium Digital Camera Project
The National Aquarium X-ray Procurement and Funding Project
The National Aquarium's Digital Image Sharing Project
The Microsoft® Communicator Project for the **National Aquarium**
The National Aquarium Print and Data Archive Project
Replacement of antiquated backup systems and Citrix Farm upgrade

JOHNS HOPKINS HOSPITAL, Washington Campus, Baltimore, MD   11/09 to 1/10
Systems Administrator/Programmer
Contracted to setup and document new Windows 2008 Server builds, including stand-alone, virtual, cluster and blade center installs. Also, responsible to build and document Microsoft SQL 2008, CE 10 and Crystal Reports Enterprise servers in a virtual test and production environments following appropriate change control policies and local department standards. Other essential responsibilities included Citrix XenApp 5.0 server builds, documentation, application installs and troubleshooting in an enterprise-level production environment. These projects and upgrades all focused on improving patient care and satisfaction.

COMPUTER SCIENCES CORPORATION, Falls Church, VA   3/08 to 9/09
Senior Systems Administrator/Lead (worked at St. Agnes Hospital the entire time)
Managed enterprise-level Citrix PS 4.5 environment with Secure Gateway. Monitored and improved system performance, assisted with system troubleshooting, analyzing logs, tracks, and resolving hardware/software issues via ticket system. Solely responsible for complete data center backup hardware and software. Managed and documented system events, upgrades, system hardware and software. Participated in cross-functional team meetings and consulted with senior management to incorporate constant improvements designed to improve patient care, patient satisfaction levels and the overall ratings in annual performance surveys.

Key Accountabilities and Responsibilities:
Technology: Utilized standard corporate tools to record change control and problem ticket activity. Supported the installation and testing of new software and hardware. Researched and implemented security strategies. Platforms included Windows 2000/ 2003/2008 server, SQL 2000/2005, Citrix PS 4.5, VMware, Novell, Active Directory, Microsoft® IIS versions 5.0, 6.0 & 7.0 with intranet and outward-facing active websites. **Executed in a busy Hospital environment with zero tolerance for downtime.**
Customer: Coordinated and determined method of installing client applications and systems. Worked closely with key customer applications personnel to monitor, maintain, and install customer-specific hardware, appliances and software applications, such as MEDITECH, Horizon, Centricity, Kronos and other third party, proprietary applications.

MINDFINDERS INC., Washington, DC   3/06 to 10/07
Systems Administrator/Systems Support
Contracted as Senior Systems Administrator to the Social Security Administration HQ's "Digital Library", responsible for providing real-time electronic content including news, medical, and legal resources, consisting of over 140 unique applications hosted across 44 servers on various platforms; including Windows 2000, Windows 2000 Advanced, Windows 2003, SQL2000, MS Exchange (local & wireless including OWA), Citrix Server 7 & 9, with upgrade to Presentation Server 4.0, Sun Micro (Solaris), Plasmon RAID CD storage for CD-based apps, as well as full cataloging of all resources in the SSA physical library. This content is still delivered to all DSS offices nationwide, U.S. Embassies, and top-level management at the Social Security Administration via a secure Intranet platform. Responsibilities include project management for upgrade of current ILS system with emphasis on development of a "Federated Search Solution" for internal and external databases. Provide primary technical support for physical library and the support staff.

DIGESTIVE DISEASE ASSOCIATES, Baltimore, MD   4/04 to 11/05
Director of Information Technology
Served as a Senior Systems Administrator and Director of Information Technology. Fully responsible for complete infrastructure of WAN/LAN network, multi-platform servers, integrated telephony, VoIP, and all related support services for seven remote locations encompassing hardware and software purchasing, vendor operations, contracting and maintenance agreements, HIPAA regulation compliance and IT Budget development. Designed and implemented IT policies and procedures, as well as, new centralized support services, including a digital imaging repository for all patient data.

CHESAPEAKE REHAB EQUIPMENT, Baltimore, MD   1999 to 2002
Assistant Administrator- Systems Support/Help Desk Administrator
Served as Assistant Network Administrator of mission-critical Novell NetWare over Windows NT servers in a LAN/WAN domain with nine satellite locations. Configured and maintained Microsoft Windows NT file servers, Novell NetWare and Novell GroupWise Servers, SNA Gateways, DHCP and WINS servers across multiple domains. Solely responsible for all help desk calls including email, network accounts, Citrix connections, and print services.

EDUCATION AND PROFESSIONAL DEVELOPMENT

Bachelor of Science in Information Technology Equivalent from over 13 years of professional experience
MCSE +1 Certificate (Microsoft Certified Systems Engineer), Alternate Training Solutions, Hunt Valley, MD
Paramedic Certificate, Oakland Community College, Auburn Hills, MI
Medical Technician Certificate, Community College of the US Air Force, Sheppard AFB, TX
EMT Refresher to EMT Specialist License, Madonna, University, Livonia, MI

OTHER COMPLETED PROJECTS

The MEDITECH MEDICAL IMAGE INTEGRATION PROJECT (beta testing) at Saint Agnes Hospital, *Systems Administrator*
Citrix Farm upgrade, St. Agnes Hospital
The Secure Network and Communications Project, American Israeli Science and Technology Foundation, Holcomb Consulting
The Centricity Hosting Implementation Project, St. Agnes Hospital, Project Lead and Lead Technical Support Engineer
The Continental Solutions Inc. Office Telecommuting Project, Holcomb Consulting
Selected for: New Server Build out Team, Microsoft SharePoint Team, Citrix Farm Team and the Procedural Updating Team.

♦♦♦ Willing and able to travel to support business objectives. Also, willing to relocate for the right long-term opportunity. ♦♦♦