J. DAVID SHINN

P.O. Box 173   Fishers, Indiana 46038   (317) 545-3650

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OBJECTIVE:

To provide sales and technical management skills to assist in the positive and efficient support of client technology systems.

SUMMARY OF QUALIFICATIONS:

- Daily problem analysis and resolution for client technology issues
- Communicate effectively with people at all professional levels
- Successful in managing and completing multiple projects
- Team builder with aptitude for energizing and inspiring associates and client base
- Master level systems engineer, systems integrator/analyst and business consultant

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PROFESSIONAL EXPERIENCE:

SHINN TECHNOLOGY SERVICES CORPORATION

1996 To Present   Position: President / Systems Engineer

Business evolved from software development in 1988 to service business focusing on small business technology systems. Responsible for corporate operations, sales, client technology consulting and technical services.

Daily service and support for hardware and software issues on Microsoft platforms. Current product sphere includes Dell, Hewlett Packard, Lenovo, Apple devices, Microsoft and support for a wide range of application software. Design and maintain client network infrastructures. Virus detection and removal /disaster recovery planning. Work in the Microsoft 365 environment (Exchange, SharePoint and general MS apps). Versed in all areas of web development, social media management and business branding.

REFERENCES:

Bo Elder	Chamber of Commerce Building Corp.	317-634-2515
Adam Hill	LOR Corporation	317-205-1200
James Lemler	Allen Whitehill Clowes CF	317-955-0138
Erin Trisler	Clowes Fund	317-833-0144
Kathy Hall	Berkshire Hathaway Home Services	317-462-2345
Bill Wycoff	Reliant Engineering	317-322-9084
Bob Grimmett	Sani Seal, LLC.	317-946-4757
Chris Quinn	Mechanical Contractors Assoc of IN	317-255-4126
Tim Payne	Payne Technology, Inc.	317-377-0070
Tony Sandlin	Midwest Balloon Rides	317-414-0148

ANACOMP, INC.

1992 To 1995   Position: National Director of Technology Support

Responsible for Novell network and Data Center Control System (DCCS) for 57 control centers across the United States and Canada. Managed team for 24/7/365 national support system. Developed specifications for process development of DCCS system and path for future support. Worked with team support on Hewlett Packard 9000 at corporate headquarters. Also provided support to TX subsidiary for hard drive/CDROM media manufacturing.

Team Achievement:
National team leader to implement 30 Anacomp DCCS control centers in a 120-day period across the United States. Managed center implementation to include cable distribution, Novell networks and Datagraphix XFP-9000 COM machines. These centers will generate 420 million dollars of revenue annually.

BELL INDUSTRIES

1991 To 1992   Position: Senior Systems Engineer

Partner with sales team to develop project specifications and create client proposals. Install Novell NetWare network systems and maintain a diverse variety of brand computers, printers, software and CRM management systems. Certified technician on all high-end servers to include Compaq, Hewlett Packard and IBM. Also became technician repair certified on all IBM and Compaq workstations and Hewlett Packard / Lexmark printers.

Team Achievement:
Lilly Corporate Center Project
Developed support help desk program to serve the entire Financial Systems division of Lilly. Created procedures that defined a standard set of rules for hardware and software, and documented each piece of application software for DOS, Windows, OS/2 and Mac computers. Also documented and supported department data-highway including Token Ring, Ethernet, AppleTalk and 3270/5250 communications. Created service call tracking system using Filemaker Pro (DOS/Macintosh platforms).

ZENITH DATA SYSTEMS

1987 to 1991   Position: Corporate Sales / ZMST Systems Engineer / Associate Manager

Joined ZDS in corporate sales. By consistently exceeding sales goals, was advanced to Associate Manager responsible for corporate sales, retail sales and service operations. Management responsibilities included daily retail operations management, establishing and managing multiple marketing projects and training program development. Service responsibilities included computer setup and repair, Novell network installation, onsite and telephone support for key corporate clients, and managing service inventory. Became one of the first one hundred Novell CNE's in the United States.

Team Achievement:
Member of two-person team for the development of the State of Indiana and Naval Avionics Center Quantity Purchase Agreements. Designed help desk program to provide turnkey support to the QPA client base. QPA team generated over 2.1 million dollars of sales and services by the end of the first quarter of program.

Challenge of Champions Sales Award, 1988, 1989, 1991
Challenge of Champions Service Award, 1990, 1991
Became certified as electronic service technician for all Healthkit products

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PROFESSIONAL DEVELOPMENT HIGHLIGHTS:

Dale Carnegie University, Sales
Zenith Data Systems, sales and management courses / Heathkit School of Electronics
IUPUI Business Accounting Principles and Business Management
Hewlett Packard & IBM- server technician and general service courses
Novell Training, 17 courses, pass test series for Certified Novell Engineer certification
Apple Corporation- Network (LAN) Training and Master technician series certification
Pass test series for A+ Service Technician certification
Southern Alberta Institute of Technology, Canada, automotive industry repair tech operations
FC Tucker School of Real Estate, professional licensing passed for Indiana Broker license
CCIM Institute: Commercial Investment Real Estate Analysis
ISACA Internet security and cyber-security course
Ongoing technology and security training through vendors and LinkedIn Learning

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INDUSTRY CERTIFICATIONS:

A+ Service Technician Certification   Zenith Master Service Engineer Certification (ZMST)
Certified Novell Engineer (CNE)   IBM Certified Service Professional
ISC2 Candidate for security certifications

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PERSONAL / COMMUNITY:

PADI certified scuba diver / adventure motorcycle touring / half marathon participant
Freelance technical author / technical editor / contributing technology writer
Musician with focus on drums - restore and promote education of vintage drums

Children's Dyslexia Center of Indianapolis, volunteer, 2024 to present
Indiana Golden Gloves Boxing, volunteer, 2013 to present
Boy Scouts of America, Volunteer | Corporate Partner, 2020 to 2024
McKenzie Center for Innovation and Technology, Advisory Board, 2005 to 2021
Broadway United Methodist Church, Thanksgiving Day meal preparation, 2008 to 2019
United Hope Foundation, 2010 to 2015
Ambassador Masonic Band, Children's charity and community events, 2008 to 2017
Project Lead the Way, 2008 - 2009
Lawrence Chamber of Commerce, Board of Directors and Officer, 2001 to 2008
City of Lawrence Board of Zoning Appeals (BZA), Board Member, 2006 to 2008
City of Lawrence Economic Development Advisory Council, Board Member, 2006 to 2008
Boy Scouts of America, Committee Chairman, 1999 to 2001
American Pianists Association, 1995 to 1998
Children's Museum of Indianapolis, Robotics department lead, 1988 to 1990

Meritorious Service Award, Millersville Masonic Lodge #126, 2013
Volunteer of the Year, United Hope Foundation, 2012
Honorable Order of Kentucky Colonels, Commissioned by Governor Ernie Fletcher, 2005
Volunteer of the Year, McKenzie Career Center, Lawrence Township Schools, 2004
Outstanding Board Member of the Year, Lawrence Chamber of Commerce, 2003
Outstanding Member of the Year, Lawrence Chamber of Commerce, 2001