



# Jon Quattlebaum

## Creative Problem Solver



📍 Newburyport (01950)  
United States (Massachusetts)

✉ jon.quattlebaum@gmail.com  
📞 404.849.1039  
🌐 jonquattlebaum

I'm an architect of solutions. A strategic thinker, doer, a translator and a facilitator. A highly adaptable, patient and experienced technology professional seeking a position in a creative environment. I thrive in a multitasking environment, enjoy sharing my passion for technology and building trust between business units. I've succeeded in breaking the traditional perception of a technologist by being a patient listener, learner and teacher.

At my core I'm a personable nerd with broad interests who's roots in technology are deep. I love interacting with people on a personal level and establishing trust in order to make folks feel comfortable with technology.

## Experiences

### Owner

#### Make-ITwork (dba ITworks-ATL) - Since 1997 - Atlanta



- ▶ Managing Computers from deployment to break-fix all the way to decommission.
- ▶ Day to day troubleshooting & 24-7 on call support
- ▶ Consultant services specializing in making IT work for all Mac SMB's, creatives in agencies or freelance status.
- ▶ Advising and strategizing purchases, coordinating vendors, providing hardware/software support.
- ▶ Providing training & Solving problems that allow you to focus on your creative self.
- ▶ SOC II type2 certification advisory and prep
- ▶ Management of SMB on premise or cloud infrastructure, planning, forecasting and budgeting.

### Director of Technology

#### 22squared - April 2015 to November 2016 - Full-time - Atlanta - United States - Georgia



- ▶ As the Director of Technology for 22squared I was responsible for the operation of the IT department across two locations and 300+ employees.
- ▶ Focused on reducing complexity within IT, reducing costs, improving client and user experience, driving innovation and agility, leveraging better use of information, reducing risk and enabling growth.
- ▶ Works with Training & HR to identify LMS solutions to reduce training/onboarding times
- ▶ Lead a team to standardize infrastructure across multiple branches, filling technology gaps and leveraging new technology to enhance community between remote geographic locations.
- ▶ Lead the IT group in pursuit of ever evolving Business Continuity and Disaster Recovery Plans for all corporate information technology.
- ▶ Lead a team of IT professionals translating client's business requirements into functional system designs and then lead internal teams to create via third party vendors.
- ▶ Served as a trusted human conduit thru which technology needs and requirements are communicated between creative units and IT department.

## Skills

### Hardware & Software Knowledge and Familiarity

- ▶ Altigen server and VOIP telephony
- ▶ Amazon AWS
- ▶ Apple hardware & software from 1988 to present
- ▶ Apple iOS operation and deployment
- ▶ Applescript and Apple Remote Desktop remote management tools
- ▶ Adobe Creative Suite to current versions
- ▶ Barracuda Web Filters & Link Balancers
- ▶ Basic Unix
- ▶ Basic HTML
- ▶ Bomgar multi platform Remote management tools
- ▶ Cisco Meraki systems
- ▶ Cisco Telephony solutions
- ▶ Citrix and Campusvue
- ▶ Code42, Crashplan Backup
- ▶ ExaqVision video security software
- ▶ Extensis Suitcase font management
- ▶ Filemaker Pro and Filemaker Pro Server
- ▶ Google Analytics
- ▶ Jamf deployment and MDM solutions
- ▶ Kantech enterprise access control software
- ▶ Linksys / Cisco managed switches
- ▶ Logmein & Hamachi remote support tools
- ▶ MailChimp & ExactTarget services
- ▶ Maxon 4D rendering software
- ▶ Microsoft office (mac and windows)
- ▶ Microsoft Windows 3.31 to present
- ▶ Microsoft Windows server, NT to present
- ▶ Mobile computing concepts and device management
- ▶ OmniGraffle
- ▶ Tableau
- ▶ Workamajig Project Management
- ▶ Video chat technologies

- ▶ Led technology for a branch greenfield move in Tampa of 100+ users, aligning vendors and coordinating company wide upgrades of key technology components. End result was technology that contributed to high ranking in Tampa Bay Times Top workplaces 2016.
- ▶ Led team in a major core infrastructure upgrade of all Firewalls, Switches, Wi-Fi access points across 300+ users and two locations.
- ▶ Responsible for tracking and projection of operating expense budget ~\$1.5M and capital project budget of ~\$1M.
- ▶ Led transition team to migrate Development practice to Amazon AWS.

## Director of Creative Technology

**BFG Communications - May 2013 to October 2014 - Full-time - Atlanta - United States - Georgia**



- ▶ Served as the Senior Creative Technologist. Built relationships between clients, creative, strategy and IT to insure everyone understands technology and that our clients needs are exceeded. Insuring technology has a place in every client work stream as consumers continue to adopt mobile and adapt to the tech-enabled world they live in. Championing technologically enhanced creativity that lies at the heart of our value system.
- ▶ Serve as a human conduit thru which technology needs are communicated between creative units and Information Technology.
- ▶ Coordinator & Manager of IT projects that touch internal departments as well as clients.
- ▶ Establisher of requirements and source vendors for technical build out of new office buildouts.
- ▶ Coordinated & Managed projects with training & HR to identify LMS solutions to reduce training/on-boarding times.
- ▶ Created a Technology Business Continuity Plan for corporate IT. (shortening critical paths and instituting remedies.)
- ▶ Served as a technical liaison between BFG and South Carolina Parks, Recreation and Tourism for a welcome center renovation project. I work with their CIO and CTO to identify, vet and implement technology based on our User Experience teams recommendations for a project/marketing push launching 2015.
- ▶ Lead a team to create a SaaS Digital Asset Management system in partnership with Widen for our client, South Carolina Parks, Recreation and Tourism to streamline workflow and provide digital asset accountability.
- ▶ Vetted third party providers to provide automation solutions that permit HR to utilize newer SaaS vendor offerings enhancing the workflow for recruiting, hiring, employee appraisal processes.
- ▶ Lead a team to create a company wide intranet to fill communication gaps and establish community between geographic locations.
- ▶ Lead the charge to champion the creative purpose and are a driving force reinforcing long term decisions in technology are made with the creative end user experience in mind.

- ▶ Video distribution and webcasting via Wirecast
- ▶ SaaS solutions from Halogen, Widen & Salesforce
- ▶ Virtualization platforms (Parallels and VMWare)
- ▶ Web 2.0 technologies and tools (Adobe Flex, Social networking sites, blogs and podcasting, Google Docs, XML, RSS, etc.)

## I'm the right person for your companies needs because I'm...

- ▶ a highly adaptable, patient and experienced technologist, problem solver and consultant.
- ▶ comfortable at the presentation level speaking to clients or groups of people.
- ▶ highly ethical, professional and personable.
- ▶ quickly able to arrive at custom solutions for my clients unique needs regardless of their size.
- ▶ With a keen eye for efficiency I lower costs of IT in the short term while creating systems for realizing future efficiencies.

## Technology and Communication:

- ▶ Aptitude both for analyzing technical concepts and translating them into business terms, and for mapping business requirements to technical features.
- ▶ 18 years consulting technology needs and integrating new technology in enterprise environments.
- ▶ 15+ years supporting cross-platform environments.
- ▶ 10 years experience technology consulting toward small businesses.
- ▶ Strong understanding of a multitude of technical concepts represented as acronyms to include SaaS, Cloud, ERP, CRM, MDM, TCP/IP, DHCP, VPN, FTP, SMTP, SNMP, DNS, HTTP and VOIP to name a few.
- ▶ Demonstrated ability to communicate, present and influence credibly and effectively at all levels of the organisation, including executive and C-level.
- ▶ Able to determine client needs to craft unique solutions using both internal and vendor sourced resources.
- ▶ Seasoned communicator and trust builder.
- ▶ Successful in the implementation of OS migration paths on all platforms across multiple users.
- ▶ Maintain a working knowledge of current social and mobile platforms and their trajectories.
- ▶ Digital Asset Management system creation and management.
- ▶ In-depth knowledge of ALL Apple workstation and server platforms.