

Robert E. Witherspoon Jr.

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Results-oriented professional with a diverse background in operations management, administration, and computer operations. Numerous years of proven experience in data manipulation, analytics and reporting. Successful track record in government, military, non-profits and business environments. Motivated top performer dedicated and resourceful in achieving goals in stressful environments. Strong skills in Project Management, time management, cross functional collaborations and communications, providing exceptional user training. Specific expertise in Tableau, SQL, SAS, SSRS, Microsoft Office Suite, Google Analytics, Data Validation and Auditing

Related Experience

DEKALB COUNTY SCHOOLS – Stone Mountain, GA 11/ 99 –present

Technical Support Specialist/Information Technology Technician Provide Technical Support for schools in DeKalb County School District. Serve as a Systems Administrator: Install and maintain software and hardware. Certified installer for Promethean Activboards, Activwalls and Activpanels. Optimize the functionality of networks and systems. Diagnoses and recovers failed systems. Identify and anticipate systems performance, availability, and capacity or configuration problems. Initiate corrective or preventive actions, such as increasing disk or memory capacity to improve performance. Schedule maintenance activities during off-peak usage periods. Resolve problems such as defective hardware components or corrupted software. Perform preventive maintenance on hardware on schedule.

ZOO ATLANTA - Atlanta, GA 7/97 - 10/99

Systems Administrator/Business Analyst / AIX Administrator Assisted Project Managers with Information Systems requirements. Analyzed information flow for new projects. Gathered and documented Business/IT requirements and assisted as a liaison between Zoo departments and IT department. Classified problems into categories. Transferred knowledge base into Helpdesk. Analyzed and documented business process decisions. Developed operating strategies, architectures, and systems requirements based on understanding of existing operations and future evolution. Trained users on new systems, Desktop applications - Lotus SmartSuite, MS Office, MS Project 98, Windows 95, 98, Raiser's Edge and Computer Operations. Created User manuals using MS Word and PageMaker. Documented results of meetings. Worked with other IS staff members to develop common standards and procedures for system design and programming.

WAFFLE HOUSE – Snellville, GA 03/96 - 7/97

General Manager Directed the daily operations of the restaurant. Produced P&L reports, cash and credit card reconciliation. Prep products for cooking, Trained, mentored, scheduled staff, inventory, ordered food and supplies.

CITY OF GARY - Gary, IN 06/91 - 12/95

Division Director of City Operations/Assistant City Manager Member of Mayor's cabinet, Board of Works and Gaming Steering committee. Previewed new business proposals for the City of Gary. Directed over 150 employees in Law, Personnel, Finance, MIS, Risk Management, Maintenance departments and the Genesis Convention Center. Represented the Mayor as a liaison to the State Gaming Commission. Developed annual budgets, promoted city services, coordinated with all levels of government, developed and implemented policies and procedures to support the administration's decisions. Promoted from Assistant Director of MIS/Manager of Systems and Programs. Evaluated information management in city departments and made recommendations for automation. Planned, directed installation of new computer systems and trained employees on equipment and software. Promoted from Computer Programmer/Specialist. Implemented computer help desk program, resulting in greater productivity and less downtime.

SILVER NUGGET CASINO - North Las Vegas, NV 03/87-11/89

Slot Department Assistant Manager. Managed and trained over 50 employees in Slot Department and Coin Room, verified jackpot payouts, casino cage and slot machine fills, and directed slot tournaments. Promoted from Slot Floorman

Military

U. S. ARMY - Fort Meade, MD. Computer Programmer/Systems Analyst, Sergeant,
1989-1991

U.S. AIR FORCE - Indian Springs, NV Firefighter, Sergeant,
1983-1987

Education

University of Arizona Global, Chandler, AZ
Bachelors Healthcare Administration 2012- 2014
Graduated May 2014

Purdue Calumet University, Hammond, IN
Undergraduate Studies 1992

University of Nevada, Las Vegas, NV
Undergraduate Studies 1985 – 1987

Community

Life Member – Georgia PTA, Pine Ridge Elementary, Stephenson Middle, Stephenson & Cedar Grove High School

Twenty Year Plus, Youth Athletics Coach – Wade Walker Park – Central DeKalb Sports Association

Active Member – Alpha Phi Alpha Fraternity Incorporated, Nu Mu Lambda, Decatur Georgia