Dino L. Anastasia

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OBJECTIVE: To provide leadership transforming how people use and access technology and information.

EDUCATION

University of Michigan, School of Information **Ann Arbor, MI**
  M.S. Information, Human Computer Interaction (HCI) April 2005

University of Michigan, College of Engineering **Ann Arbor, MI**
  B.S.E Aerospace Engineering December 1991

CAREER & SKILL HIGHLIGHTS

• Over 13 years of management experience leading personnel administration, budgeting, and strategic planning
• Extensive IT project management experience including systems administration, user support, and development
• Technically competent with a strong customer service ethic and focus
• Developed partnerships and collaborations with colleges and departments to achieve mutual goals
• Built relationships with internal service providers and external vendors to secure products, services, and donations
• Strong IT background having previously performed network & systems administration and user support
• Managed numerous facility renovation and construction projects
• Organized conferences and special events
• Presented at multiple national conferences
• Organized, efficient, self-starting, driven, technically conversant, personable, motivated, & innovative

PROFESSIONAL EXPERIENCE

U-M, Computer Aided Engineering Network (CAEN) – Operations Manager **4/01- 6/07**
  • Senior manager responsible for a service and operation unit including 20+ computing sites with over 900 XP, Linux, MacOS, & Solaris workstations, and a campus computer repair facility
  • Achieved a single year 45% growth in repair volume for our Apple, Dell, & Gateway authorized repair center
  • Manage annual equipment purchase, deployment, and maintenance – a $1M+ operation
  • Conducted surveys and interviews of customers to guide service development and business process redesign
  • Managed renovation projects on-time and within budget including the launch of new computing sites

U-M, Campus Computing Sites – Manager (Senior Level) **5/96-4/01**
  • Senior manager responsible for over 100 staff in development, operations, support, education, & consulting
  • Led management and control of a $4.6M budget to operate 40 computing sites and a hardware repair facility
  • Merged 2 separate operating units into single organization, and resolved long-standing organizational communication issues
  • Established standards for service levels, personnel practices, and operating procedures
  • Employed student feedback to drive and guide infrastructure renewal and facility renovation processes, including a $400K renovation of largest computing site on campus
  • Launched new computing sites, including the development of first recreational computing facility

U-M, Residence Halls Computing Program (ResComp) – Director **8/94-5/96**
  • Managed a $1M+ residential IT education program employing over 40 staff providing support & education services to over 10,000 residents, including the development of the Residential Ethernet Program
  • Directed multiple renovation and construction projects, including installation of Ethernet into 6,500 rooms
  • Developed the Information Resource Center, a prototype facility to deliver information services and programs
  • Guided web development for the delivery of education information, programs, and services

U-M, ITD Network Systems – Systems Research Programmer **4/93-7/94**
  • Managed AppleTalk Support Team & UMNet Admin Team, and led multiple network installation projects
  • Provided networking expertise by assisting departments with network planning and coordinating installations
  • Created and chaired a campus-wide network administration group on network policies and issues

U-M Hospitals, Information & Networking Services (INS) – Computer Systems Specialist **7/92-4/93**
  • Assisted in the support of the Hospital VINES network encompassing over 50 servers and 1500 workstations