

Mary E. Robinson
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Education: University of Dayton, Masters in Business Administration, MBA
Creighton University, Bachelor of Science Medical Technology

Summary: 20+ years IT, customer service, Government contracting and problem solving,
20+ years of training, teaching in classroom and online, and program management

Knowledge in National Sciences Foundation (NSF) Contracts, JCAHO, HIPPA, FERPA, ADA,
Privacy Act, Ohio Labor Law, HUD and FHA Regulations, Ohio and Montgomery County Code.

Certifications: Java Enterprise Development Initiative (JEDI) Certification, MCSE: Security, MCSE, MCSA,
Security, MCSA, MCP (Helpdesk), CompTIA Security+, CompTIA A+, American Society of Clinical
Pathologists Board Certification (ASCP)

Hardware: Apple, Macintosh, IBM Mainframes, IBM Servers, PCs & compatibles, Printers, VAX

Software: Angel, Blackboard, Sakai (Isidore), eLearn, WebEx, Java, JEE, J2EE, Struts, IBM WebSphere, Java
Structures, C++, Oracle, SQL, Access, SMS Server 2003, Visual Basic, VB.NET, MS Office, Excel,
VBScript, Access, MySQL, XML, HTML, JavaScript, Linux (LT), Perl, Flash, Dreamweaver, Photoshop,
Fireworks, Acrobat, Quark, Express, Illustrator, PageMaker, Visio, MS Project, Front Page, FORTRAN,
Tableau, Apache Tomcat server, Basic and Apple/ Macintosh software. IDEs include Eclipse, JDeveloper
NetBeans, JBuilder and Visual Studio.

Experience:

1998 – present Certified Network Engineer - MCSE+, MCSA+, Security+, A+

Provide computer network, hardware, and software support to include but not limited to diagnostic,
troubleshooting, maintenance, and repair services to senior citizens. Also teach them how to navigate
their PCs, learn basic software applications, setting up and logging onto Zoom, and how to use other
technical devices.

Also provide similar services in several different church communities. Recently, the past three years,
the demand for Zoom support from installation, meeting support and teaching non-technical members
members have been extensive. Teaching people how to log / engage in these sessions - over the phone
lines have been most challenging during Covid with these non-technical parishioners, especially if they
are not proficient using cell phones. Support meetings two nights each week and on Sundays.

Proficient in Windows and Mac. Have been providing free training and support since 1998. All work is
done pro bono.

2018 - present HOA Board Trustee – Mad River Hills

Responsible for verifying compliance with federal, state, county and municipality regulations & code
Includes research and continued investigation into all changes in the Ohio Code 1702 Revised 5312 on
Corporations and the Ohio Planned Community Revised Code 5312.04, the Articles, the By-Laws and
Declarations, Housing Urban Development (HUD) and The Fair Housing Act (FHA) regulations.

Interface with city, county, state and HUD/FHA officials to ensure compliance with all regulations

Provide computer support and hardware installation services as needed.

2012 – present University of Dayton - Adjunct / Part-time Faculty

Teach Java software in an Eclipse Integrated Development Environment (IDE) using industry's "Best
Practice" methodologies to MIS students. Have also taught VisualBasic.NET in a Visual Studio IDE.
Provide support/help installing all software whether it is Windows, Mac or Linux operating system.

2001 - 2012

Sinclair Community College / Private Consultant / Ascension Grade School
Assistant Professor / Adjunct Professor / NSF Program Manager

Designed and developed curriculum for over 20 different hardware and network related courses of the 26 different courses I was assigned to teach. This coursework and instruction included all levels and versions of Java, Servlets, JSPs, Tags, Struts, Java Structures, Java Web architecture design and development, MVC, Object-Oriented programming design and architecture (UML) and OOA&D tools, System Life Cycle Design, Database Design (Access, SQL and light Oracle), Project Management, HTML, JavaScript, Flash, Dreamweaver, and XML. Also taught and designed courses for the MS Server 2003 tract, MS MCTS and MCTIP, CompTIA A+ hardware, software and security tracts, Visual Basic, problem solving, introductory operating systems courses and the the CIS Student Orientation for Success. A list of the courses I taught is attached to this resume.

Trained senior developers in the Sinclair work force academic programs to include companies such as LexisNexis and Kodak. Was a designated professor and Business Partner for the Southwest Ohio Tech Prep Consortium High Schools and Quickstart Programs. Miamisburg HS Tech Prep Team was awarded second place as the runners-up in the 2010 Tech Prep Showcase Competition in the "Software Development Division" for Southwest Ohio

Program Manager for the CIS NSF Grant 0302540: Student Retention and Success. Participated in department outreach and recruitment activities to include CIS Security, Networking, MCSE, MCTS and MCITP activities, Tech Prep, Girls in IT, other NSF grants and projects, training and the CIS Advisory Committee to enhance Sinclair's (CIS) alignment with industry needs.

Completed LexisNexis / Sinclair JEDI certification and IBM WebSphere training. Other activities included teaching IT at Ascension grade school, teaching senior citizens/needly in basic computer operations and software packages in home pro bono and consult for small businesses.

1990-2000

SARCOM
Senior Account Executive / Project Management / Customer Service

Compaq Computer Corporation / Digital Equipment Corporation (Hewlett Packard)
Senior Sales / Account Executive / Project Management

RCF Information Systems:
Project Management / Customer Support / Business Development

Computer Sciences Corporation / Atlantic Research Corporation:
Business Development / Quality Assurance / Contracts / Grants

Initiated, coordinated, and managed account development for an international manufacturing organization. This included on-site project management of a help-desk team, software development, Y2K implementation, major desktop rollout for 3000+ users, total desktop support, and maintenance contracts, asset management, disaster recovery activities, plant relocations, proper equipment disposal, property management, major equipment shipments and deliveries, inventory tracking, quality assurance, ISO 9000 activities and compliance and the major server / storage rollout to bridge the old and new plants as well as many different contractor teams. Responsible for insuring appropriate time, critical support was in place (including Mexico and Canada) for all operations, especially those affecting the manufacturing lines.

Performed account development/management activities for customers at WPAFB, DLA, DISA, EPA and many other Dayton-Columbus commercial organizations. Responsible for all aspects of business development, customer service and the identification of government contract vehicles.

Managed numerous vendor accounts and maintenance contracts to insure the daily operation of the systems required for the maintenance contracts to insure the daily operation of the systems required for the manufacturing lines/computer support/server/helpdesk. Worked extensively with Microsoft, Dell, IBM, Sun (Oracle) HP (Compaq/Digital), Allied Signal, EMC, StorageTek, EMC, Toshiba, OmniTech, Telzon, Ingram Micro to provide appropriate customer on-site warranty.

Designed, developed and implemented weekly, monthly quarterly and annual contract deliverable schedules for vendors, customers and others as needed. Led a \$65M AFRL (WL) Computer Support outsourcing contract startup. Managed the entire Helpdesk operations which included but were not limited to: software and hardware support; troubleshooting; subcontracting service; hardware and software procurement; vendor selection; cost estimates; scheduling; metrics; T&M service reports; determined technical requirements and hired appropriate staff; provided program control and other contract activities as designated or needed.

Experienced in proposal development, statement of work preparation, contract reviews, input for prime contractor and subcontractor selection, defining hardware and specifications along with appropriate consultant support, hardware and software research and recommendations, setup, support and maintenance contracts warranty issues, setup and support contracts, facility support and moves in-house and to other plant or customer locations within and outside the United States.

Other Experience:

Temple University (Teaching 3 yrs in Baumholder, Germany)	Comanche County Hospital
Robert Half International	Douglass County Hospital
US Armed Forces Dispensary (Baumholder, Germany)	
American Society of Clinical Pathology (ASCP) certification for Medical Technologist	

Professional Affiliations:

(Past/Pres) National Contracts Management Association (NCMA) Board Member and Graalman Chairman, AFCEA, ITEA, SOLE, NAECON, EWI, Springfield Chamber of Commerce, Troy Chamber of Commerce, South Dayton Chamber of Commerce, and EEMG.

Courses I have taught and currently teach at the University of Dayton:

MIS 300 - Survey of Management Information Systems
MIS 301 - Information Systems in Organizations
MIS 305 – Introduction to Business Applications: Problem Solving with Visual Tools.
MIS 325 – Programming for Business Systems

Courses I taught at Sinclair on campus and to IT professionals in their local corporate organizations:

CIS 100 – CIS Student Orientation for Success
CIS 107 – Introduction to Operating Systems
CIS 111 – Introduction to Problem Solving and Computer Programming
CIS 112 – Object Oriented Concepts (UML) – Visio is used in the course
CIS 113 – Object Oriented Design (UML) – usually taught at companies using Rational/WebSphere/Eclipse
CIS 130 – Introduction to Web Development
CIS 134 – Web Animation
C IS 138 – Advanced Flash
CIS 166 – User Support Tools and Techniques
CIS 210 – Computer Systems Analysis
CIS 225 – A+ Certification Essentials: Operating Systems
CIS 238 – PC Hardware Troubleshooting
CIS 265 – Database Management Systems
CIS 271– Administering a Microsoft Windows Client Operating System
CIS 272 - Microsoft Windows Server Operating System
CIS 275 – Designing Windows Active Directory & Network Infrastructure
CIS 278 – CIS Capstone
CIS 280 – Java Programming I
CIS 281 – Java Programming II
CIS 283 – Advanced Java
CIS 285 – Web Application Development with Java
CIS 286 – Enterprise Java
CIS 288 - Java Enterprise Project Seminar (Java Development Integration Certificate)
CIS 297 – Special Topics - Java Structures

The UML and Java courses I taught are in bold lettering.

Courses have been aligned as semester hours and have changed their course numbering

Taught English and Math for Temple University (1981 – 1984) Baumholder, Germany