Debbie Karcher

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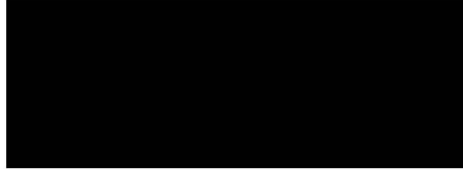## SUMMARY OF QUALIFICATIONS

Directed the information technology strategy and maintained the data integrity for the fourth largest school district, Miami-Dade County Public Schools (M-DCPS). Accountable for the M-DCPS information systems and network infrastructure for approximately 360 schools, 120,000 networked devices, 45,000 employees, and 340,000 students. This leadership role is responsible for over 300 employees and a $40 million technology budget. Introduced web-enabled technology and business intelligence tools moving the district from a green screen mainframe environment to internet accessibility. Substantial progress in re-engineering the business processes in the Kindergarten through Grade 12 organization.

ACCOMPLISHMENTS

Implemented a school district and community portal, using Microsoft Office Sharepoint Server (MOSS) 2007, enabling a secured, single point of access for relevant information, services, and applications for more than one million students, parents, teachers, principals, and administrative staff. In order to prepare the District's infrastructure several initiatives were undertaken as noted below.

- Developed a SQL data warehouse to centrally store data for the financial, human resources, and student systems and presented the data using the Cognos analytical tool.
- Directed the largest implementation of a web-enabled grade book and attendance system (Pinnacle) with teacher, student and parent access.
- Implemented a password management (P-Synch) solution that allows employees, students, and parents to manage their network accounts.
- Implemented a district-wide email system using Microsoft Exchange and Active Directory Service (ADS) for employees, students and parents.
- Deployed a district-wide patch management and power management (BigFix) and anti-virus (Sophos) solution to automatically update a network of over 96,000 desktop computers thus ensuring network reliability and integrity.

Provided the leadership necessary to administer the day-to-day operations of the data center, technical service centers, production scheduling functions, help desk, voice and data communication networks, systems development, internet services, user documentation and training, computer operations, staff development and budget.

EXPERIENCE

Chief Information Officer - (2002 - Present)
Miami-Dade County Public Schools, Miami, Florida
Accountable for the M-DCPS information systems and network infrastructure for approximately 360 schools, over 48,000 employees, and 342,000 students. This leadership role is responsible for over 300 employees and a $90 million technology budget.

Manager, Enterprise Computing - (2000 - 2002)
Motorola, Plantation, Florida
Responsible for directing and managing the Enterprise Computing Service Center on-site and phone support for 3,000 desktop users. Managed all software project and process activities using the Software Engineering Institute Capability Maturity Model.

Director, Quality Assurance and Support - (1997 - 2000)
Amadeus, Miami, Florida
Responsible for directing, managing, planning, organizing, budgeting, and implementing departmental goals for the support area of Travel Management Systems. This area was also responsible for quality assurance, curriculum development, customer and employee training, product implementation, support of beta releases, and development of user guides.

Several Positions - (1980 - 1997)
Miami-Dade County Public Schools, Miami, Florida
During my career at M-DCPS I held several positions including Programmer Analyst, Director Information Technology Strategic Planning and Director, Student Services leading, the development of the Student Information Systems.

EDUCATION

B.A., Finance, Minor: Computer Science
Florida International University, Miami

M.A., Public Administration
Florida International University, Miami, Florida

Certificate, Masters Certificate in Project Management
George Washington University, Washington, Washington, DC

JAVIER PEREZ

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CAREER OBJECTIVE
To fulfill all my obligations to the Miami-Dade County Public Schools, in an ethical and professional manner, also apply my years of knowledge and experience to support the telephone and data network infrastructure used in assisting the education of the M-DCPS student body.

QUALIFICATIONS
Over twenty eight years of experience in management, including the completion of several management, OSHA safety and Sterling Navigator Courses. Twenty three of the twenty-eight years have been with the M-DCPS District. Twenty three years of progressive technical experience in mainframe, client server, LAN/WAN, telecommunications and WEB environments.

PROFESSIONAL EXPERIENCE
Miami Dade County Public Schools – Information Technology Services (ITS)
Infrastructure and Systems Support Executive Director – November 2003 through Present
Network Expansion Services Director II – July 1997 through October 2003
Network Support Supervisor I – May 1996 through July 1997
Network Manager – September 1991 through May 1996
Senior Network Installer – August 1990 through September 1991
Senior Production Control Scheduler – September 1988 through August 1990
Production Control Scheduler – September 1986 through September 1988

Responsibilities:
Oversee all administrative functions of the Infrastructure and Systems Support Department, which employs a total of 84 employees. This Division is composed of six different groups. These include Field Support Services, Telecommunications, Project Management, ITS Annex Warehouse, Records and Forms. Administrative functions include, interviews, evaluations, training, ensure accuracy of payroll processing, motivate staff, continuously improve morale and ensure all administrative functions are executed in accordance to M-DCPS School Board Rules. In addition, forecast and clearly state division goals and objectives, to meet future trends in technology.

Field Support Services is responsible for supporting all administrative desktops, peripherals, telecommunication and instructional server needs at all District Schools and Offices.

Telecommunications is responsible for all telephony needs for all District Schools and Offices. In addition the Add Moves and Changes Help Desk (AMC) is also incorporated in the Telecommunication Division. The AMC processes all administrative district requests for add, moves or changes of both data and voice equipment.

Project Management is responsible for the design and implementation of voice and data networks for all District Schools and Offices. This group ensures all wiring, wireless and network backbone infrastructure are installed in compliance to district bids, codes and standards.

ITS Annex Warehouse is responsible for tracking, shipping and receiving the equipment needs for all locations under the ITS umbrella, in addition all infrastructure needs for all District School's and Offices are also ordered through this group. This division is also responsible for the yearly property audit reconciliation, which totals to nearly $14,000,000.

Records is responsible for the repository of all District Records, and is administered under the guidelines "State of Florida Statutory Authority Chapters 119 and 257". Some examples of the

records stored are student transcripts, historical board information, personnel information and vendor checks.

Forms is responsible for updating, deletions and changes to all District forms.

PREVIOUS PROFESSIONAL EXPERIENCE
H & L Auto Supply - September 1985 through December 1985
Functions included parts counterman and inventory control supervisor. Assisted in helping customers obtain stock items, managed customer complaints and resolutions. Maintained inventory control levels and organization.

U-Auto Do It - August 1980 through May 1985
Responsibilities included stock clerk, sales, and counterman. Within a year became assistant manager then general manager. As general manager my duties included: supervising immediate staff, maintained inventory levels, resolved customer issues and concerns. Later promoted to regional merchandising supervisor responsible for stocking, hiring and opening all new U-Auto Do It stores.

EDUCATION
Miami Dade Community College – Completed 65 credits towards AA Degree.

Miami Dade Community College – Certified as "Novell NetWare 3.12 System Administrator"

BellSouth Telecommunications – Completed course in "Emerging Technologies DC104".

Systems Center – Certified in "NET/MASTER Network Control Language".

The National Seminars Group – completed course on "How to Supervise People".

Florida Council On Educational Management – Completed course on "Interaction Management Program"

Preferred Software Training – completed course in CA-7 scheduling software.

Preferred Software Training – completed course in CA-11 scheduling software.

PERSONAL QUALITIES
Always considered a team member by management and subordinates. A self-starter who always takes initiative and readily accepts challenges with optimism and enthusiasm.

Hobbies
Reading, boating, fishing and coaching little league basketball.

DOUGLAS GALBRAITH

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CAREER OBJECTIVE

Fulfilling all my obligations to the Miami-Dade County Public Schools, in an ethical and professional manner. Applying my years of knowledge and experience in Information technology to enhance the educational process within Miami-Dade County Public Schools.

QUALIFICATIONS

Over twenty seven years of experience in technology, including the completion of several Information Technology and management courses. Sixteen of the twenty-eight years have been with the M-DCPS District. Twenty two years of progressive technical experience in communications, telecommunications, LAN/WAN, and WEB environments.

PROFESSIONAL EXPERIENCE

Miami Dade County Public Schools – Information Technology Services
Infrastructure and Systems Support Supervisor II – October 1999 through Present
Communications Services Supervisor I – February 1996 through October 1999
Telecommunications Manager – March 1993 through February 1996

Miami-Dade County – Information Technology Department
Communications Engineer I – October 1988 through February 1993
Communications Technician III – November 1987 through October 1988

Jamaica Telephone Company – Network Maintenance Department
Electronic Repair Supervisor – March 1982 through August 1985

Responsibilities:
Responsible for supervising administrative, project management and technical planning staff in installing and implementing voice and data communication services for new installations, as well as, additions and renovations at existing school sites. Develops standards for voice/data communications in new facilities and major additions to existing facilities. Responsible for growth forecasting, planning, procedures and feasibility studies related to Information Technology systems and services. Assists with the creation and modification of district wide Information Technology standards. Assists in the creation and modification of Information Technology RFP's and Bids.

Administrative functions include, interviews, evaluations, approval and accuracy of payroll processing, approval and oversight on vendor billing and procurement of goods and services. Ensure all administrative functions are executed in accordance to M-DCPS School Board Rules. In addition, forecast and clearly state division goals and objectives, to meet future trends in technology.

PREVIOUS PROFESSIONAL EXPERIENCE

Manager, Galbraith's Electronics - Jamaica, W.I. September 1985 through October 1987
Supervised the day-to-day operations of a family owned retail electronics business.

EDUCATION

Bachelor of Electrical Engineering, Georgia Institute of Technology 1981.
Engineer in Training - Atlanta, Georgia - July 1981.
Supervisory Management - Jamaica W.I. - April 1983.
Satellite Communications Systems - Jamaica, W.I. August 1983.
Plessey 4660 Packet Switch Course - Poole, Dorset, U.K.- February 1984.
Databit Data Terminal Signature Analysis Course - Jamaica, W.I. - June 1984.
Understanding P.B.X. Systems - Atlanta, Georgia - February, 1989.
Applying Traffic Analysis Principles - Nashville, Tennessee - September, 1989.
Integrating Voice and Data - Los Angeles, California - December, 1989.
T-1 Networking - Orlando, Florida - January, 1990.
Wavetek LAN Certification – Ft. Lauderdale, Florida – June, 1997

PERSONAL QUALITIES
A team builder, who is considered a team member by all. Extremely concerned for the well being of others. Ready to accept any challenge and exceed expectations.

Hobbies
Golf, fishing.

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RESUME

Dr. Anthony D. Machado

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WORK EXPERIENCE

01/97 – Present   **MIAMI-DADE COUNTY PUBLIC SCHOOLS**

Serving as Director II / E-Rate Management district-wide (1998 – present). This assignment is mainly responsible for seeking and managing over $30 Million yearly in federal funds to administer technological advancements throughout the district. Currently viewed as a national expert in this field, including requested appearances before U.S. Senate and House hearings in Washington, D.C., and at the State level in Tallahassee, FL., on issues involving this program. Other concurrent assignments have included various responsibilities within the Communications Department; specifically, Director of Communications Services; Telecom Analyst; and Project Management.

12/66 – 12/96   **BELLSOUTH TELECOMMUNICATIONS**

RETIRED after 30-year telecommunications career, including work as Dedicated Service Manager, NETWORK Department, to the M-DCPS account as well as all Dade County Government accounts, including the 911 Network.

The 30-year career included assignments within AT&T, Chesapeake & Potomac Tel & Tel, Southern Bell Tel & Tel, and BellSouth companies.

Multiple **BUSINESS TRAINING**. Specifically, among others, training in the field of Telephone & Telecommunications; Quality of Work Life (QWL) training; Time Management; High Performance Living; Excellence Through Teamwork; Managing in a Competitive Environment; Supervisory Relations; Participative Leadership; Excellence in Leadership; Investment in Excellence; Counselor Relations; Managing Interpersonal Relationships; Labor Relations; Affirmative Action.

OTHER NOTABLE ACTIVITIES

(1992 – 2005)   **CHAIRMAN of The Board of Governors, Florida National College**, Miami, Florida

(1994 – 1996)   **9-1-1 NENA (National Emergency Number Association) Florida Chapter Vice President**

(1993 – 1996)   **9-1-1 APCO (Associated Public-Safety Communications Officers)** Member, Florida Chapter

Lifetime   **Member of Phi Kappa Phi**, National Honor Society, FIU Chapter, Miami, Florida

Lifetime   **Member of Phi Delta Kappa**, Honor Society, FIU Chapter, Miami, Florida

EDUCATION   FLORIDA INTERNATIONAL UNIVERSITY, Miami, Florida

Doctor of Education in **Adult Education and Human Resources Development**

Degree conferred in May 1994. Honors Graduate. Academic Excellence Award.

FLORIDA INTERNATIONAL UNIVERSITY, Miami, Florida

Master of Education in **Adult Education**. Degree conferred in May 1991.

Honors Graduate.   Academic Excellence Award.

FLORIDA INTERNATIONAL UNIVERSITY, Miami, Florida
Bachelor of Arts **in Psychology**.   Degree conferred in May 1977.   Honors Graduate.

MIAMI-DADE COMMUNITY COLLEGE, Miami, Florida

Associate of Arts in Psychology.   Degree conferred in June 1973

Miami Senior High School, Miami, Florida
High School diploma conferred in June 1966

SPECIAL SKILLS   Fully Bilingual in English and Spanish;   Computer Literate.