Mark Higgins

1150 Collier Rd. K19
Atlanta, GA 30318
mark@mark-higgins.net

(706) 453-1680 home
(706) 347-0336 cell
(706) 485-0110 fax

Director of Information Technology

Project Management
Software Implementation
Disaster Recovery
System Tuning
Software Development
Training
Team Building

Networking – Data Communication
System Security
Voice and Data Integration
Vendor Negotiations - Alliances
Technology Planning
Hardware and Software Conversions
Mentoring

Accomplishments

Turnaround Management: Successful selection and implementation of Point-of-Sale system in 106 retail stores after previous leadership had failed. Successful implementation of Datatel ERP type software in a multi-campus environment after failure under previous leadership, this included rebuilding the MIS department back from scratch.

Human Resources and Talent Management: 10 years with 0% staff turnover. Effective staff development through mentoring. Maximum number of staff reporting directly 17. Maximum number of overall staff reporting 35.

Application Development: Establishment and development of numerous wide-ranging industry specific systems from broiler and breeder tracking to tee time systems. Developed International Automated Clearing House software that led to installation and support work in Europe. Saved $2 million a year through installation of a multi-site bar-code and labeling system.

Project Management: Implementation of J.D. Edwards financial system saving the company over $1 million in the first year alone. Software selection – implementation of Point-of-Sale systems in 3 different companies for a total of 245 stores. Creation of a Direct Mail Center resulting in $500,000 a year annual postage savings, Conception and development of a unique voice over IP phone system that added $200,000 a year. to the bottom line.

Committee Work: Chaired The South Carolina State Technical College Information Systems Managers Committee. Chaired Information Resource Committee. Member of D.P. Steering Committee. Member of the University of Georgia MIS Industry Advisory Board.

Budgetary Responsibility: 18 years of departmental budget responsibility up to $4 million. Many projects were in the $1 million range by themselves.

Quality and Best Practices: Implemented and monitored best practice metrics, streamlined to increase efficiency and maximize resources resulting in extreme client loyalty as well as cost savings.

Professional Experience

Continuously employed since age 16

MIS Director - 1 ½ years
Technical College of the Lowcountry, Beaufort, SC - State College of 2000 students and 4 campuses
Environment: 12 Windows 2000 Servers Native Mode with Active Directory connected with Gigabit Ethernet serving both academic and administrative areas, IP network, Frame Relay on the State Fiber Optic Network, routers, switches, hubs, firewalls

Director of Information Services - 10 years
Sea Pines Company, Inc., **Hilton Head Island, SC -** Prestigious resort and second largest real estate company in South Carolina
Environment: Two AS/400 computers (DB2) and 20 NT servers linked through LANs, WANs, Extranet, and VPN (IPX and TCP/IP) to over 300 IBM PC's and also linked to a multi-site PC based POS system. Telephone system based on a Northern Telecom Meridian SL-1 and Centrex, both feeding data to the AS/400 network for real time guest billing, Linux based firewall, routers, switches, hubs

Manager Computer Systems - 7 years
GOLD KIST, Inc., Atlanta, GA – Second largest poultry producer in the country and had a retail division with 106 feed and seed stores
Environment: IBM Mainframe, 140 IBM midrange (36 and AS400) computers, several hundred IBM PC's and 12 DEC VAX's, Unix

Programmer, promoted to **Senior Systems Engineer,** promoted to **Project Leader - 5 years**
Management Science America, Inc. Atlanta, GA – At that time the largest supplier of applications software in the world, later became Dun and Bradstreet Software
Environment: IBM Mainframe and IBM PC's in the Peachtree Software Division

Software

Datatel	Oracle	Crystal Reports	Windows Office	AS400 report writer
UNIX	Linux	SQL	COBOL	Microsoft Exchange Server,
RPG	CICS	DOS	OS2	Various POS systems
DB2	CLISTS	TSO	bar coding	Ryan Mcfarland
Real World	OS400	Great Plains	Foxpro,	J.D. Edwards
Peachtree	MSA GL	MSA AP	MSA AR	MSA Inventory
MSA Payroll	Visio			

Windows – 3.x , 95, 98 (SE), 2000, NT, XP, ME, Vista, Windows 7

Education

MBA California Coast University completed in **2011** (accreditation may be checked at http://www.ope.ed.gov/accreditation);
BBA in management, University of Georgia
Southeastern Louisiana University, Computer Science, courses equivalent to an associate degree

Certifications

CCP - Certified Computing Professional by the Institute for the Certification of Computer Professionals
CCNT - Certified Convergent Network Technologies (voice and data) by Multimedia Telecommunications Association