

# MICHAEL HICKS

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## MANAGEMENT PROFILE

*Strategic Planning • IT Operations Management • Budget Administration*

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Detail-oriented management professional with progressive and diverse experience coordinating multiple projects, creatively addressing operational issues, and devising effective solutions to streamline operations. Combine expertise in strategic planning and organizational leadership with strong qualifications in team management and training. Outstanding interpersonal and communications skills, quickly building rapport with customers, associates, vendors, and senior management. Results-oriented, decisive leader with proven success building productive teams. *Key strengths include:*

- Telecom Management
  - Infrastructure Management
  - Customer/Vendor Relations
  - Team Building & Leadership
  - Documentation & Reporting
  - Resource Management
  - Project Management
  - Disaster Recovery Business Cont.
  - IT Service Delivery
  - Personnel Management
  - Process Improvements
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### **Key Achievements:**

- Certified Public Managers certification University of Georgia
- Certified Government leadership program for senior leaders in local and national government University of Georgia composed of Technology, Human Resources, and Finance literacy (CGCIO)
- Completed Leadership Augusta class for select leaders
- 19 years of leadership experience managing people, process, and innovation
- 19 years of budget experience
- First chair of Strategic Planning Committee/City of College Park
- Excellent operations experience
- Created Finance budget efficiency for all departments
- Created employee ambassador program for City of College Park employee recognition
- Acting City Manager during City Manager leave managing 14 departments
- Acting City Clerk until vacancy was filled
- Managed Customer Service Department 1 year until vacancy was filled
- Managed Communications Department 1 year until vacancy was filled
- Assisted with payroll for staff during absence of human resource director at City of College Park
- Currently managing 9 locations with deployed new SD-WAN bandwidth technology for telecom, desktop support, audio visual,
- 8 years satisfactory finance office technology audit review
- Responsible for all technology Strategic Objectives
- Deployed free training classes for all staff for professional development
- Established performance management software for all strategic goals
- Revamped customer service oriented help desk to drive process improvements, including improved trouble ticket management
- Member of Emergency Management Committee (5 Departments)
- Deployed new CCTV cameras city wide
- Currently implementing Cyber Security analysis to determine enterprise vulnerability

### **Leadership/Awards**

- Voted Hershel Strickland Award Winner for Government leadership and recruitment 2023
- Voted C.I.O. of the year 2022
- Spirit of GMIS award for Government Leadership 2021
- Current membership director Georgia technology leaders
- Immediate Past President Georgia local and state technology leaders
- Nominated as 21<sup>st</sup>. Century technology leader “ED TECH”
- Past President Atlanta Airport Rotary Club

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## **PROFESSIONAL EXPERIENCE**

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**CITY OF COLLEGE PARK –ATLANTA GEORGIA CHIEF INFORMATION OFFICER: 2016-PRESENT** -Responsible for all technology Strategic Planning Initiatives, Enterprise Resource Planning, upgrades and maintains City of College Park enterprise network. To include: Police CAD, Fire Dept. Firehouse software, Utility billing software, experience with automatic meter integration, enterprise camera system, helpdesk support, application development, desktop support, server management, Content management system, staff development

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### **PAINE COLLEGE – Augusta, GA**

2009- 2016

**Chief Information Officer:** Responsible for all technology Strategic Planning Initiatives, Enterprise Resource Planning, upgrades and maintain Paine College’s Enterprise network. To include: Helpdesk support, application development, desktop support, server management, Learning management System, (S.I.S.)Jenzabar, smart classroom technology, telecommunications, audio visual support. Perform necessary maintenance to support network availability. Supervise all network support and client service specialist. Plan, coordinate and implement network security measures.

### **MOREHOUSE SCHOOL OF MEDICINE – Atlanta, GA**

2006-2009

#### **Director of Telecommunications/Audio Visual Services/Helpdesk/Desktop Support (2005-2009)**

Manage and maintain network, desktop support, audio visual services, helpdesk, and telecommunication operations for main campus and 7 remote clinical sites (Morehouse Medical Associates), ensuring optimal functionality. Prepare and monitor budget. Establish and introduce standardized policies and procedures for Help Desk, Network, and Telecommunication Units. Source, purchase, implement, and maintain new technology that enables learning and research collaboration. Interact with vendors to negotiate pricing and ensure compliance with established service level agreements. Oversee activities of cross-functional teams to facilitate timely completion of project deliverables from initiation to closing. Recruit staff, evaluate performance and offer feedback regarding professional development. Coordinate efforts with other MSM departments to ensure their IT needs are being met.

#### **Telecommunications Manager (1993-2005)**

Directed all aspects of PBX management; held full accountability for daily operations of telecommunications infrastructure management including vendor relations. Maintained network infrastructure including routers, switches, and monitoring tools. Responsible for the development of telecommunications design and job-site solutions. Manage the telecommunications budget and control expenditures within budget limits. Supervised technical personnel; provided direction on technology implementation and customer service. Installed and maintained a video conferencing infrastructure.

**Electronics/Telecommunications Technician (1986-1993)**

Responsible for repair of research equipment used by various professors. Installed all telecom phones,fax,modems,video conference, network cabling,for 7 locations. Operated audio visual equipment during select programs.

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**EDUCATION AND CREDENTIALS**

**CGCIO-Certified Government Chief Information Officer(Carl Vinson Institute University of Georgia)**

**Master of Science Administrationt (MSA) • Central Michigan University**

**Bachelor of Arts in Business Administration concentration(Computer Information System) • Saint Leo University**