

P.O. Box 173

J. DAVID SHINN  
Fishers, Indiana 46038

(317) 545-3650

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**OBJECTIVE:**

To provide sales and technical management skills to assist in the positive and efficient support of client technology systems.

**SUMMARY OF QUALIFICATIONS:**

- Able to turn problems into solutions
- Communicate effectively with people at all professional levels
- Successful in managing and completing multiple projects
- Team builder with aptitude for energizing and inspiring associates and client base
- Master level service technician, systems integrator / analyst

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**PROFESSIONAL EXPERIENCE:**

**SHINN TECHNOLOGY SERVICES CORPORATION**

1996 To Present                      Position: President / Systems Engineer

Business evolved from software development in 1988 to service business focusing on small business technology systems. Responsible for corporate operations, sales, client consulting and technical services.

Daily service and support for hardware and software issues on Microsoft platforms. Current product sphere includes Dell, Hewlett Packard, Lenovo, Apple devices, Microsoft and support for a wide range of application software. Design and maintain client network infrastructures. Virus detection and removal /disaster recovery planning. Work in the Microsoft 365 environment (Exchange, SharePoint and general MS apps). Versed in all areas of web development, social media management and business branding.

**REFERENCES:**

Bo Elder	Chamber of Commerce Building Corp	IN	317-634-2515
Adam Hill	LOR Corporation	IN	317-205-1200
James B. Lemler	Allen Whitehill Clowes CF	IN	317-955-0138
Kathy Hall	Berkshire Hathaway Home Services	IN	317-462-2345
Drew Augustin	Alliance Commercial Group	IN	317-590-5903
Bob Grimmett	Sani Seal, LLC.	IN	317-946-4757
Bruce Jones	Bruce A. Jones Company	IN	317-773-9966
Tim Payne	Payne Technology, Inc.	IN	317-377-0070
Mark Pressley	Martin-Pressley Properties, LLC	IN	317-626-0015
Michael Kinder	KinderCo, Inc.	IN	317-727-5943
Mike Corbett	Hamilton County Business Magazine	IN	317-985-6427

**ANACOMP, INC.**

1992 To 1995

Position: National Director of DCCS Center Support / Senior Systems Engineer

Responsible for Novell network and Data Center Control System (DCCS) for over 51 COM centers across the United States. Managed team for 24 x 7 x 365 national support system. Developed specifications for engineering development of DCCS system and dictated path for future support processing. Developed international electronic data warehouse. Provided support for network systems in Canada, Wales and Japan. Worked with team support on Hewlett Packard 9000 at corporate headquarters.

Greatest Achievement:

National TIGER team leader to implement 30 Anacomp DCCS COM centers in a 120-day period across the United States. Managed center implementation including cable distribution / layout, implementing IPX based Novell network and then attaching Datagraphix XFP-9000 COM machines via a separate TCP/IP based OS/2 COMNET system. These centers will generate over 420 million dollars of revenue for Anacomp per annum.

**BELL INDUSTRIES**

1991 To 1992

Position: Senior Systems Engineer

Work with sales department to develop project specifications and create client proposals. Design cable distribution systems and pass on to contractor for installation. Install Novell NetWare networks and install and maintain a large arena of industry hardware, software applications and management software. Certified technician on all high-end servers to include Compaq, Hewlett Packard and IBM. Also became technician repair certified on all IBM and Compaq workstations and Hewlett Packard / Lexmark printers.

Greatest Achievements:

## Dow Elanco Corporate Center Project

Team leader responsible for moving 850 microcomputers and 150 printers from multiple locations to new corporate center. Add network card, setup for Novell NetWare and install company standard software on each IBM and Mac moved. Teams worked 12-hour shifts (24 hours, Mon-Fri) and completed project 15 days ahead of contract date.

## Lilly Corporate Center Project

Developed support help desk program to serve the entire Financial Systems division of Lilly. Created procedures that defined a standard set of rules for hardware and software, and documented each piece of application software for DOS, Windows, OS/2 and Mac computers. Also documented and supported department data-highway including Token Ring, Ethernet, AppleTalk and 3270/5250 communications. Created call tracking system using Filemaker Pro (DOS/Macintosh platforms). Program tracks internal trouble calls, project research requests and physical inventory.

**ZENITH DATA SYSTEMS**

1987 to 1991

Position: Corporate Sales / Master Systems Engineer / Associate Manager

Joined ZDS in corporate sales. By consistently exceeding sales goals, was advanced to Associate Manager responsible for corporate sales, retail sales and service operations. Management responsibilities included daily retail operations management, establishing and managing multiple marketing projects and training program development. Service responsibilities included computer setup and repair, Novell NetWare installation, onsite and telephone support for key corporate clients, and managing service inventory. Became one of the first one hundred Novell CNE's in the United States.

Greatest Achievements:

Member of two-person team for the development of the State of Indiana and Naval Avionics Center Quantity Purchase Agreements. Designed help desk program to provide turnkey support to the QPA client base. QPA team generated over 2.1 million dollars of sales and services by the end of the first quarter of program.

Challenge of Champions Sales Award, 1988, 1989, 1991

Challenge of Champions Service Award, 1990, 1991

Became certified as electronic service technician for all Healthkit products

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**PROFESSIONAL DEVELOPMENT HIGHLIGHTS:**

Dale Carnegie University, Sales  
Zenith Data Systems, sales and management courses / Heath School of Electronics- Concepts of Electricity I, II  
IUPUI Business Accounting Principles and Business Management  
Hewlett Packard & IBM- server technician and general service courses  
Novell Training, 17 courses, pass test series for Certified Novell Engineer certification  
Apple Corporation- Network (LAN) Training and Master technician series certification  
Pass test series for A+ Service Technician certification  
Southern Alberta Institute of Technology, Canada, automotive industry repair operations  
FC Tucker School of Real Estate, professional licensing passed for Indiana Broker license  
CCIM Institute: Commercial Investment Real Estate Analysis  
Eleven Fifty Academy: Blockchain & Bitcoin Course Introduction to Coding Course  
ISACA Internet security and cyber-security course

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**INDUSTRY CERTIFICATIONS:**

A+ Service Technician Certification Zenith master service technician (ZMST)  
Certified Novell Engineer (CNE) IBM Certified Service Professional  
Dell Consultant Network Systems Engineer

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**PERSONAL / COMMUNITY:**

PADI Certified Scuba Diver (Open Water, Advanced Open Water, Night Diver, Rescue and Search & Recovery Diver)  
Adventure motorcycle touring in the United States, Canada and Europe (over 260K miles)  
Half marathon participant and cycling enthusiast  
Freelance technical author / editor and contributing writer for business magazines  
Musician with focus on drums / percussion instruments - restore and promote education of vintage drums

**Present and past service:**

MSDLT Lawrence Township School System, Volunteer / Corporate Partner, 2015 to present  
Broadway United Methodist Church, Thanksgiving Day meal preparation, 2008 to present  
The Bridge Fund, 2014 to present  
Indiana Golden Gloves, 2014 to present  
McKenzie Center for Innovation and Technology, Advisory Board, 2006 – 2019  
United Hope Foundation, 2010 - 2015  
Ambassador Masonic Band, Children's charity and community events, 2009 - 2013  
Project Lead the Way, 2008 - 2009  
Lawrence Chamber of Commerce, Board of Directors and Officer, 2002 - 2008  
City of Lawrence Board of Zoning Variance, Board Member, 2006 - 2008  
City of Lawrence Economic Development Advisory Council, Board Member, 2006 - 2008  
Boy Scouts of America, Committee Chairman, 1999 - 2001  
American Pianists Association, 1995 - 1998  
Children's Museum of Indianapolis, Robotics department lead, 1988 - 1990

**Recognition:**

Meritorious Service Award, Millersville Masonic Lodge #126, 2013  
Volunteer of the Year, United Hope Foundation, 2012  
Honorable Order of Kentucky Colonels, Commissioned by Governor Ernie Fletcher, 2005  
Volunteer of the Year, McKenzie Career Center, Lawrence Township Schools, 2004  
Outstanding Board Member of the Year, Lawrence Chamber of Commerce, 2003  
Outstanding Member of the Year, Lawrence Chamber of Commerce, 2001