Ron W. Dowda

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Website- https://rondowda.com

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Professional Summary

Accomplished IT Project Manager and IT Operations Service Manager with 20+ years of supervisory experience managing enterprise IT support, data centers, and call center operations across government, corporate, and academic environments. Proven record of leading IT Projects & IT service teams in troubleshooting, hardware/software deployments, and process improvements while ensuring high customer satisfaction. Experienced in help desk management, network operations, and hands-on technical support. Adept at motivating teams, resolving escalations, and executing IT projects under demanding conditions, including secure DoD/NATO environments. Seeking to bring technical leadership and hands-on management expertise to IT Support.

Core Competencies

- IT Project Management, IT Service Management & Call Center Management
- Team Leadership & Training
- Data Center Operations & Infrastructure Support
- Hardware/Software Troubleshooting (Windows/Mac)
- Network Administration & Cable Installations
- ITIL, Incident & Problem Management
- Process Improvement & Quality Assurance
- Vendor & Stakeholder Collaboration
- Customer Service Excellence using BMC Remedy and Siebel
- Security Clearance (DoD TS-SCI, NATO Secret – Inactive)

Professional Experience

Owner / IT Services Director – Consultant
Self-Employed – Helena-West Helena, AR | 2018 – Present

- Deliver IT consulting, IT Project Management, help desk management, and onsite technical services for businesses, schools, and municipalities.
- Lead IT projects including computer hardware/software troubleshooting, network cabling/configuration, and system relocations.
- Consistently achieved 100% completion of service calls with high customer satisfaction.
- Mentor and supervise technicians, ensuring best practices in IT service delivery.

Network Project Manager (Contract)
Cities of Helena-West Helena & Elaine, AR | 2021 – 2023

- Directed citywide "Smart City" Wi-Fi deployment projects.
- Coordinated vendors, city officials, and installation teams to ensure minimal business interruption.
- Managed installations, configurations, and service coverage for municipal wireless access.

Education Program Manager – Data Center & Computer Hardware Support
University of Arkansas Phillips Community College | 2018 – 2022

- Designed and taught curriculum on computer hardware support and troubleshooting for enterprise/data center systems.
- Provided hands-on instruction in diagnostics, repairs, and network introduction.
- Trained students in real-world IT support methodologies.

Lead IT Project Manager
Americus Glass & Mirror – San Antonio, TX | 2014 – 2018

- Oversaw IT relocations, upgrades, and installations across offices.
- Supervised help desk operations, including software/application support and phone support.
- Directed onsite and remote troubleshooting of IT hardware and software.

Regional Data Center Manager (TS-SCI)
ABM Government Services – NATO HQ, Kabul, Afghanistan | 2012 – 2013

- Managed secure NATO/DoD data center environments supporting 300+ users.
- Supervised help desk technicians, ensuring 99.5% uptime.
- Oversaw Windows AD administration, VoIP systems, and video networks.
- Created spare parts program, reducing downtime.
- Managed service calls using BMC Remedy.

Data Center Manager / Technical Lead (TS-SSBI)
DRS Defense Solutions – Iraq & Kuwait | 2011 – 2012

- Directed enterprise data center operations for U.S. Army missions.
- Maintained 100% uptime and managed secure/non-secure IT systems.
- Authored SOP manuals and received Commander's Service Award.

Resident Data Center Systems Engineer
Microsoft Data Center (Silicon Graphics) – San Antonio, TX | 2008 – 2011

- Managed support for 5,500+ servers and Cisco networking devices.
- Led global deployments in Ireland and Washington State.
- Recognized for 100% customer satisfaction by Microsoft.

Area Manager, IT Support & Call Center
Northrop Grumman – San Antonio, TX | 1992 – 2008

- Supervised 18 engineers across three cities, Austin/San Antonio/Houston, in a call center/help desk environment.
- Directed multi-site IT operations, supporting Fortune 500 and military clients.
- Designed dispatch and logistics systems improving call center efficiency.
- Designed team for national dispatching and service call handling using Siebel.

Education & Certifications

- **PMP, PMI Certified Project Manager Training** – Texas A&M, San Antonio
- **CISSP Training** – Cybersecurity Fundamentals
- **CompTIA A+ & Security+ Certifications**
- **ITIL Foundation v3**
- **APC Data Center Management Certification**
- **NetApp ASE2 Certification**
- **AI Assisted Consultant Certification**
- A.A.S. Computer Science – Control Data Institute
- A.A.S. Electronics Engineering – United Electronics Institute
- Eastfield College & Community College of the Air Force – 53 hours
- U.S. Air Force Veteran – Teletype & Crypto Maintenance (Honorable Discharge)
- U.S. passport - current

Volunteer Leadership

- **Rotary Club of Helena, AR** – Past President; led club to Governor's Award, Paul Harris Fellow
- **Helena Museum of Phillips County** – Board Member, AI-driven digital history project
- **Phillips County Chamber of Commerce** – Past Board Member
- **Texas Parks & Wildlife** – Volunteer Instructor, Outdoor Survival & Safety
- **American Red Cross,** blood donor, 15 donations