

KEITHMEDLIN

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PROFILE

An accomplished Technology Executive with a demonstrated ability to lead in complex environments and a proven record of building high performing teams that serve business, support and training needs. A strong collaborator with cross-functional experience balancing operational and budgetary demands with high service delivery standards. A pragmatic problem solver that uses a systems approach to project management, stakeholder engagement, and organizational development with a focus on putting end-users first.

EMPLOYMENT

SEPTEMBER 2010 – PRESENT CHATHAM COUNTY SCHOOLS, PITTSBORO NC

Chief Information & Technology Officer (2016 - PRESENT)

Executive Director for Technology & Media Education (2010 – 2016)

- Restructured end user support and increased customer satisfaction to 97%.
- Successfully forecast \$1.6 million, non-personnel inclusive, budget and stayed within budget each fiscal year.
- In cooperation with elected school board members and county commissioners led the renewal of two \$3.4 million 1-to-1 Student Laptop Program in 2014 and 2018.
- Oversaw the migration from a physical server infrastructure to a virtual server infrastructure introducing the district's first Business Continuity and Disaster Recovery capable infrastructure.
- Introduced Mobile Device Management technology to support computer imaging, management, maintenance, and monitoring.
- Led the migration from Open Directory to Active Directory as a part of a modernization effort in the area of user account Lifecycle management.
- Launching an enterprise-wide data security and lifecycle management review to develop standards for data management, workflow, security, and vendor evaluation.
- Regularly collaborate with department and school leaders to scope technical project requirements to ensure vendor solutions are aligned with organizational goals.
- Lead a team of 17 employees in both technical and non-technical roles performing leadership development, daily management, evaluation, and goal setting for both local and remote teams.
- Led the enterprise migration from Office 365 to G Suite without losing any data across calendars, emails, or contacts with less than 72 hours of downtime.
- Ensure telecommunications compliance with federal E-Rate laws governing service delivery, CIPA, COPPA, and procurement procedures.
- Developed audience specific documentation to onboard new employees.
- Developed and maintained the Technology Department Intranet that included service standards, procedures, and technical configuration information.
- Led the Public Relations department in an effort to revamp web, social media, and print marketing.
- Led the successful conversion to a new public website system for the district, departments, and schools.
- Launched the district's first Learning Management System (Canvas) to support classroom instruction, training, and internal data organization.
- Led procurement of district technology services and products through competitive formal, and informal, bidding processes following North Carolina eProcurement statutes.
- Developed Python scripts to support data translation and bulk load for user account information with vendors.

- Created a sustainable school technology budget that ensures a regular refresh of end user technology for both teachers and students.
- Expanded public-private partnerships with public libraries, local government, and small businesses.
- Represented the district in community outreach, county commissioner meetings, and at awards ceremonies.
- Created an On-Demand video library for technology.

JUNE 2004 – SEPTEMBER 2010 WAKE COUNTY PUBLIC SCHOOLS, RALEIGH NC

Senior Administrator for Collaborative Applications (2006-2010)

Administrator for Collaborative Applications (2004-2006)

- Led the Blackboard Learning Management System team.
- Increased school participation to 100%, creating one of the nation's largest self-hosted K-12 Blackboard environments.
- Created manuals, documentation, and help materials, and maintained an employee intranet for 18,000 employees covering a broad variety of technologies as a part of the Technical Communications Department.
- Selected and led Zend Framework, Symfony, and MVC PHP/MySQL development environments for use within WCPSS.
- Led an internal usability study on the company Intranet resulting in navigation changes, fewer support requests to the help desk, and quicker access to the most commonly accessed information.
- Led code review, contract developer hiring, and functional testing for web applications.
- Led development of multiple web applications, most notably, for:
 - School Improvement Planning
 - Online forms database for Intranet Users
- Led a team of contracted PHP developers working in conjunction with multiple departments to create:
 - Curriculum Mapping (CMAPP)
 - Project Enlightenment Services Database
- Collaborated with departments to develop web application software specification, lead QA testing with those departments, and prioritized customer feature requests into actionable development goals.
- Served as program manager for the portfolio of developed applications leading customer review through the application lifecycle with both non-technical and technical audiences.
- Led the training and rollout of Camtasia video tutorials within Technology Services, and across departments for how-to videos.
- Successfully documented and re-launched the Principal's Dashboard data warehouse system in conjunction with contracted and internal stakeholders across multiple divisions and departments.
- Served on an district-wide interdepartmental leadership team addressing districtwide user identity lifecycle management and provisioning.

JUNE 2002 – JUNE 2004 MICHIGAN VIRTUAL HIGH SCHOOL, E. LANSING MI

Daily Operations Coordinator 2003-2004

Research Analyst 2002-2003

- Served on the Michigan LearnPort launch team as a technical advisor helping to review and define the application user workflow with the vendor.
- Served as the subject matter expert in the development of the online enrollment system working with internal stakeholders and our developer vendor partner.
- Provided direct support for distance learning coordinators in over 300 districts across the state of Michigan.
- Designed, maintained and oversaw the daily enrollment operations.
- Developed an ASP 3.0 ADODB application that automated contract management system for online teacher application and selection.

EDUCATION & CERTIFICATIONS

2015 - Present

CONSORTIUM OF SCHOOL NETWORKING, ATLANTA GA

Certified Chief Educational Technology Leader (CETL)

2010 - 2011

UNIVERSITY OF NORTH CAROLINA, CHAPEL HILL

Certified Educational Chief Technology Officer Program (CECTO)

2002 - 2003

MICHIGAN STATE UNIVERSITY, E. LANSING MI

MA – Learning Design with Technology

1997 - 2002

MICHIGAN STATE UNIVERSITY, E. LANSING MI

BA – English with Secondary Teaching Certification from MSU College of Education