William "Hawke" Hawkes-Robinson

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SUMMARY

Multidisciplinary background in technologies and healthcare. Fluidly able to alternate between hands-on, team building, mentoring, and C-level positions (CTO, CIO, CDO, CSO, etc.) constantly updating data, information, knowledge, wisdom, methodologies, perspectives, and skills. As much as possible, as appropriate, sharing this experience and information openly to help expand the impact from these efforts to improve the overall human condition through outlets such as the non-profit RPG Research, the Tech Talk with Hawke broadcasts and website, other talk shows and podcasts, as well as many other channels and open source communities. Enabling organizations to swiftly take their vision and adapt requirement needs towards achieving an exceptional track record of success. Additional background as Washington State Department of Health Registered Recreational Therapist with a diverse background in education, neurosciences, neurotech, research, and healthcare (including nursing, rehabilitation, emergency room, in-patient and out-patient long-term care, medical records systems, HIPAA compliance, etc.) expands technical knowledge across many verticals.

A highly flexible technical leader, quality of life advocate, and professional development mentor with 15+ years of leadership and 20+ years hands-on technical engineering experience at all tiers: legacy and cloud infrastructure, data layers, middleware, front-end, advanced networking, hardware, physical and information security, etc. Working at all levels from hands-on through C-level management. Working with a range of companies from brand-new built-from-the-ground-up fast-growth startups, non-profits, small mom-and-pop shops, through SMBs, to global enterprises with 10k+ employees and millions of users, and Fortune 10, 50, 100, 500, and 1000 companies. Building departments and organization up from scratch to over 35 direct reports and over 200 under my overall supervision.

Often brought in to solve the problems that others have been stuck trying to solve, helping companies that are trying to figure out how to improve their efficacy and efficiency in SMBs and Enterprises, or to help thought leaders trying to figure out how to turn their ideas into reality from the ground up.

A great supporter of open source, and try to avoid custom-coding solutions from scratch if there are already great tools available (especially open source options) that can get organizations 60%, 80% or even 90%+ of the way to what the need much more quickly than most custom-coded solutions can, and with whole communities to support many of the tools, reducing the maintenance burden of our core support and development staff, and letting the organizations focus on their "secret sauce" rather than all of the little things that are already addressed by others. If there are no viable off the shelf open source or affordable solutions that are close enough to customize, then I have lead teams to build entire robust, and very importantly scalable, platforms from scratch and through multiple full version iterations (1.x, 2.x, etc.).

Taking more of a leading by example and being a mentor (not tor-mentor) leadership approach, with strong accountability but without being a micromanager.

In addition to an extensive technology and management background, organizations benefit by drawing on many years of background in the neurosciences, cognitive neuropsychology, neurotechnology, recreational therapy, innovative R&D, research psychology, and known as the "Grandfather of Therapeutic Gaming" in healthcare, role-playing game, professional development, education, and therapy industries.

EXPERIENCE

- 20+ years technology engineering at all levels from hardware and software, through networking, security, product development and delivery, as well as extensive technology team leadership hard and soft skills.
- 19+ years in healthcare overall, including nursing, habilitation therapy, emergency room, terminal patients long-term care services, muscular dystrophy, Deaf and hard of hearing (including American Sign Language (ASL) proficiency), therapeutic recreation, recreational therapy, in-patient and out-patient rehabilitation, short and long-term care, rehabilitation, transition programs, professional role-playing game therapy services, bio-feedback, neuro-feedback, brain-computer interface and other neurotechnologies, adaptive equipment design and implementation for people with disabilities, and research psychology.

- 15+ years as Manager, Director, and C-level technical leadership roles while continuing hands-on experience building from the ground up startups through small to mid-size businesses (SMB), & enterprises.
- 15+ years project management across multiple philosophies, methodologies, frameworks, & best practices: classic Waterfall, Agile, Scrum, PMI, PMBOK, Franklin Covey PM, Six Sigma, etc.
- 15+ years physical and information security.
- 10+ years analog and electronic medical records (EMR) systems, electronic health records (EHR), and various healthcare information systems (HIS).
- 10+ years working with enterprise size environments with 10k+ employees & millions of users.
- 10+ years hiring and managing 35+ direct reports, and overall managing units of 200+ staff.
- 15+ years managing budgets, including annual department budgets over $20M+ USD
- 15+ years managing regulatory and compliance solution and information security
- 15+ years successfully driving technology change initiatives in an organization
- 15+ years hiring exceptional technology staff with ability to coach, manage and grow staff
- 15+ years development and infrastructure architect
- 15+ years in Information Technology roles such as development, infrastructure architecture, technical client sales, IT security
- 15+ years data design, administration, performance tuning, scripting, data wrangling, data science, RDBMS, SQL, DBA, MySQL, MariaDB, PostGreSQL, Oracle, Sybase, DB2, Json, NoSQL, Documents-based, MongoDB, etc.
- 10+ years publishing, multimedia, live streaming, real-time video conferencing platforms development.
- 10+ years hands-on coding Python, Java and similar object-oriented programming languages
- 10+ years running development and/or testing for large complex projects with multiple dependencies.
- 10+ years creating testing strategies and engineering best practices related to software development, test engineering, integration testing, performance testing, both manual and automated testing
- 10+ years Enterprise Resource Planning (ERP), Oracle, Sun, Odoo, ERPNext, & others
- 10+ years automotive industry technician, instructor, multiple ASE certifications in specialties in electrical, electronic, computer systems, emissions, engines, and performance
- 10+ years neurotech R&D and integration experience with EEG, EMG, BCI, xR, etc.
- 7+ years building DevSecOps, Agile, and continuous integration/continues CI/CD development.
- 7+ years Machine Learning (ML) related technology development, libraries, models, and model training.
- 5+ years supporting clients requirements for integration of their electronic medical, health records, and information systems (EMR, EHR, HIS) with various state and federal health information exchange (HIE) and health information technology (HIT) systems, including compliance with HL7 standards across legacy v2 and newer v3 standards, including the reference implementation model (RIM - ISO/HL7 21731), and HL7 development framework (ISO/HL7 27931) HIS interoperability and HL7 Services-Aware Interoperability Framework Canonical Definition (SAIF-CD).
- 5+ years development, execution, and maintenance of automated test scripts, managing test environments, databases, test data setup/management for development teams
- 3+ years automated speech recognition (ASR), Natural Language Processing (NLP), Neural Networks and Deep Neural Networks (NN/DNN), deductive and generative "AI", bots, and Artificial Intelligence (AI) technologies, libraries, models, and model training.
- Thrive in fast-paced environments across multiple time zones and locations
- Skilled at tactfully communicating sensitive information
- Ability to forge relationships and become a trusted advisor with personnel of various levels and responsibilities, from business partners to technology partners, to software engineers
- Proven record of delivering technology solutions within agreed upon time frames
- Ability to inspire and influence teams effectively and partner in delivering technology-enabled business solutions that exceed business expectations
- Understanding and implementation of CI/CD/Dev Ops practices, lean methodologies
- Experienced working with resources in different geographical locations and offshore vendors
- Handle difficult personnel situations directly, using appropriate discretion, following HR and legal guidelines, with respect for the individual.
- Evoke creative and innovative thinking from team members while helping them to bring their ideas and career plans to fruition, assess training needs and selecting training tools for team members.

EXPERIENCE
- April 2022 to Current: CTO/CIO. ManufacturingPower and iNSUPPLi.
- February 2022 to July 2022: Ethical Game Design and Psychology Advisor. Hero Fitness and other NDA larger clients.
- January 2021 to April 2022: Senior Technical Lead R&D Technology Architect & DevOps. LearningMate.
- August 2020 to May 2023: Corporate RPG and Accessibility Trainer and Company Accessibility Culture, Internal Operations Meetings and Workflow Consultant. PBS.
- June 2017 to July 2017: Kerberos and Authentication Analyst Consultant. Omaha Municipal.
- November 2016 to September 2017: Accessibility Compliance Officer and Facilities Consultant. SpoCon.
- October 2016 to August 2021: CTO, CIO, CSO/CISO, Architect, DevOps, Ops. TFN and ZOE Inc.
- October 2014 to Current: CEO and Founder. RPG Therapeutics LLC.

- March 2010 to July 2018: Architect, Network & Systems Engineer, Sales Engineer, Project Manager, & DevOps. Interlink Advantage (now Intrinium).
- January 2004 to Current: Founder, Executive Director, CTO, CIO. RPG Research. Non-profit 501(c)3 raising the bio-psycho-socio-emotional functioning, quality of life, and overall experience of the human condition globally through the sharing of knowledge on a free platform accessible to all, while encouraging others to share their findings on this platform.
- June 2005 to current: Tech Talk With Hawke KYRS FM & Internet streaming talk show, and blog, on the impact of technology to improve the overall quality of life and human condition, while advocating for protections in technologies and the effects on privacy, security, and civil rights.
- August 2002 to January 2023: Global Corporate Performance & Security Auditor. Devon Energy.
- July 2002 to January 2004: President, Chief Operating Officer (COO), Founder. MaladNet ISP/WISP.
- January 2002 to Current: Physical and Information Security Consultant. Dev 2 Dev Portal LLC.
- September 2000 to March 2002: CTO, CIO, CSO/CISO. MightyWords Inc.
- May 1999 to September 2000: Corporate Systems & Components Architect, Systems and Network Administrator, Security Manager, & Director of Operations. Franklin Covey Inc.
- June 1998 to August 1999: Network Manager,Webmaster, and Java Developer. Information Technology International (ITI)
- June 1997 to January 1998: Software Developer and QA. Softdocs Inc.
- June 1997 to March 1998: Systems Administrator & Client On-site Support Technician. Comspec Inc.
- September 1996 to June 1998: Chief Information Officer (CIO) and Software Developer. PC Easy.
- March 1996 to September 1996: Instructor, Systems, & Network Administrator. Computer Graphics Program Designer and Senior Instructor, Automotive Instructor. Utah Career College.
- January 1979 to March 1996: Software Developer. Independent Freelance Contractor

SOFT SKILLS

small group formation and communication, group dynamics, group psychology, cooperative problem solving, inspirational, Executive Leadership, Leader, Mentoring, Leadership, Strategic Planning, Tactical Implementation, Managing Teams, Business Ownership/Management, Business management, Managing Teams, Architecture design, Documentation, Budgets, Audits, Research & Development, Analysis and reporting, Strategic thinking, Business planning, Processes & solutions, Product management roadmap, Software development, Hands-on, Infrastructure, DevOps, xR (Virtual Reality, Augmented Reality, etc.) R&D, Operations, Scaling, Project Management, Information Security, Regulatory standards compliance, SOX, HIPAA, PCI, IT Services Management, Full-cycle software development life-cycle (SDLC), 25+ direct reports, 200+ department staff. 10,000+ employees, Excellent verbal and written communication skills, Problem-solving aptitude, Vision, Strategic thinker, Solutions Oriented, Customer-centric, Goals oriented, Demonstrated Success, Mentor, Innovation, Best practices, Stakeholder collaboration, Interpersonal, Verbal, Critical Thinking, Solve, Aptitude, Self Starter, Self Motivated, Enthusiastic, Problem Solver, Collaborative, Resourceful, Entrepreneurial Spirit, Entrepreneur, Startup, Grow, Experienced

HARD SKILLS

Architect, Accounting, DevOps, Technical Architecture Design, Documentation, Neurotech (EEG, EMG, BCI, etc.), xR (Virtual Reality, Augmented Reality, etc.), Machine Learning (ML), Automatic Speech Recognition (ASR), Natural Language Processing (NLP), Deep Neural Networking (DNN), Artificial Intelligence (AI), PyTorch, OpenAI, Bard, bots development, electronic medical records (EMR) systems, Electroencephalogram (EEG), Brain-computer Interface (BCI), Technical, Documentation, Instruction, Governance, Compliance, Regulatory, Audit, Site reliability and scalability architecture, design, implementation, and assessment, Scalability, Load testing, E-Commerce, Leading Technical Skills, Test, Testing, Quality Assurance, Audits, Vulnerability Scan, Assessment, Remediation.

Software: Java, Python, Javascript, iOS, Android, Flutter, GoDot, Jquery, Html, Html Css, Angular, nodeJS / node, React, CLI, Unix, Linux, mobile, desktop, cloud, Server, IIS, Server, Windows, Vmware, Vsphere, Shell, Shell Scripting, Bash, Command Line, Ansible, Terraform, AWS, GCP, Docker Container, Kubernetes, Pytorch, Container, CI/CD, Continuous, Automation, DevOps, Engineer.

Languages: English, American Sign Language, ASL, smatterings of Spanish, Japanese, Finnish, Hindi, Hebrew, & Russian.

WORK HISTORY

Virtual / Fractional Chief Technical Officer (CTO / vCTO) / Chief Information Officer (CIO) / Data Science Specialist / ML, DL, AI Architect and Developer (remote) (part time)
ManufacturingPower and iNSUPPLi
April 2022 – Current
Prior Lake, Minnesota, USA – www.manufacturingpower.com – www.insuppli.com

Design, document, develop, build, release, and maintain mobile application addressing industrial supply chain industry needs through mobile and server-based applications providing industrial supply parts catalogs from industry leading and independent distributors and manufacturers, including Fastenal, Grainger, Zoro, McMaster, Mars Supply, Quotebeam, and many others. As CTO and architect, data science specialist, and senior lead developer, directly reporting to CEO and COO. Built and managed local, remote, on-and-off-shore developers and all other technical staff. ManufacturingPower is a startup that provides a custom-built platform addressing the urgent needs of the Industrial Supply chain and related industries. Most information under NDA. Created and implemented methodologies, documentation, staffing, technical resources, change control, and more. Responsible for competitive innovation as well as internal infrastructure stability and scalability.

Relevant daily technologies:
- Enterprise Web Platform Development & Production: Google Cloud Platform (GCP), MongoDB (cloud, Atlas, Compass), github, Gitlab, git, Bitbucket, and Gitea.
- Custom-built ManufacturingPower.com enterprise web application using JavaScript, Node.js, React, RESTful API, npm, nvm, Lerna, RedHat Pubsub, Google Cloud CLI, tokens.
- Initial design, development supervision, and later integration of separately custom-built iNSUPPLi iOS and Android mobile application with the enterprise web platform infrastructure and datastores.
- Gluu identity management system design, implementation, and administration for user and access management, as well as single sign on (SSO).
- Ubuntu and Debian Linux, iOS native, Android native, XCode, Testflight.
- Project Management tools: Atlassian: Trello, Jira, Confluence.
- Slack, O365, MS Teams, Sharepoint, Miro, Hubspot.
- Firebase, MongoDB Atlas, MongoDB on-prem, flatfile.com, Zyte scraping, Mongoose, MongoDB Compass, Mongo Shell, Mongo CLI, Altova Mapforce and XMLSpy (and related products suite).
- Enterprise Resource Planning (ERP): ERPNext, Odoo, Xwiki, Content Management Systems (CMS): Plone (Python), PyTorch, R, Anaconda, Conda, Numpy, Streamlit, Plotly, Bokeh, Matplotlib, Scikitlearn, Keras, Pandas, Jupyter, OpenCMS (Java), Django, Django-cms, Wordpress (PHP), Plone CMS, OpenERP, Odoo ERP.
- Communications self-hosted platforms: self-hosted Matrix Homeserver (Synapse), Element-web, Element app, Jitsi, custom-coded python and JavaScript chatroom bots, Automatic Speech Recognition (ASR), Machine Learning (ML), Neural Network / Deep Neural Network (NN / DNN), Artificial Intelligence (AI, self-hosted and developed as well as ChatGPT and other implementations).
- Additional infrastructure planning: Gluu for centralized user repository and authentication, SSO, SAML, OAuth, OAuth2, OpenID Connect (OIDC) Federated Identity Management (FIM), fediverse communication, DBMS, RDBMS.
- R Language
- Altova Suite, Altova Mapforce, XMLSpy, etc.
- Build self-hosted and cloud-based corporate internal infrastructure from scratch.
- Hire and manage development and IT staff, building entire department from the ground up.
- Artificial Intelligence (AI), Machine Learning (ML), Deep Learning (DL), multi-layered artificial neural networks (NN) and deep neural networks (DNN), Feedforward NN (FNN), backpropagation, Stochastic Gradient Descent (SGD), momentum, attention mechanisms, Recurrent NN (RNN), Backpropatation Through Time (BPTT), Convolutional NN (CNN), Rectified Linear Unit (ReLU), Gated Recurrent Units (GRU), Long Short-Term Memory Networks (LSTM), Transformers, Natural Language Processing (NLP), Automatic Speech Recognition (ASR), TensorFlow (TF), Keras, PyTorch, Apache MXNet, Jupyter, Collab, NumPy, matplotlib, Pandas, SciPy, Scikit-learn, Google Cloud AI Platform, Amazon SageMaker, IBM Watson and Watson Studio, adaptive learning rate techniques, AdaGrad, RMSprop, Adaptive Moment Estimation ("Adam"), autoencoders, Variational Autoencoder(s) (VAE / VAEs), Generative Adversarial Network(s) (GAN / GANs), conditional generative adversarial network(s) (cGAN / cGANs), Pix2Pix, CycleGAN, Reinforcement Learning (RL), Q-learning, Deep Q-Networks (DQN), Transfer Learning techniques, feature-based transfer learning, model-based transfer learning, multi-task learning, flow-based modeling, normalizing flows, density estimation, generative modeling, variational inference, Real Non-Volume Preserving (Real NVP), Glow, Masked Autoregressive Flow (MAF), i-ResNet, Generative Pre-trained Transformer (GPT) model, Bidirectional Encoder Representations from Transformers (BERT) model, Explainable AI (XAI) model-agnostic and model-specific methods,

- AI ethics issues design, documentation and compliance for bias, fairness, transparency, explainability, privacy, security, legal, regulatory, governance, accountability, robustness, and safety.

Advisor: Game Design, Ethics, Game Psychology, Lore Building, Accessibility, and Technical Design (remote) (part time)
Hero Trainer Inc.
February 2022 – July 2022
Pleasanton, California, USA - www.herotrainer.io

Hero Trainer 1.0 revolutionized exercise motivation through token economy fundamentals with the application release in early 2020. Now working on 2.0 which provides a broader whole life balance approach, not just exercise, with full gamification, and expansion of options. Most features and technology currently under NDA. High-level technologies include:
- iOS and Android Mobile application development
- Blockchain and non-fungible tokens (NFT)
- Bio, health, and fitness tracking built-in phone features and third party devices integration (Fitbit, Apple-watch, etc.)

Game Design Advisor for:
- Game design psychology and ethical use of psychological motivators
- Game design accessibility
- Game design world and lore building
- Game and infrastructure technical design

Senior Technical Lead, Research & Development Technology Architect, Senior Security Auditor & Manager, DevOps Manager (remote) (full time)(FTE)
LearningMate
January 2021 - April 2022
Mumbai, India – www.learningmate.com

"Wearing many hats" as needed, filling multiple roles from hands-on through architecture and design, to leadership and client-interfacing roles. Supervised & worked daily with teams of 15 to 25 in India, Canada, Bulgaria, Pennsylvania, Arizona, Washington, & elsewhere.
- Full stack development team leader, Hands-on development, Full-stack development, data systems, encryption management, federated communications
- SysOps, lead & train DevOps staff
- Research & Development (R&D), architecture, design, and rigorous documentation
- staff interviewing & hiring, new staff & developer onboarding & training, code review
- Jitsi meet conferencing server R&D, setup, administration, customization of code, configurations, scaling to 20,000+ concurrent users.
- Matrix.org Federated communications and data exchange platform
- Full-stack development, Java, JWT, SSO, ADS, Python, Lua, Go / Golang, C, C++, C#, .Net, PyTorch, TensorFlow, HTML, JavaScript, TypeScript, CSS, React, shell scripts, NodeJS, MySQL, Microsoft SQL Server, MongoDB, NoSQL, MS SQL, Postgresql, MariaDB, SQLite, NoSQL, and FireBase
- Build automation, Terraform, Ansible, Amazon Web Services (AWS), Google Cloud Platform (GCP), Azure Cloud, Docker, containerd, Kubernetes, Jenkins, Puppet, SysOps, DevOps, EBS, AMI, Elastic Compute Cloud (EC2), S3, Autoscaling, CloudWatch, ECS, Networking, & more.
- Ansible and Terraform infrastructure development and automation.
- Artificial Intelligence (AI) R&D, Bot development (Python, Java, & Javascript), Machine Learning (ML), Automated Speech Recognition (ASR), Deep Neural Networking (DNN).
- Operating systems: Linux, CentOS, RedHat, Ubuntu, Debian, Linux kernel customization, Windows Server, Mac OS, iOS
- Software as a Service (SaaS), Infrastructure as a Service (IaaS), Platform as a Service (PaaS)
- Software Development Life Cycle SDLC, and relevant sections for Management, Leadership, Analysis, Design, R&D, and Hands-on, Continuous Integration, Continuous Development CI/CD
- Project Management, Waterfall and Agile, Scrum
- Designed and built from scratch performing Selenium load-testing simulated 5,000+ video users.
- I built from the ground up entire conferencing infrastructure capable of supporting 20k+ concurrent users, and chat/communications infrastructure capable of supporting millions of users globally.
- LearningMate has more than 1,200 employees world-wide creating and employing products and services to build and connect digital channels to enable the free flow of content, data, and learning.

- Supervised and worked daily with teams in India, Canada, Bulgaria, Pennsylvania, Arizona, Washington, & elsewhere.
- Lead technical design sessions and development teams, as well as Agile and scrum project management
- Architect and document technical solutions that are aligned with client business objectives.
- Translate business requirements into well-architected solutions.
- Personally research, design, develop, and lead teams to deliver innovative solutions in support of business' strategic and tactical objectives.
- Provide hands-on, expert-level technical assistance to developers.
- Engages others throughout the solution delivery process to provide design acceptance, understand and plan for infrastructure impacts, plan for and validate functional and non-functional requirements, ensure compliance with secure development standards.
- Business planning and envisioning technology architecture by studying the needs of the target audience aligned with the site goals, corporate strategy, opportunities, and constraints.
- Creating user flow scenarios with a focus on information structure, data flow, consumer journey workflow, and navigation.
- Producing workflow diagrams, user scenarios, flowcharts, and storyboards and from those creating page layouts, navigation rules, organization of information, and site maps.
- Evaluating traffic patterns, studying user feedback, coordinating with usability team members.
- Validating information delivery including through results of usability test plans.
- Perform periodic security and/or code reviews to ensure compliance to standards. • Research, evaluation, setup and use test automation frameworks
- Research, evaluation, setup, and use of load/performance test frameworks
- Research, evaluation, setup, and use of automation frameworks from scratch
- Research, analysis, selection, building, and use of building performance testing frameworks, and selecting which testing tools should be used
- Selenium design, setup, and implementation or 5,000+ simulated users
- Asked to join LearningMate to help save a specific project that was using opensource-based real-time communications media, conferencing, and learning technologies whose implementation was in jeopardy.
- Specifically hired due to my extensive background with relevant opensource and commercial technologies in video-conferencing, media streaming, education, online learning, community building, distributed synchronous and asynchronous communications and learning.
- The previous project was also very sparse in planning and documentation. The revised project was much more extensively designed, tested, and documented, making sustainability much more manageable for future teams.
- Some technologies and proprietary information are currently under NDA. The technologies listed here are the open source products introduced to avoid having to "reinvent the wheel" and focus instead of the specific areas distinctive to LearningMate's solutions. Also worked on overhauling existing dysfunctional project design, management, development, staging, testing, and production roll-out methodologies.
- R&D, design, setup, administration, auditing, load-testing and performance tuning the following technologies:
- Secured, enhanced, and scalable Jitsi-based large-scale video conferencing and recording • Jitsi Meet Server (JMS), Jitsi Videobridge (JVB), Prosody, Jicofo, Jibri, Jigasi, Octo, HA Proxy, etc.
- Automated speech recognition (ASR) and various neural networks R&D
- Real-time closed captioning and custom profanity and keyword filtering (self-implemented not using public services)
- Vosk, wav2letter, Flashlight-ASR
- Offline audio video (AV) language translation
- xR (Virtual Reality (VR), Augmented Reality (AR), etc.) for use in educational settings
- Gamification of developer and educational platforms • Natural language (NL) and accessible human readable, .srt., and .vtt AV to text transcripts.
- Accessible AV playback for various population needs through integration with Able Player
- Real-time, offline, synchronous, and asynchronous online learning
- [matrix] protocol with Synapse Home Server, Element matrix client and other clients, application integration management server, identity management server, bots, and other infrastructure relevant to the ecosystem • SaaS, PaaS, IaaS • Microservices research, development, implementation, and management
- Nginx, Apache, and Microsoft Internet Information Server (IIS)
- Microsoft Office, Adobe, and LibreOffice
- Online Learning Management Systems (LMS), custom-built proprietary systems, as well as opensource systems such as Moodle, open edX, and others

- Project and source management related: Agile, Scrum, Git, Bitbucket, Github, Gitlab, Jira, and Confluence.
- Selenium load-testing of video-conferencing, XMPP, Web-RTC, federated chat, and other components with thousands of simulated users.
- MARKETS: Video Conferencing, Data Exchange Services, Education, Online Education, Communication Services, Streaming, LMS, and Media, B2B, B2C, B2E, E2E, PaaS, SaaS, IaaS, Regulations Compliance, eCommerce.
- DETAILS: https://www.hawkenterprising.com/archives/resumes/experience/learningmate

Consultant and Corporate Trainer (remote)(contractor)
PBS Public Broadcast Service
August 2020 - May 2021
Virginia, USA – www.pbs.org

Corporate RPG and Accessibility Trainer and Company Accessibility Culture, Internal Operations Meetings and Workflow Consultant, Corporate Training Games and Accessibility Education Program Designer and Instructor (remote) (contract). Contracted through RPG Therapeutics LLC, provided consulting and educational training services related to recreation therapy, gaming, and accessibility for the Public Broadcasting Service (PBS) national network in the USA.

- Contracted part-time to train PBS staff on recreation therapy concepts, use of games to achieve therapeutic goals, including role-playing games. Populations include children 2-8+ years old, gifted & talented, ADHD, learning disabilities (LD's), accessibility, Autism Spectrum (ASD / PDD) and other neurodiverse).
- Initially focused on ways to enhance programming for PBS Kids Online, community, and broadcast programming to add recreation therapy approaches to games, including various tabletop, live-action, and electronic games. • Introduction to role-playing games (RPG) (tabletop, live-action, electronic, & hybrids), accessibility in gaming, brain-computer interface (BCI) technologies for accessibility & games, & BCI + robotics solutions for accessibility & games.
- After first live webinar, asked to expand scope to address internal corporate-wide accessibility issues with synchronous online meetings presenting challenges for people with various disabilities. Help consult on improving accessibility internally corporate-wide (expanding beyond the original scope of online, community, and television programming), adjust training sessions to become asynchronous, providing extensive examples of accessibility solutions built into delivery of the training, addressing people with visual impairments & blindness, hearing impairments & deafness. & people with various cognitive differences & neurodiversity challenges. Not just content of training, but delivery as well.
- Utilized extensive range of methodologies, technologies, & customization:
- Recreation Therapy & Therapeutic Recreation
- Cognitive neuropsychology of learning in educational and other settings
- Videoconferencing development for Zoom and Jitsi
- [matrix] federated communications, matrix-synapse, element-web / vector / riot, sydent.
- Moodle Learning Management System (LMS)
- Odoo Enterprise Resource Planning (ERP) platform
- Video recording / editing, DaVinci Resolve
- Closed captioning for Hard of Hearing (HoH) / Deaf
- Transcriptions for Visually Impaired (VI) / Blind
- Brain Computer Interface (BCI) Electroencephalogram-based (EEG) technologies
- Robotics controlled by BCI
- Python, Java, JavaScript, NodeJS
- Web servers Nginx, Apache, IIS
- SQLite, NoSQL, Postgres, Firebase, Firestore
- MARKET: Corporate Culture training, Real-time and Asynchronous Learning, Education, Online Education, Recreation Therapy, Role-Playing Game, Professional Development.

Kerberos and Authentication Analyst Consultant (remote)
Robert Half Technology Client: Critigen & Omaha Municipal
June 2017 - July 2017
Omaha, Nebraska, USA – www.roberthalf.com

Consulting and troubleshooting for Rober Half client, Critigen's client. Kerberos integrated with ADS, and iOS app, over VPN and various infrastructure. Client had been struggling for weeks before I came on board.
- Client planned for around 18 hours to troubleshoot a problem their entire government IT department and other consultants had been completely stuck trying to solve for several weeks and hundreds of

man hours. Issues with iOS client software not authenticating with ADS Kerberos infrastructure over VPN connection. I coordinated with half a dozen administrators and developers, and I tracked down the situation details (NDA) solving their problem within 3 hours total, they used the additional budgeted time for additional guidance and suggestions from me to improve their overall infrastructure.

- Technologies used: Microsoft Active Directory (ADS), Kerberos, VPN, iOS, Single Sign-on (SSO), Authentication, Identity Management, Opentext Server.
- MARKET: Government, Municipal Services, Identity Management, Information Security

MDA Community Meetings Assistant Facilitator
Muscular Dystrophy Association (MDA) and Saint Luke's Rehabilitation Medical Center
November 2016 – September 2017
711 S Cowley St, Main campus. Spokane, WA 99202 USA - www.st-lukes.org

Assisted Brooke Lively (Community Engagement Director for Eastern Washington and North Idaho, and National Director of MDA camps programs) in facilitating monthly MDA meetings, and providing services at Saint Luke's Rehabilitation Medical Center. Working with a variety of analog and electronic medical records (EMR) systems across multiple facilities and providers differing standards.
Working with MDA advisers and camp counselors, attended monthly Muscular Dystrophy community meetings and city council accessibility meetings, assisted with providing services for MDA fundraising events, created activities for those meetings relevant to the population and accessibility needs.

Therapeutic Recreation / Recreational Therapy (RT / TR) Services Provider
Muscular Dystrophy Association (through RPG Research and RPG Therapeutics LLC)
November 2016 – July 2017
Twinlow Camp & Retreat, Rathdrum, Idaho – www.mda.org

Spent half a year designing and preparing a detailed Recreational Therapy program providing music, artwork, tabletop games, and live-action role-playing games for 21+ campers, 21+ "helpers", 6+ nurses, and 12+ counselors.

 Provided adaptive drum circles and drum circle facilitation, participant customization of shields, use of "boffers" (soft foam swords) in combat LARP and tabletop Role-Playing Game (RPG), use of water items in Adventure LARP and tabletop RPG adventures. Created program plan documentation based on the "TR Cookbook" standards.
Muscular Dystrophy (MD) participants were ages 6 to 17, male & female. Functional impairments ranged from 1 through 3 (0 = no impairment, 4 = complete impairment), about half in wheelchairs. Objectives are detailed in the link. Facility is "challenge by choice" and most activities did NOT have 100% participation throughout the week, except our program DID have 100% participation.

Trained 5 other volunteers, including TR methodologies, including APIED, I supervised and trained them between February to July 18th & 20th, to prepare for this event over a 6 month period to aide in implementing these programs for 21 campers with Muscular Dystrophy, plus their individual "helpers" and the dozen camp counselors.

Despite the potentially high risk with this population during the live-action combat LARP, there were zero injuries, no visits to the infirmary or nurses during our programs. Outlined objectives achieved and exceeded everyone's expectations. Continuing to attend MDA community monthly meetings, city accessibility council meetings, and provide occasional activities to the broader MD community.

More details: https://www.hawkenterprising.com/archives/resumes/web/2016-2017-muscular-dystrophy-association

Accessibility Compliance Officer and Facilities Consultant
SpoCon Inc. Conventions
November 2016 - September 2017
Spokane, Washington, USA – www.spocon.org

Created Accessibility documentation, audited Americans with Disabilities Act (ADA) regulatory standards regulations compliance for facilities and large events (1,000+ participants). Provided recommendations and implemented improvements.

- Provided direct services to clients with disabilities. An annual science fiction and fantasy convention for the Spokane area.
- Also provided hosting services, webmaster, and user training for back office website.
- "Accessibility Advocate" to help convention organizers include consideration for participants with various disabilities. Created new position of "Accessibility Advocate" for annual convention hosting thousands of attendees. SpoCon has never had anyone looking out for attendee accessibility needs previously.
- Created policies, documentation, awareness, training, and Accessibility Table.
- Trained other volunteers in how to work with different populations needs, to help accommodate them to be able to have as enjoyable a convention experience as everyone else. SpoCon currently has around 1800 members.
- Performed site surveys of event locations, hotels, etc. Providing wheelchair accessible trailer for gaming activities. http://www.rpgtrailer.com Speaking on panels about the benefits of role-playing games, from the TR perspective. Participants with disabilities raved about how greatly improved the event was due to the Accessibility Services, and asked if I would provide similar services in Tri-Cities and Montana.
- Technologies used: ADA & HIPAA compliance, accessibility audits, OpenSuse Linux 13.2, CentOS, Zope with Plone 4.3, Python, DHTML, CSS, HTML, SSH, postfix, dovecot, SMTP, POP3, IMAP.
- MARKETS: Events, Convention, Conference, Accessibility, ADA, Compliance, Audit

Fractional / Virtual Chief Technology Officer (CTO) / vCTO, Chief Information Security Officer (CSO / CISO), Senior Developer, Architect, DevOps & Director of Operations (remote) (part time)
The Fantasy Network and Zombie Orpheus Entertainment
October 2016 - August 2021
Bellevue, WA, USA – www.thefantasy.network

Turned the CEO's vision into a reality from walking him through the business and technology scoping phases, to early R&D and prototyping, through the full software development life cycle (SDLC) of 5 full software versions (0 through 5.x).

- The Fantasy Network (TFN) over-the-top (OTT) subscription video-on-demand (SVOD) service delivers creator-owned genre television & film content in a more accessible, shareable, & discoverable way across the web & via IPTV apps on iOS, Apple TV, Roku, Android, Android TV, Amazon Fire, Amazon Prime Video, and many others.
- Personally built & developed from scratch, the MVP and 1.0 through 3.0 platform delivering end-to-end interactive movie & live streaming studio & on-site productions, broadcasting, community connected, & supply-chain delivery of physical & digital media products. Developed & implemented customized server, desktop, & mobile platforms. AWS DevOps lead and new DevOps staff trainer.
- Version 4 extended platform to support large-scale live real-time interactive conventions, communities, tabletop gaming, & other live events worldwide.
- Scaled Jitsi & Matrix to over 20,000 concurrent live video chatroom users in conventions/event settings on self-hosted hardware and cloud with customized opensource code. Nearest competitor in Hollywood spent over $30M & 3 years only to have their platform launch fail catastrophically. We successfully launched while saving TFN more than $1M USD in initially planned development costs, I was able to deliver entire working platform for only $10,000 in development costs, using a combination of opensource and custom code in just a few months.
- DETAILS: https://www.hawkenterprising.com/archives/resumes/experience/the-fantasy-network-chief-technology-officer-cto
- MARKETS: Entertainment Media, Live Events, Online Events, Video Conferencing, Multimedia, Streaming, SaaS, PaaS, IaaS, eCommerce, OTT, SVOD, SaaS, IaaS, PaaS, Communication, B2B, B2C, B2E, E2E

Fractional / Virtual Chief Executive Officer (vCEO) and Founder (part time)
RPG Therapeutics LLC, RPG.LLC, RPG Parties
October 2014 – Current (currently a part time side "passion project")
Spokane, Washington, USA – www.rpg.llc

Washington State Department of Health Registered Recreational Therapist.
Beginning initially as private practice as Therapeutic Recreation Specialist (TRS), as practice expanded now with 6 employees.

In addition to a wide range of recreational and music programs used as therapeutic intervention modalities, developed especially powerful implementations using role-playing games, and over time became known in the industry by competitors, peers, and conferences as "The Grandfather of Therapeutic Gaming", because I have been involved with researching and application of role-playing games to achieve specific effects since 1979.

Recreational Therapy Assistant
Saint Luke's Rehabilitation Medical Center
November 2014 – March 2015
711 S Cowley St, Main campus. Spokane, WA 99202 USA - www.st-lukes.org

Working across the Brain Injury (BI), Spinal Cord Injury (SCI), and Cardiovascular rehabilitation departments, as a volunteer assistant to the Recreational Therapy / Therapeutic Recreation departments. Following guidance of the Certified Therapeutic Recreation Specialists (CTRS), engaged in recreational therapy activities to help the recovery process of clients, including Brain Injury (stroke, Traumatic Brain Injury (TBI), etc.) rehabilitation, Spinal Cord Injury (SCI) & Osteopathic rehabilitation, and cardiopulmonary patients. Activities included a broad range related to Recreation Therapy / Therapeutic Recreation (RT / TR), and Music Therapy (MT). Utilized various health information system (HIS), electronic medical records (EMR), MEDITECH EHR, and Welch Allyn Connex Vital Signs Monitors (VSM) and integrated Connex Vitals Management (VM) Software electronic health record (EHR) systems

Chief Architect, Network & Systems Engineer, Sales Engineer, Project Manager, & DevOps
Interlink Advantage (now Intrinium)
March 2010 - July 2018
Spokane, Washington, USA – www.intrinium.com
Information Security and IT Services company. I directly worked with civilian businesses, healthcare, educational, and government clients with more than 5,000 employees.
  • MARKETS: IT, InfoSec, SaaS, IaaS, PaaS, eCommerce, B2B, B2C, C2C, E2E, B2E, Consulting, IaaS, SaaS, Paas, Hosting
  • DETAILS: https://www.hawkenterprising.com/archives/resumes/experience/architect-pm-and-other-experience-at-interlink-advantage-now-intrinium

Talk Show Host, Guest Speaker, and Blogger
Tech Talk With Hawke, KYRS FM, Internet Streaming, Social Media, and Websites
June 2004 – Current
Spokane, Washington, USA – www.techtalkhawke.com
Information Technology and Information Security talk show host and guest speaker on other shows and professional panels at conventions and conferences. Blogger, live streamer, and pod caster. Discussing how technologies can be used to improve functioning and quality of life, trying to raise up the overall human condition, while being mindful of the impacts on privacy, security, and civil rights.
Live show at terrestrial FM Radio station, KYRS FM from 2004 through 2007, with simulcast Internet streaming (that I hosted and donated to the station). Then continuing the show independently online and through the techtalkhawke.com website since 2007.
This show takes a very multidisciplinary and interdisciplinary approach with a broad range of perspectives from IT, InfoSec, neurosciences, nursing, cognitive neuropsychology, compassion focused therapy (CFT), research psychology, music therapy, therapeutic recreation (TR) and recreational therapy (RT) disciplines.

Fractional / Virtual Chief Technology Officer (CTO / vCTO), Chief Executive Officer (CEO / vCEO), Founder, DevOps Manager, Architect, Director Operations, Lead Research & Development: Software & Hardware
RPG Research

January 2004 – Current
Spokane, Washington, USA – www.rpgresearch.com
- Raising the bio-psycho-socio-emotional functioning, quality of life, and overall experience of the human condition globally through the sharing of knowledge on a free platform accessible to all, while encouraging others to share their findings on this platform.
- Neurotechnology (Neurotech) Brain-Computer Interface (BCI) Role-playing Game (RPG) Project Founded in 2004, online multiplayer game you can play with just your brain: www.bcirpg.com.
- staff from the ground up to over 200 volunteer staff members across 6 continents,
- supervised more than 30 PhDs on staff. In the software development department,
- Director of Software Development Lead for software development team of 10 to 20 developers working on opensource Brain-Computer Interface (BCI) Electronic (ERPG) multi-user online turn-based system.
- MARKETS: Software Development, Research and Development (R&D), Architecture and Design, Develop Team Lead, Brain-Computer Interfaces (BCI), Games, Accessibility, Neurosciences, Neurotech, Electroencephalogram (EEG), Hardware Development, Opensource, Education, Healthcare, Therapy, B2C • DETAILS: https://www.hawkenterprising.com/archives/resumes/experience/rpg-research-software-development-director
- Enterprise Resource Planning platforms: Odoo, ERPNext
- Web servers: Apache, httpd, nginx
- Content Management Servers (CMS): Plone, OpenCMS, Wordpress
- Learning Management Systems (LMS): Moodle
- Video conferencing self-hosted: Jitsi
- Communications / chat: Matrix + Element (element-web, mobile, and desktop apps)

Westar Ranch
Physical Therapist Assistant as Hippotherapy "Sidewalker"
May 2005 – September 2005
8118 S. Ramona Road, Spokane, WA USA
Building on my background as a Recreational Therapist and prior 10+ years of experience training, caring for, and riding horses back in the 1980s, I assisted as "Side Walker" for Physical Therapy program. Assisted with mount, dismounted, and walked along side patients assisting the Physical Therapists with patients who had various physical and mental disabilities including strokes and other brain injuries, MS, MD, MR & CP. Summer position associated with Eastern Washington University. Example information about these types of programs: http://www.spokesman.com/stories/2012/may/22/programs-such-as-free-rein-give-people-with

Global Corporate Systems Performance & Security Auditor and Analyst
Devon Energy Corporation
August 2002 - January 2003
Oklahoma City, Oklahoma, USA – www.devonenergy.com
Devon Energy is a multinational energy and oil company,
- 10,000+ employees
- audited their entire server infrastructure in 4 months, providing detailed reports, presentations, and remediation planning to help them address many serious enterprise-wide performance and security issues.
- MARKETS: Critical Infrastructure, Engineering, Energy, Oil, Information Security, B2B, E2E
- DETAILS: https://www.hawkenterprising.com/archives/resumes/experience/architect-pm-and-other-experience-at-interlink-advantage-now-intrinium

Physical and Information Security and Technology Consulting and Hosting Services
Dev 2 Dev Portal LLC

January 2002 – Current
Various Locations – www.dev2dev.com
Provided deep & broad proven hands-on, leadership, & project management skills in systems administration, network administration, & security. Years of physical & information security background including:
- Incident handling, forensics, recovery, & mitigation for multiple companies ranging from small "mom & pop shops" to Fortune 10, 50, 100, 500, and 1000 companies.
- auditing and assessments, red & blue teams, penetration testing (pentesting).
- incident handling and forensics.
- Compliance auditing, implementation, administration, & oversight for: Sarbanes-Oxley (SOX), Gramm-Leach-Bliley Act (GLBA), Payment Card Industry Data Security Standard (PCI-DSS), Americans with Disabilities Act (ADA), Health Insurance Portability and Accountability Act (HIPAA), Systems and Organization Controls 2 (SOC2), Health Information technology for Economic and Clinical Health Act (HITECH), European Union (EU) General Data Protection Regulation (GDPR), Children's Online Privacy Protection Rule (COPPA), & others.
- Maintained efficient operation of 20+ data center locations.
- Directly hired/managed 100+ IT staff on-and-off-shore. • Built entire infrastructure from scratch for multiple companies.
- Facilitated IT enterprise architecture across organization's enterprise transformation programs. • Conduct performance and security audits across multinational companies infrastructure with hundreds of core servers for 10,000+ employees, and provide mitigation.
- MARKETS: Information Security, Physical Security, Security • DETAILS: https://www.hawkenterprising.com/archives/resumes/experience/dev-2-dev-portal-llc

President, Chief Operating Officer (COO), Founder
MaladNet ISP, Hosting, and Rural Wireless (WISP) (acquired by other companies)
July 2002 – January 2004
Southeast, Idaho
https://web.archive.org/web/20030524063059/http://www.maladnet.net/
Built entire Internet Service Provider company from scratch, specializing in providing broadband services to rural and small towns. Provided broadband wireless Internet services to entire valley in 8 mile by 12 mile coverage area. Provided services to home users, businesses, government, and medical facilities. Provided up to T1 service to each location. Full traffic usage tracking and reporting, filtered content and email upon request, bandwidth shaping, fail-over connections, website hosting and design, support services. Trained multiple installation and support technicians. Supported nearly 100 users at peak with reliable high speed access. Assets and inventions sold to AXXESS Wireless and Hess Mining.
- Java, PHP, Python, and Perl programming, MySQL and PostGreSQL databases
- Novell eDirectory, , Apache, SSL, MRTG, SNMP, SMTP, POP3, Qmail, Tripwire, iptables, pf, etherreal, etherape, various other IDS technologies (not disclosed), CuSeeMe client and reflectors for full audio/video conferencing with full duplex multi-user simultaneous meetings, PPTP and IPSec VPNs, PostNuke, PHPNuke, Zope, Jserv, Tomcat
- RADIUS, LEAP, 802.1x, MAC and IP access control
- Linux Redhat, Debian Linux, OpenBSD, Trusted Solaris 6 & 7, Windows 3.x/9x/Me/NT/w2k/XP, Mac OS 8x/9x/Xx, Linux (several distros), Solaris 6/7/8/9
- 802.11b & g and 802.11a 2.4 ghz and 5 ghz wireless.
- Cisco Aironet Aps and bridges (3x0 and 1x00 series), 3Com, Intel, D-link, Hyperlink, Fab-corp, Linksys, and many other wireless companies' technologies for clients, bridges, and Aps.
- Amplifiers, high gain antennae (sector, omni, pad, and parabolic), LMR 400 and 240 custom coax and fittings.

Completely self supported solar powered tower systems providing connectivity, relay/repeater, and full monitoring of voltage, temperature, traffic, and physical intrusion detection and motion activated video all on solar powered/battery operated system on mountainside.
Temperature/climate controlled units designed and modified to withstand winters with several feet of snow and temperatures below -20f and summers over +112f (shade) and over 140f (radiant).
DETAILS:

Chief Technology Officer (CTO) (fte)
MightyWords Inc. by Fatbrain, acquired by Barnes & Noble

September 2000 - March 2002
Santa Clara, California
https://web.archive.org/web/20011202201828/http://mightywords.com/
As CTO, managed through entire startup life-cycle from beginning, through industry leadership as the number one online e-book seller, & profitability, to acquisition by Barnes & Noble & final liquidation of all remaining assets
- Full Software Development Life Cycle (SDLC).
- Built entire technical company and department from the ground up, built rapid-growth series A $43 million dollar startup company from 2 employees (CEO and CTO), to 80+ employees on-shore and off-shore, local and remote.
- Built entire IT department from scratch, starting with hands-on facilities acquisition, server & network infrastructure, hiring, VAR contracts, and directly responsible & single check-signatory for IT dept. directly managed and signatory to annual budget $20M+.
- MARKETS: Publishing, eBooks, DRM, eCommerce, B2B, B2C, C2C, B2E, E2E
- DETAILS: https://www.hawkenterprising.com/archives/resumes/experience/chief-technology-officer-mightywords-inc

Corporate Systems & Components Architect, Systems and Network Administrator, Security Manager, & Director of Operations
Franklin Covey Co.
May 1999 - September 2000
Salt Lake City, UT – www.franklincovey.com
Started as third-party contractor as Application Server specialist, then hired into corporate Information Technology (IT) department as Unix Administrator, rapidly promoted to Manager of Security, then Director of Operations, and finally Corporate Architect.
- MARKETS: Professional Services, Publishing, Project Management, Information Security, Online Learning, Education, Professional Development, eCommerce, payment systems integration, SaaS, PaaS, B2C, B2B, E2E
- DETAILS: https://www.hawkenterprising.com/archives/resumes/web/franklin-covey-inc

Information Technology International (ITI)
Network Manager,Webmaster, and Java Developer
06/01/1998 – 08/31/1999
Salt Lake City, UT
Utah, New Mexico, & Arizona Network administration, website development, Java programming, server and workstation support. MS Exchange and OWA (Outlook Web Access) tools. Maintain client site networks (LAN's, WAN's, Intranets, & VPNs). . Elected as Administrator for Utah Silverstream User's Group. Order, configure and help support ADSL, ISDN, and T1 lines for company and clients.
Used the following applications and operating systems regularly: SilverStream Application Server 1x & 2x, Sybase Adaptive Server, Oracle Server 7.3 and 8 & 8i, Sybase SQL Anywhere, JConnect (JDBC), ODBC connections, Solaris 2.51/2.6/2.7, Linux Slackware/Redhat/Debian, FreeBSD, Windows NT Workstation/Server/Enterprise, Windows 95, IIS 4.0, MS SQL 6.5 and 7.0, Netware 4.11 and Netware Web Server, Netware LDAP server, Apache Web Server, Netscape Enterprise Web Server, PC Anywhere, VNC, Symantec Café, jBuilder.

Softdocs, Inc.
Software Developer
06/01/1997 – 01/31/1998
Salt Lake City, UT
SoftDocs Inc. (Changed to Verticore Technologies). Salt Lake City, Utah
Designed, implemented, and maintained entire corporate Internet & Intranet sites from scratch. Created (& maintained) Web-based Customer support database using Java. Order, configure and maintain ISDN for company's divisions. Install & maintain NT Proxy, and MS Exchange Servers LAN & Internet Mail. Designed implemented and maintained corporate (800 number) dialup and ISP services.
Some clients included: Kennecott Mining Corp, Varian Mfg, Smiths Foods, Swire (Coca Cola) Distributing, St. Alphons' Hospital, AG&G Chemical Demolitions Facility, LDS Church Missionary Dept., LDS Church Genealogical Dept., Salt Lake City Corporation, Utah State Corrections, Gem Insurance Company.
Worked with integration of software on many platforms: DOS, 3x, 95, NT (3x & 4), UNIX (AIX, HPUX, Sun/Solaris, Linux), OS/2 WARP, MAC, Netware (2x, 3x, & 4x).

Supported the following network technologies: TCP/IP, IPX/SPX, NetBEUI, Banyan-VINES, Arcnet.
Application support included: Filenet, Documentum, Optika, Saros, InConcert, Frequent Filer, and many other "custom coded" programs related to document imaging, document workflow & document management.

Comspec Inc
Systems Administrator & Client On-site Support Technician
06/01/1997 – 03/15/1998
Salt Lake City, UT
Designed, implemented, and maintained entire corporate Internet & Intranet infrastructure and websites from scratch. Java Developer. ISDN. NT Proxy, and MS Exchange Servers LAN & Internet Mail.
Designed implemented and maintained corporate (800 number) dialup and ISP services.
Some clients included: Kennecott Mining Corp, Varian Mfg, Smiths Foods, Swire (Coca Cola) Distributing, St. Alphons' Hospital, AG&G Chemical Demolitions Facility, LDS Church Missionary Dept., LDS Church Genealogical Dept., Salt Lake City Corporation, Utah State Corrections, Gem Insurance Company. Worked with integration of software on many platforms:
DOS, 3x, 95, NT (3x & 4), UNIX (AIX, HPUX, Sun/Solaris, Linux), OS/2 WARP, MAC, Netware (2x, 3x, & 4x). TCP/IP, IPX/SPX, NetBEUI, Banyan-VINES, Arcnet.
Application support included: Filenet, Documentum, Optika, Saros, InConcert, Frequent Filer, and many other "custom coded" programs related to document imaging, document workflow & document management.

PC Easy
Chief Information Officer (CIO) and Software Developer
09/01/1996 – 06/30/1998
Salt Lake City, UT
Increased system build productivity from 2-3 computer systems built per tech, per day, to 12-20 systems per tech, per day. Managed 12 technicians. Built assembly line. Responsible for evaluating, testing, & approving new hardware & software for purchase by company. LAN administrator for company, as well as contracts for other companies. Webmaster for company site as well as for contracted web-site creation/design/administration for other companies. Train new tech employees. Hire and manage technicians (up to 5 employees).

Utah Career College
Instructor, Systems, & Network Administrator. Computer Graphics Program Designer and Senior Instructor, Automotive Instructor
03/01/1996 – 09/30/1996
Salt Lake City, UT
Created and instructed approved course in Computer Graphics & trained other instructors to teach the course (up to 20 students). Network Administrator for Novell Netware 2.12, 3.1, WANG, & WFWG/DOS. 4x ASE certified, specialties in emissions, performance, electrical, electronic, and computer systems. Instructor for Automotive Technical Division & Office Administration courses (up to 25 students). Novell Netware 2.12 & 3.1, WANG and WFWG 3.11 Administrator on IPX/SPX & TCP/IP networks. Created curriculum and trained instructors on teaching course in Graphics Design. Course initially focused on Corel Draw, but eventually became full certification program.

Doxie Hatch Medical Center
Certified Nursing Assistant (CNA) and Licensed Practical Nurse (LPN) trainee
May 1989 – January 1991
Nurses' aide for long-term care medical facility. Patients ranged from complete paralysis and comatose, to self-mobile, but needing constant medical supervision. Included working the "death floor" with terminal patients. Standard CNA roles in caring for patients and assisting nurses.
Attended LPN training 1 to 5 days per week while working (paid for by Doxie Hatch as benefit of employment).
First Aid and CPR Certified. Certified CNA. Licensed Practical Nurse trainee

Hillcrest Care Center
Rehabilitation Therapist
July 1990 – October 1990
348 East 8000 South
Sandy, Ut, 84070
http://www.hillcrestcare.net
60 bed residential facility established in 1968 providing 24 hour care for people with special needs.

Part time position. Arrived before 6:00 am to assist in rousing the residents, and assist them through their morning routine, until they would leave for their various Occupational Therapy (OT), Physical Therapy (PT), Recreational Therapy / Therapeutic Recreation (TR / RT), and other programs, typically a 2-3 hour process each day.

Saint Mark's Hospital (now MountainStar Healthcare)
Emergency Room Orderly
April 1990 – September 1990
1200 East 3900 South, Salt Lake City, UT 84124
https://mountainstar.com/specialties/emergency-care/?location=st-marks-hospital
Worked with a broad range of patients, providing care and comfort to many, including children, the elderly, and people with a wide range of disabilities and injuries. Assisted ER staff with equipment, cleaning, intake and exist/transition paperwork, patient monitoring, etc.
Attended employer paid-for Emergency Medical Technician (EMT) training courses.
First Aid and CPR Certified.

Independent Technology Freelancer
Software Developer, Network, Internet, and Hardware Specialist
01/01/1979 – 03/01/1996
USA
Independent freelance software development in many languages on many platforms. Coding and online since 1979, first paid regular programming gig in 1982 for video rental retail Point of Sale and rental inventory management custom-build software on IBM equipment.

BOARDS

- RPG Research, Board of Directors, Chair
- Dots RPG Project, Board of Directors, Voting Board Member
- CAR-PGa, Board of Directors, Voting Board Member
- Hero Fitness, Advisory Board, Board Member

EDUCATION

- **Bachelor of Arts (BA) in Interdisciplinary:** Recreational Therapy, Therapeutic Recreation, Neuroscience, Neuropsychology, Music, and Research Psychology - Eastern Washington University, Washington - Cheney, Washington – 3.7.
- **Associates of Science (AS) in Computer Science (CS) with Minor in Accounting** - Certified Careers Institute, Utah - Salt Lake City, Utah – 4.0.

CERTIFICATIONS, REGISTRATIONS, & LICENSES

- **RT - Washington State Department of Health Registered Recreational Therapist**
- **DCSE – Dell Certified Systems Expert.**
- **GCIH - Global Information Assurance Certification (GIAC), Incident Handling.** SANS Institute Information Security certification.
- **SCSA – Sun Certified Systems Administrator,** Solaris Systems Administrator Unix certification.
- **MCSE – Microsoft Certified Systems Engineer,** Microsoft Certification.
- **CNA – Certified Netware Administrator,** Novell Netware certification.
- **Certified Linux Instructor,** Novell Hotlabs, Inc Linux certification.
- **ASE - Automotive Service Excellence,** four certifications in: Electrical and Computer Systems Controls, Engine Performance, Emissions, and Engines.
- **First Aid & CPR**
- **CNA - Certified Nursing Assistant**

TESTIMONIALS

"There are very few who possess not only the ability to execute complex technical tasks, but the high-level "soft" knowledge that maintains team cohesion, communication with non-technical partners, and essential support in investor pitch meetings. Mr. Robinson is one of them." "... I credit our success to the enterprise-level knowledge, support, and experience that Mr. Robinson brought to our company." "...my unequivocal endorsement of Hawke Robinson's skills as an experienced, world-class Chief Technology Officer." "His ability to design well-documented, scalable solutions that meet new and emerging needs is a gift to whomever hires or contracts him." --Ben Dobyns, COO, The Fantasy Network, and CEO Zombie Orpheus Entertainment. www.linkedin.com/in/bendobyns

"Hawke is an outstanding leader with the highest level of integrity. He took a rag tag team of developers and built an amazing department through coaching and leading by example. Hawke is a perfect blend of business man meets technical maven. I would recommend Hawke to any company looking for a stand-up leader, with great people skills and a broad understanding of technology." --Brian Scardina. Directory, Application Security at TSYS. www.linkedin.com/in/bscardina

"Hawke's broad expertise, deep knowledge, security-first mindset, detailed documentation, and ability to stay abreast of current technology trends is remarkable. It's been fantastic working together -- Hawke's work ethic is impeccable. He is a tremendous coach and mentor and was always the first person to offer help and support to his team. Hawke brings a unique skill set and breadth of experience that would benefit any organization. Overall, Hawke was truly a pleasure to work with and I have no qualms recommending him for senior technology leadership roles. Thanks, Hawke!" --Daniel Lawrence, VP Engagement Management, LearningMate. www.linkedin.com/in/wdlawrence

"I can unequivocally recommend Hawke Robinson as a person of high integrity and one of the very best technicians that I have ever worked with. I have worked with him on several teams and diverse projects and he has ALWAYS exceeded the expectations of the mission. His detailed knowledge and unyielding dedication make him an ideal choice for any effort on any team. One of the brightest and most dedicated individuals I have ever met, Hawke is a highly skilled technician as well as a uniquely talented individual. He demonstrates outstanding leadership abilities, an unparalleled work ethic and enjoys tremendous success in all efforts he undertakes. Finally, and perhaps most importantly, he is an extremely pleasant person to work around. I can recommend Hawke Robinson as a person and technician without reservation." -- Phillip Hillian, Data Systems Engineer, Devon Energy - www.linkedin.com/in/hillian

"I had the pleasure of working with Hawke Robinson on a very challenging project. Apart from his diverse technical expertise, what amazed me was his level of meticulousness and thoroughness in solutioning. He leaves no stones unturned and got some great solutions to the table for our academic setting. His collaborative approach to working with the open-source community surely gives him an edge. I will be happy to work with him on another challenge if the opportunity presents itself. Hawke will be a great asset to any organization that hires him." --Anoop Datar, Project Manager | Scrum Master | Business Analyst, LearningMate. www.linkedin.com/in/anoopdatar

"Hawke is largely responsible for the developer I am today. While at MightyWords, he sort of took me under his wing and gave me the room to expand my knowledge and make a massive impact on the technical operations of the company while providing opportunity after opportunity to let me learn, grow and put my new-found knowledge to work. His knowledge is amazingly broad and deep and he is able to see the big picture for any project and get the right people in the right places at the right time to make it all come together. On a personal level, he is one of the most generous and friendly people I have ever had the pleasure of knowing. This engendered a loyalty to him that I still haven't shaken. I consider him a natural leader for all of these reasons." --Rob Zazueta. Director of Digital Strategy at TIBCO Software Inc. www.linkedin.com/in/techknowme