

# PATRICK J. COOK

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Active Security Clearance: FINAL TOP SECRET SCI (9/2012)

## PROFESSIONAL SUMMARY

Over 25 years managing, mentoring teams and achieving the maximum performance and productivity

Excellence in pre-sales engineering, meeting sales goals and closing deals

Authored winning proposals to include statement of work and answering RFIs/RFPs. Created clear and incisive presentations, product demos which led to numerous sales closings and always exceeded high-mark quarterly bonus goals

Over 13 Years in a Support Services Manager/Director role, extensive ITIL Experience, Six Sigma Green Belt

Expert in development of web-based training courseware and computer-based courseware

BMC Certified Consultant, Remedy ITSM 7.6.04 Suite, Service Desk Express

Over 15 years Courseware Developer/Platform Instructor; all aspects of Instructional Systems Development (ISD). Expert in Front End Analysis determining who must be trained, what must be trained, when training will occur, and where the training will take place

Former USAF Senior Master Sergeant (E-8). Special Operations Aviator with over 4000 hrs flight time as a crew member. AC-130H Lead Gunner, MH-53J Helicopter Flight Examiner Gunner and MH-60G Helicopter Flight Examiner Gunner specializing in training aircrews and quality assurance flight examinations. Program Manager and Flight Examiner (3 years) as the Chief of the USAF Aerial Gunner School for the MH-53J and MH-60G Helicopters at Kirtland AFB, NM

## SKILL SETS

Remedy ITSM Architect and Design Specialist, Business Continuity , BMC Remedy ITSM 7.6.04 Suite, STI Certified Help Desk Director & Manager, BMC Certified Consultant, Incident Management, Change Management, Service Request Management, Asset Management, Service Delivery Management, Service Level Management (SLAs), Release Management, Business Rule Development, Team Lead, ITIL Processes, Instructional System Designer, Pre-Sales Engineer, Solutions Architect, Management, Human Resources, Budgeting, Client Server Platforms, Help Desk Management, Program Manager, Crisis Management, Trainer, Search Engine Optimization (SEO), Web Site Development, Custom GUI Creation , Computer Based Training Developer , Web Based Training Developer, Courseware Developer, Master Platform Instructor , JavaScript, HTML , Flash , DHTML, Microsoft Office Suite, Microsoft Project, Adobe Creative Suite CS5, Photoshop, Adobe Captivate

## PROFESSIONAL EXPERIENCE

*USCENTCOM Service Desk Manager, SAIC 2012-Pres MacDill AFB, FL*

Directed a 14-member staff of J6 Contractor personnel to support the IT needs of a workforce of over 5,000 Military, Civilian and Contractors supporting the USCENTCOM World-Wide Mission.

Responsible for daily, weekly, and monthly administration of BMC Remedy v7.6.04 Metrics development and overall use of this Enterprise system to manage daily IT work, budget management, corporate internal IT support, telecommunications services, and service desk

Expert in ITSM processes and service delivery. Chosen for career breath of experience in numerous IT service delivery methods and to develop smooth process flow and IT support to enable this critical military component to meet its world-wide mission.

Works closely with USCENTCOM Remedy Team to ensure ease of customer usage, efficient work flow and general smooth operability. Expert in Metrics gathering through ACD systems, BMC Remedy Business Analytics and BMC Remedy Reporting. Develops Remedy Incident, Change, and Work Order templates to ensure analyst speed and accuracy. Working with USCENTCOM Remedy Team to continually fine tune the application and report any anomalies that may occur. Integral part of development processes to ensure entire IT department has the most efficient forms and tools to function. Trains IT staff on use of system and creation of templates to assist all teams.

Leads a team of 13 Remedy Developers, Administrators, Trainers and Requirements Experts in supporting the United States Central Command (USCENTCOM) infrastructure of the ITSM Suite. Creates customizations, develop innovative workflow and perform administration duties on the BMC Remedy ITSM system. Expert in System Design, Customizations, Foundation Data, Knowledge Management, SRM and overall v7.6.04 work.

Conducts workshops with customers to focus on work flow, pain points, and solving corporate needs. Performs product demonstrations via live seminar, class/meeting rooms, and via video conferencing to remote locations to develop system understanding and to instruct on how to most efficiently utilize the Remedy ITSM system. Create detailed custom reporting, ad-hoc reports and saved searches for customers to significantly reduce time to produce meaningful, accurate metrics for senior management. Manages the entire technical aspects of the project and the day-to-day team management.

*IT and Security Specialist* AirScan, Inc. 2010-2011

Titusville, FL

Iraq Theater (6 week rotational basis from home) single point of contact to perform information technology day to day tasks, satellite installations and setup to supply communications to various sites across the region. Manager for entire country consisting of seven company sites where I had to travel on instantaneous notice to correct IT and communications issue to ensure operations continue assisting US military in ISR operations.

Responsible for monitoring bandwidth usage, performing maintenance and installation on all deployed corporate IT equipment. Ensures best possible uptime and quick response by traveling across theater on moment's notice

Produced detailed reports highlighting weekly accomplishments, system status and plans for future upgrades and installations.

*Instructional System Designer* CAE Contractor/TechUSA 2009-2010

Orlando, FL

Conducted several site visits to Camp Pendleton, CA to conduct Front End Analysis, Training Situation Analysis, Task Analysis, Learning Objectives Analysis and Media Analysis for the USMC Aviators (Pilots and Crew Chiefs) and Maintenance personnel of these newest models of helicopters (AH-1Z and UH-1Y)

Determined and validated the current training situation, including who must be trained, what tasks warrant training, when and where training will occur, and how the training may be most effectively delivered to accommodate the variable learning outcomes to be identified and/or validated for the H-1 upgrades program

Produced accurate reports highlighting recommendations to ensure adequate fleet-wide training for these newest Helicopters

*Director, Support & Customer Education* SnapDragon Medical, Inc. 2007-2009

Clearwater, FL

Directed service innovation efforts in the development of all remote and on-site installation, product road map planning and service training content, serving as the highest level of customer service support for issues escalated to leadership

Provided professionally organized feedback of customer experience input regarding product service effectiveness to align functional area activities with customers' needs. Developed numerous web-based training guides on product usage and general instruction using ISD skills for this innovative startup company

*Solutions Architect* Enterprise Management Solutions, Inc. 2006-2007

Clearwater, FL

Expert in the development of business requirements for the development of the solution blueprint for business IT architecture and software/system design

Pre-Sales Engineer responsible for live demonstrations of products to C-level executives. Managed booths at major trade shows demonstrating products to prospective clients. Leveraged previous experience and real-world knowledge gained as Director/Manager to assist clients and connect with them on a personal level rather than as a technical theorist

Identified customer needs through onsite surveys, created clear and incisive presentations, product demos and winning proposals to include statement of work and answering RFIs. Exceeded all quarterly sales goals and was awarded bonuses every period for outstanding closing rates.

*Manager, IS Service Center and Training* BayCare Health System 2002-2006

Tampa, FL

Directed a 15-member staff of the Information Services (IS) professional Service Center and four-member IS & Clinical Systems Training team, supporting nine major Tampa Bay area hospitals with a workforce of 16,000 employees

Responsible for systems administration of Remedy/BMC Magic Total Service Desk 7.53 Enterprise, budget management, corporate internal IT support, telecommunications services, and help desk for the four-county large-scale organization

*Manager, MIS Service Desk* City of Tampa 2000-2002

Tampa, FL

Directed a five-member IT professional team. Successfully implemented a large-scale enterprise helpdesk system

Responsible for systems administration of Network Associates Support Magic Total Service Desk 7, budget management, corporate internal IT support, telecommunications services, and help desk for a 4000-employee organization

*Director, Information Technology* City of Clearwater 1999-2000

Clearwater, FL

Director for municipal government entity, managing a 35-person staff and a \$6M budget

Flawlessly led the migration to Y2K with expert planning and guidance to team members

Responsible for \$2M budget, corporate internal IT support, 30-city nationwide sales office systems support, telecommunications services, purchasing services, and help desk to a 500-employee organization

*Operations Superintendent/ AC-130H Lead Aerial Gunner*, United States Air Force 1976-1999

Hurlburt Field FL

Top Senior Noncommissioned Officer (Senior Master Sergeant, E-8) for 375-person unit. Ensured combat readiness of this Air Force elite Special Operations unit. Quality Assurance inspector during ground and in-flight operations for \$120M fixed-wing aircraft and \$55M rotary-wing aircraft. Directed recruiting activities, human relations/resource functions, health, morale and welfare functions. Senior enlisted crewmember on \$120M fixed wing and \$55M rotary wing aircraft (4000+ hrs flight time).

## EDUCATION

### **Bachelor of Applied Science in Human Resource Management**

Troy State University Magna cum Laude, 3.71 GPA

### **Associates of Applied Science, Instructor of Technology and Military Science**

Community College of the AF 3.8 GPA

### **Associates of Applied Science, Armament Systems Technology**

Community College of the AF 3.8 GPA

### **Certified STI Help Desk Director** (industry highest certification)

**STI Certified Help Desk Manager**

**CompTia Security+**

**Certified Course Developer**

**Certified Instructional Systems Developer**

**Certified BMC Software Consultant**

**ITIL Foundations**