

David E. Hyson

Part-Time Faculty
College of Information Systems
Trident University
5757 Plaza Drive
Cypress, CA
910.489.1886
dhyson4@gmail.com

<https://www.trident.edu/why-trident/our-people/faculty/?fc=m-s-information-technology-mgmt>

EDUCATION

PhD in Information Technology, specialization in Information Assurance Capella University, Minneapolis, MN Dissertation Topic: Factors influencing the adoption of cloud computing by medical facility managers	2014
MS in Computer Resources and Information Management Webster University, St. Louis, MO	2007
MS in Business Organization and Security Management Webster University, St. Louis, MO	2007
BA in Computer Science Campbell University, Buies Creek, NC	2004

TEACHING AND TRAINING EXPERIENCE

<u>Trident University</u> , Cypress, CA Adjunct Professor, M.S. Information Technology Management Program <ul style="list-style-type: none">• Taught Principles of Information Systems in Business and Organization• Taught Introduction to Business Process and ERP Systems• Taught Software Engineering• Taught Systems Engineering• Taught Techniques of Data Mining and Related Analytical Procedures• Taught Knowledge Management• Taught Information Technology Project Management• Taught BSCS Integrated Projects• Taught Business Ethics and Social Issues in Computing	2015 - Present
<u>U.S. Air Force</u> , Barksdale AFB, Bossier City, LA Superintendent, Resources <ul style="list-style-type: none">• Provided group and one on one systems/software applications training to customers quarterly	2011 - 2013

U.S. Air Force, Pope AFB, Fayetteville, NC
Manager, Planning (2006 – 2010)

2000 - 2010

- Directed, trained, and advised project manager specialists on creating and monitoring projects delivered monthly
- Trained personnel to operate and maintain Environment Management Control System (EMCS); delivered quarterly to 5-10 personnel
- Provided supervisory training and management guidance to 23+ subordinates
- Delivered 2 hour sessions to members of the program offices to market current and/or new services to existing and potential Publish Building Service (PBS) customers
- Designed and delivered a 2-day course “Project Management” to 25 military members quarterly
- Received positive feedback on lectures from 100% of participants

Supervisor, Electrical (2000 – 2006)

- Provided quarterly training on “Chemical Warfare” to 50 military personnel
- Provided quarterly training on “Self-Aid and Buddy Care” to 40-50 military personnel
- Instructed annual “Pole-Top Rescue” training to 10-20 electricians
- Led session on “Transformer Connections” for new electricians
- Delivered weekly safety training sessions with question and answers at conclusion to 10-20 electricians

PROFESSIONAL EXPERIENCE

Environmental Protection Agency, Dallas, TX

2015 - Present

Contract Specialist

- Provides critical oversight of Information Technology (IT) contract administration for several ongoing and complex design and construction contracts
- Provides technical review and coordination for formal solicitations for bids, contractual language for contracts, and clearance procedures
- Oversees payments for completed phases of multi-year IT contracts to assure the timelines are met to prevent additional costs to the Environmental Protection Agency
- Performs market research, reviews specifications and statements of work, and views acquisition milestone plans

Dept. of Veteran Affairs, North Little Rock, AR

2013 - 2015

Contract Specialist

- Provides critical oversight of Information Technology (IT) contract administration for several ongoing and complex design and construction contracts
- Provides technical review and coordination for formal solicitations for bids, contractual language for contracts, and clearance procedures
- Oversees payments for completed phases of multi-year IT contracts to assure the timelines are met to prevent additional costs to the Department of Veterans Affairs
- Performs market research, reviews specifications and statements of work, and views acquisition milestone plans
- Ensures that specifications and statements of work are prepared in a manner which adequately describes the Government's requirements without restricting competition
- Advises technical personnel as to inadequate, ambiguous or vague specifications to avoid Government liability
- Serves as contract administrator on awarded contracts

U.S. Air Force, Barksdale AFB, Bossier City, LA

2011 - 2013

Superintendent, Resources

- Planned, directed, and monitored execution of \$35,000,000 in government spending and issuing \$28,000,000 in contract services
- Managed local installation for IT users in the area of policy and plans as related to IT systems

- Reviewed and analyzed data and measured against system wide standards and goals
- Created Information Resource Management solutions. Systems administrator; plan, coordinate, installation, operation, and maintenance of hardware and software systems
- Managed the planning and delivery of technical support services, including troubleshooting, installation, removals, moves, systems knowledge assistance and/or training in response to customer requirements
- Provided group and one on one systems/software applications training to customers as required or requested
- Evaluated usage patterns and recommends methods for improving the functionality of the problem resolution knowledge base; provides feedback on problematic trends and patterns in technical support to the organization
- Responsible for providing customer service, technical support to customers who need advice, assistance, and training in accessing and navigating hardware and software systems utilizing the Information Technology Infrastructure Library framework
- Evaluated and recommended the adoption of new or enhanced approaches to delivering IT services
- Senior Non Commissioned Officer of the First Quarter, 2011

U.S. Air Force, Pope AFB, Fayetteville, NC

2000 - 2011

Superintendent, Operations (2010 – 2011)

- Evaluated work performance of subordinates and developing performance standards
- Supervised 23 personnel oversaw the completion of 225 work orders, kept a 98% on-time completion rate
- Developed Information Technology designs, layouts, statements of work, proposal packages, and cost estimate for 200+ projects
- Managed a \$203,000 Environment Management Control System (EMCS) project
- Planned and executed \$70,000 renovation project for security forces emergency dispatch control room

Manager, Planning (2006 – 2010)

- Provided technical expertise, plans and estimates for Information Technology projects for Air Force organizations
- Managed Information Technology technical staff, project coordination, contract administration, resource planning and/or budgeting through various lifecycle phases
- Increased safety for pedestrians and saved \$100,000 in contractor cost in lighting project
- Developed and implemented systematic plans to assure accomplishment of customer service program objectives through coordinated efforts of acquisition team members
- Prepared detailed price negotiation memoranda, outlining in writing the details of negotiations with contractors in competitive and noncompetitive negotiations
- Non Commissioned Officer of the Third Quarter, 2009

Supervisor, Electrical (2000 – 2006)

- On a day-to-day basis provided both written and verbal instructions to 25 to subordinates and colleagues, and presented status reports and schedules to superiors
- Planned and installed \$10,000 space saver storage system, increased storage capacity by 10%
- Planned installation of dishwasher at dining facility; a \$40,000 cost savings in annual water consumption
- Supervised safe installation of 24 energy efficient fixtures at fitness center; new area lighting system increased basketball court lighting 35% and saved \$3,000 in annual energy cost
- Planned and executed the installation of an Uninterruptible Power System; ensured Remote Access Terminal remained online to support mission capabilities and monitor Air Mobility Command networks

U.S. Air Force, Robins AFB, Warner Robins, GA

1992 - 2000

Electrical, Technician

- Orchestrated replacement of electrical wiring for dining facility's snack/hot bar; saved \$2,000 in contractor cost

- Planned circuit installation for x-ray machine at Post Office; saved \$4,000 in contract cost
- Planned installation of 100-amp/3-phase circuit for combined cooking unit at base dining facility, allowed for increased food preparation/serving capacity to accommodate increased numbers of customers
- Planner/advisor on self-help project; created electrical layout and provided tool support for hydraulic installation
- Supervised the installation of a 3 phase disconnect to an air handler unit; upgraded electrical circuits, decreased energy consumption by 35%

PRESENTATIONS

Factors Influencing the Adoption of Cloud Computing by Medical Facility Managers, presented to dissertation board members at Capella University, Minneapolis, MN, 2014.

Active Shooter Assessment, presented to 50 faculty members at Methodist University, Fayetteville, NC, 2007.

Current Economic Impacts on Law Enforcement, presented to 15 participants at Webster University, Fayetteville, NC, 2007.

PROFESSIONAL ORGANIZATIONS

Omega Psi Phi Fraternity Inc., Tau Gamma Gamma Chapter 2005 - Present

VOLUNTEER EXPERIENCE

Committee Member, Assault on Illiteracy Program, Fort Bragg 2005 - 2010

Mentor, Tau Gamma Gamma Youth Advocate Program, Fort Bragg 2005 - 2010