

# DEAN CHO

## OUTSTANDING QUALITIES

- Excellent communication skills and work well under pressure.
- Highly motivated and excellent leadership skills.
- Excellent technical knowledge in all areas of information technology.
- 20 years+ full-time IT experience, 10 years in IT management.
- 10 years+ experience with a proven track record as an IT consultant and IT service provider to charter schools and education institutions.
- Developed from ground up administrative and academic computing services for the Laboratory of Structural Medicine and Molecular Medicine, Pharmacology, and Crump Institute serving 150 academic and administrative users.
- Developed from ground up, all areas of the IT operation for International Studies and Overseas Programs serving 16 centers and programs at UCLA serving 200 academic and administrative users.
- Reorganized and streamlined Student Affairs IT operation serving 27 organizations and 650 network users at UCLA.
- Awarded employee excellence award for 4 straight years at UCLA.
- Excellent client references.
- ITIL Foundation Certified with 90% passing score.
- Bachelors in Computer Science, University of California, Riverside
- Graduate of UCLA Anderson School Management Development Program
- MSCE, MCP.

## WORK EXPERIENCE

2002 - Present IT Consultant

Provide IT assessments, IT strategic planning and recommendations. Gather end user requirements. Lead team of end-user technical support staff for projects including technology refresh projects, LCM(life cycle management) and IMAC (install, moves, additions, and changes). Coordinate technical resources in delivery of IT services. Recommend appropriate technologies based on client's business needs, goals, and expectations. Provide end user support, service desk, and training. Clients served include utility companies, banking institutions, and educational institutions.

IT consultant and service provider to charter schools in Los Angeles and surrounding areas. Proven track record of providing IT leadership and guidance to charter schools.

1991 - 2002 University of California, Los Angeles

**Consultant, School of Public Health**

**December 2001 – June 2002**

Provided critical review of the existing School of Public Health (SPH) organization wide network operation including the physical infrastructure, existing network services, standards, procedures, and support of these systems. Provided recommendations and strategic alternative that enabled the

organization to meet technology goals and objectives of the School of Public Health overall strategic plan.

The critical review is based on interviews with the School's computing staff, administrative end-users, physical inspection of the computer network office and equipment rooms, review of current inventory of network equipment, and review of existing documentation on the computing unit and its services.

**Director, Office Technology Center  
Student Affairs**

**November 1999 – December 2001**

Provide technical direction and leadership for the Office Technology Center responsible for providing central network services, network backbone infrastructure, and user services to 27 Student Affairs units and 650 network users. Responsible for all IT activities including long range planning, computer operations, systems analysis, systems development, applications development, selection and supervision of staff, budgeting, consultation, and training. Serve as the computing liaison to other campus departments and outside organizations. Hire, train, and direct multiple projects to IT staff consisting of a routing and switching engineer, network administrators, and desktop support technicians, web master, and administrative staff. Co-chair and provide leadership to group of 33 IT technology professionals. Member of the executive committee overseeing distribution of funds to enhance the IT needs of Student Affairs units at UCLA. Consult with managers and directors of Student Affairs units to determine the best technical approach to meet the short term and long-term objectives of the Student Affairs organization.

Developed and implemented thin client feasibility study and pilot project for Student Affairs UCLA. Deployment of thin clients reduced potential total cost of ownership by 20 to 30% over traditional PCs. Managed and supervised implementation of firewall effecting 27 organizations at UCLA. Reorganized IT staff and their responsibilities. Instituted clear IT standards and policies. Overhauled Student Affairs web site. Restructured IT staffing and implemented clear IT budget and IT budget forecast. Developed standards and procedures and IT vision for the Student Affairs organization. Designed, built, and organized data center and IT office for more efficient operation. Developed and instituted automated helpdesk system.

**Director, Information Systems  
International Studies and Overseas Programs**

**1994 - 1999**

Provide advanced technical direction and leadership for planning, development, implementation, and maintenance of computer network systems and management information systems serving 16 centers and programs under the division of International Studies and Overseas Programs at UCLA. Responsible for all IT activities including long range planning, computer operations, systems analysis, systems development, applications programming, selection and supervision of staff, budgeting, consultation, and training. Serve as the computing liaison to Office of Academic Computing, Academic Technology Services, Communications Technology Services, and other campus departments. Hire, train, plan, and direct multiple projects to the IT staff. Develop, implement, and complete multiple projects covering several building and utilized by multiple departments. Design, develop, implement, and administer complex software applications in a networked environment. Consult with administrative managers and academic research investigators to determine the best technical approach to meet the short term and long term objectives of the administrative and research units.

Turned around mismanaged and disorganized IT operation into an efficient and technologically advanced operation. Developed from ground up, a IT department/network infrastructure serving 200 networked workstations spread across several buildings. Developed on-going training including printed and online user manuals, and hands-on training classes. Developed and maintained multiple Novell 4.11 and NT 4.0 based application and file servers. Developed from ground up technologically advanced web server hosting 19 web sites including interactive access to databases and group scheduling. Manage and maintain remote dial-up access network services, domain name service, POP3, IMAP based e-mail

server, network routers and ATM/Fast Ethernet switches. Established a multi-media facility serving 16 centers/programs at UCLA.

**Director, Academic and Administrative Computing  
Laboratory of Structural Biology and Molecular Medicine 1991 - 1994**

Served as the Director of Academic and Administrative Computing for the Laboratory of Structural Biology and Molecular Medicine, Pharmacology, and Crump Institute. Provided advanced technical direction and leadership for planning, development, implementation, and maintenance of computer network systems and management information systems covering three remote buildings (Warren Hall, Center for Health Sciences-Pharmacology, and Molecular Biology Institute) and consisting of 150+ PC and Macintosh network users. Administered all MIS activities including long range planning, computer operations, systems analysis, systems development, applications programming, selection and supervision of staff, managing the budget, consultation, and training. Served as the computing liaison with the School of Medicine Dean's office, Administrative Information Systems, Office of Academic Computing, Campus Network Services, Microcomputer Information Center, and other campus departments. Hire, train, plan, and direct multiple projects to the MIS staff.

Designed, developed, implemented, and administered complex software applications in a networked environment. Consulted with the administrative managers and academic research investigators to determine the best technical approach to meet the short term and long term objectives of the administrative and research units. Install, configure, maintain and supervise multiple networks and network operating systems.

Developed from ground up IT operation. Designed and installed network cabling for 150 users and 200 total network ports. Developed new workstation standards. Develop automated helpdesk system, IT policies and procedures, training materials. Developed and maintained online and printed network users guide. Designed and developed organizational web site. Developed, implemented, and completed multiple MIS projects covering several building and utilized by multiple departments including an in-house developed purchasing system.

## DISTINCTIONS, HONORS, AWARDS, AND OTHER RECOGNITION OF ACHIEVEMENT

- Emerging Small Business Award, Orange County Asian Business Association
- UCLA Incentive(Excellence) Award.
- Monthly technology columnist for the Korea Times Los Angeles, the largest Korean newspaper serving the Los Angeles Korean community and the world.
- Outstanding University of Riverside, Alumnus Award given by the Asian Pacific Student Programs and the Chancellor's office for outstanding service and dedication to the University of California, Riverside.

## SCHOOL, CIVIC, AND PROFESSIONAL ACTIVITIES AND AFFILIATIONS

1. Asian Pacific Alumni Association  
University of California, Riverside  
Founder and president
2. Korean Student Association  
University of California, Riverside  
Founder and President
3. University of California, Riverside  
Alumni Association  
External Relations Committee  
Ethnic Recruitment Committee

### **EDUCATION:**

Bachelor of Science in computer science at University of California, Riverside  
UCLA Anderson School of Management, Management Development Program

### **CERTIFICATES:**

ITIL Foundation  
UCLA Management Development Education  
CompTIA Executive Certificate in Cloud  
IBM v7000 Storwise Technical Solutions v2  
IBM Tivoli Sales Mastery v4  
Microsoft Certified Professional (MCP) + Internet  
Microsoft Certified Systems Engineer (MCSE)