

# JOHN HAWKINS

<http://johnlhawkins.com> Email: [john@johnlhawkins.com](mailto:john@johnlhawkins.com) Phone: 205.246.4837

## SKILLS

Scrum-Agile Project Administration  
Professional Community Development  
Hybrid Team Productivity Management  
Networking & Datacenter Operations Support  
Digital Accessibility Strategy  
Web Host Systems Security & Operations

## Leadership & Key Impacts

Founder & Lead Facilitator, University Communities of Practice Forum  
International Digital Learning Collaboration Tech Liaison - University of Havana, Cuba  
HighEdWeb Regional Conference Planning Board  
Member Representative, EDUCAUSE  
Technology Committee Chair, University Professional Staff Assembly  
Lead Facilitator, WebTide Community of Practice

## Certification

**cPanel Professional**  
cPanel Inc. (2025)  
589c-9548-2188-1f28

## Education

**University of Alabama**  
Political Science, International Relations  
Journalism

**Mississippi State University**  
Liberal Arts Studies



## IN A SNAPSHOT

Enthusiastic and experienced digital communications professional with a demonstrated history of executing diverse technical and team productivity and client support solutions. Skilled in web operations, project management, IT technical administration, collaborative organizational leadership and more.



## EXPERIENCE

2011 — Present

### Assistant Director – Web Communications

*The University of Alabama, College of Arts & Sciences*

- Direction of online support operations covering digital brand execution, policy compliance coordination, digital framework lifecycle planning and research web resource support.
- Agile Scrum product delivery coordination; productivity platform management (e.g. Monday.com, Trello, Asana, Axosoft).
- Managerial leadership for full-time staff in the roles of digital design, user content strategy and code engineering roles.
- Web host and datacenter operations administration including DNS, firewall management and data continuity.

2018 — Present

### Google Workspace Solutions Consultancy

*Small Business, Various by Contract*

- Google mail and cloud collaboration services deployment for small business environments.
- Contract support for colleague-consultants providing on-premises technology operations.

2011 — 2012

### Coordinator for Information Technology

*The University of Alabama, College of Arts & Sciences*

- Coordination of classroom multimedia and PC support operations.
- Oversight of staff providing field-level technology support for clinical healthcare IT operations.

2009 — 2011

### Technology Support Manager

*The University of Alabama, College of Arts & Sciences*

- Website CMS frontend development, LAMP web application construction and long-term support, and Linux - cPanel web host deployment and management.
- Managerial leadership of full-time staff in design and code development roles, as well as student staff in mentorship positions.

2006 — 2009

### Web Specialist

*The University of Alabama, College of Arts & Sciences*

- HTML website construction and Adobe Dreamweaver-Contribute frame layout design.
- LAMP web application creation for academic process support.

2002

### Consumer Desktop Software Support

*Gateway Computers – Service Zone Inc.*

- Call-center technical support for Microsoft Windows consumer desktop users.
- Cultivation of hardware peripheral sales opportunities.

References available upon request.