Donald Howell
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PROFESSIONAL SUMMARY

Technical Solutions & Implementation Leader with 30+ years guiding organizations through complex technology deployments, data integrations, and workflow transformations. Expert in gathering requirements, configuring platforms, resolving data issues, and managing projects end-to-end. Adept at translating customer processes into scalable technical solutions, driving adoption, and supporting cross-functional teams across education and enterprise environments. Known for calm execution, clear communication, and a hands-on approach to problem-solving.

CORE COMPETENCIES

Implementation & Solutions Delivery: Requirements Gathering • SaaS Configuration • Customer Engagement • Data Mapping & Validation • Technical Troubleshooting
Technical Skills: System Integrations • Workflow Logic • JSON • APIs • Cloud Platforms • Networking Architecture
Project Management: Multi-Client Management • Task Sequencing • Cross-Team Collaboration • Stakeholder Communication
Industry Knowledge: EdTech • Student Data • FERPA/SOPPA Compliance • Security & Risk Mitigation

RECENT PROJECT HIGHLIGHTS (2024–2025)

Led deployment of a new RADIUS/NPS system including certificate lifecycle management, authentication logic, and data dependencies.
Designed AI-driven support workflows and automated troubleshooting processes to streamline end-user experience.
Implemented an AI-enabled camera analytics platform integrating advanced detection, reporting, and data ingestion pipelines.
Regularly translate district operations into detailed technical configurations for new systems and integrations.

PROFESSIONAL EXPERIENCE

Technology Director / Network Administrator/Systems Security Manager

Canton Union School District — Canton, IL | 2008–Present
- Lead all major technology system implementations, from discovery through configuration, launch, and onboarding for 4,000+ users.
- Translate district workflows into technical architectures, data flows, and system configurations across multiple platforms.
- Manage multiple simultaneous projects, ensuring task accountability, status tracking, and stakeholder alignment.
- Conduct hands-on system configuration including servers, authentication systems, Wi-Fi infrastructure, and cloud platforms.
- Diagnose and resolve complex data issues, including data imports, student information inconsistencies, and system dependencies.
- Collaborate with vendors, district leadership, and cross-functional teams to ensure successful launches and ongoing adoption.
- Built and maintained virtual infrastructure consisting of 6 physical and 39 virtual servers supporting district operations.

Technology Director / Network Administrator
Health Professionals Ltd. / Correctional Healthcare Companies | 2003–2008
- Implemented a multi-site medical claims and billing system including business logic mapping and data configuration.
- Led requirements gathering with stakeholders and translated workflows into system processes and infrastructure.
- Managed technical setups across multiple high-security correctional sites.

Systems Administrator
Klaus Companies — Peoria, IL | 1998–2003
- Managed servers, firewalls, routers, and network systems across multiple business units.
- Delivered hands-on system configurations, upgrades, and data troubleshooting.

Technology Manager
Computer Age/Pearl Technologies — Peoria Heights, IL | 1993–1998
- Managed daily operations for a team of 13 technicians supporting enterprise systems.
- Led major infrastructure transition from AS/400 to HP-UX and Windows platforms.

EDUCATION
Associate Degree – Computer Science
Spoon River College, Canton, IL (1993)
Photography Studies
Minneapolis Community College, Minneapolis, MN (1991)

CERTIFICATIONS

Microsoft MCSA
Compaq ProLiant Specialist

TECHNICAL SKILLS

Windows Server (NT–2022) • Linux • macOS • ChromeOS
VMware • Hyper-V • Nimble SAN
MySQL • MS Access
Cisco IOS • PfSense • Wireshark
Google Workspace Administration
Exchange Server • SCCM • AutoCAD
Familiarity with Python and JSON

COMMUNITY INVOLVEMENT

Youth Baseball Coach • Local Technology Education Initiatives