

# RAY HANNON

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## IT MANAGER | GENERAL MANAGER

*Experienced technology leader eager to apply skills in the media industry*

High performing IT and general manager with over 20 years of experience leading large projects and teams. Launched and managed 3 successful technology-based companies, achieving annual sales of up to \$5MM. Able to communicate effectively with reps from all major business functions. Process-oriented leader with strong attention to detail.

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## CORE COMPETENCIES

### IT Management

- Systems Deployments and Upgrades
- Purchasing and Budgeting
- Service Level Monitoring
- IT Procedure Development
- Vendor Collaboration and Management

### General Management

- Hiring, Training, and Coaching
  - Partner Contract Negotiation
  - Cross-Department Communication
  - Continuous Process Improvement
  - Customer Satisfaction
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## PROFESSIONAL EXPERIENCE

ISP CONNECT, INC.—Latrobe, PA

1998 – Present

### Founder & General Manager

*Launched and led Internet Service Provider in rural Pennsylvania. Hired, trained, and managed 40 employees. Oversaw and performed day-to-day duties in all departments with focus on technology. IT responsibilities included budgeting, systems maintenance, help desk oversight, and implementing procedures for architecture, disaster recovery, and security.*

- Negotiated and built 50% shareholder partnership with local rural electric cooperative to establish credibility and enable rapid growth.
- Grew customer base from 0 to 30,000 households and annual revenue from \$200,000 to \$5MM within 5 years.
- Ensured that Internet service levels consistently met “up-time” goal of 99.999%.
- Identified optimal, cost-effective telecom solutions and negotiated contracts with vendors.
- Installed and maintained wireless broadband solutions to serve 4,000 rural customers.

HANNON GRAPHICS—Latrobe, PA

1995 – 1998

**Founder & General Manager**

*Started county's first web design and development service after identifying demand for Internet presence among local businesses. Built and maintained over 40 client websites using HTML, CSS, JavaScript, Photoshop, and other web development and design technologies.*

- Increased revenue by over 200% for 3 consecutive years.
- Selected as one of 20 finalists for 1998 Redesign of the Year Award from the American Web Association.

HANNON PRINTING, INC.—Greensburg, PA

1990 – 1995

**Founder & General Manager**

*Founded and led global mail-order printing business. Hired, trained, and managed 12 full-time employees. Oversaw and performed day-to-day duties in all major business functions: sales and client account management, computer and printer maintenance, and shipping and receiving.*

- Grew annual revenue to over \$1MM and client base to over 1,000, including Bank of America, Dell, and numerous other Fortune 500 companies.
- Licensed color-printing technology after identifying customer demand for short-run color print jobs. Increased sales by \$500,000 in first year.

## TECHNICAL SKILLS

**Operating Systems**

- |               |                 |                       |
|---------------|-----------------|-----------------------|
| • Windows 3.1 | • Windows XP    | • Windows 2000 Server |
| • Windows 95  | • Windows Vista | • Windows CE          |
| • Windows 98  | • Windows NT    | • Linux               |

**Software & Databases**

- |                    |                 |           |
|--------------------|-----------------|-----------|
| • Microsoft Office | • Perl Database | • KPT     |
| • Open Office      | • Photoshop     | • MapEdit |
| • SQL Database     | • XARA          | • Acrobat |

## EDUCATION

SAINT VINCENT COLLEGE—Latrobe, PA

- B.A., History
- Magna Cum Laude