

MICHAEL T. LUTTER

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OBJECTIVE: Senior IT Manager

Ten years information technology experience in diverse disciplines including programming, web design, network administration, and database administration. BS in computer science and MBA from the University of Florida. Extensive international travel experience.

PROFESSIONAL EXPERIENCE

Information Technology Analyst

2004 to Present

DNC Parks & Resorts
Kennedy Space Center Visitor Complex

- Manage system and network upgrades and outages, software and hardware rollouts, with an emphasis on eliminating or mitigating business impact of downtime
- Monitor and maintain all business IT systems including Retail Pro, Eatec, MP2, Micros, PeopleSoft, Kronos, OmniTicket, Caterease, MeetingMatrix, Novell NDS, Groupwise, PBX and VoIP phone systems, LAN/WAN networks, and SoftSite32 surveillance system
- Actively manage, with budget responsibility, IP surveillance camera network; initially assessed security and risk requirements, coordinated installation contractors, and established benchmark for data retention using SAN system with an emphasis on discretion and confidentiality
- Collaborate with executive and senior management by analyzing specific business processes, recommending improvements, and tailoring software to best suit business needs
- Develop and maintain revenue, timekeeping, ticketing, maintenance management and other reports using Crystal Reports; program custom reporting software against SQL Server and Pervasive SQL databases
- Plan and coordinate event-related deployments for all KSC departments, supporting network and point-of-sale equipment
- Managed admissions database reporting project from design to completion including requirements elicitation, programming, testing, troubleshooting, deployment and end-user training

Web Project Manager and Network Administrator

2003 to 2004

STOPS Inc., Titusville, FL

- Initially an independent contractor, later hired and quickly promoted to project manager, tasked with development of new web scheduling system
- Planned, designed and coded new web scheduling and billing applications using C# in .Net and SQL Server
- Configured web application servers using Windows 2003 and database servers using SQL Server
- Delegated and supervised maintenance of, and upgrades to, existing web applications
- Maintained and administered company network and telecom systems
- Managed hardware inventory, deployed new hardware, maintained old hardware

Web Developer and Network Support Technician
ZHA Inc., Orlando, FL

1999 to 2001

- Designed and programmed company and client internet and intranet websites
- Administered company network, administered Linux and Windows servers
- Managed a monthly client report on interactive media
- Supported other departments including programming and graphic design as needed

EDUCATION

M.B.A., University of Florida, 2008

B.S., Computer Science, University of Central Florida, 2002

TECHNICAL SKILLS

- **Technologies:** VB.NET, C#, SQL Server, ASP, ASP.NET, PHP, Java, JavaScript, Networking, Crystal Reports
- **Applications:** Datastream MP2, VGS/Omniticket, Micros, Retail Pro, Kronos, Microsoft Office Suite, Microsoft Visio, Microsoft FrontPage, Adobe Photoshop
- **Web Marketing:** Keyword advertising, search engine optimization techniques, back-link propagation, page-rank and viral marketing
- **Business Skills:** Data analysis, budget analysis, report writing, excellent communication skills

ENTREPRENEUREAL EXPERIENCE

2002, Lutter Interactive, LLC

- Co-Founded Lutter Interactive, a freelance web-design firm. Clients included Shore Lanes Bowling, Ace Bandito Brand Foods, and Village Outfitters. Accomplishments include implementing online stores, discussion forums, wikis, blogs, and other interactive content
- Co-Founded Kitestop.com, an online retailer of kites and kiting accessories. Developed and managed all aspects of the business including online marketing and keyword management, website content generation, offline marketing at kiting events, and web traffic analysis

INTERNATIONAL TRAVEL EXPERIENCE (RESIDENCE)

1996-1998 Santo Domingo, Dominican Republic

1993-1996 Beijing, China

1992-1993 Buenos Aires, Argentina

FOREIGN LANGUAGES

Spanish, Fluent

Mandarin Chinese, Rudimentary