ROBERT S. KINNIN

PROFESSIONAL

Established professional combines proven track record in management and sales with 28 years hands-on experience ensuring technical provisions for all IT and network support needs, including infrastructure, installation, and troubleshooting network-related components, and responsibility for network development across multiple cities nationwide. Background includes President of *Calleveryone.com Corp.* and Co-Founder of *NetStep Access Services*, achieving growth from second ISP to oldest independent ISP in New York's Hudson Valley; Principal Consultant to *Crossroad Systems* with clients, such as *Apple Computer* and *AT&T*; and Director of IT Services at *Ernst & Young*. Seasoned team player who can work independently and applies strong communication and technical skills with ease, ensuring problem resolution to satisfaction. Willing to relocate.

◆ Leadership & Operations	◆ Troubleshooting	◆ Training & Development
◆ Network Life Cycle	◆ Support Solutions	◆ Team Building
◆ Critical Applications	◆ Disaster Recovery Plan	◆ Performance Management

CAREER ACCOMPLISHMENTS

NETSTEP ACCESS SERVICES

Challenge

- Overcome ISP competition in New York's Hudson Valley.

Actions

- Expanded dialup service from local to national presence.
- Installed equipment in key locations in New York and Maryland.
- Strategized to create marketing opportunities.

Results

- Grew business from second ISP to oldest independent provider in New York's Hudson Valley.
- Established client base from New York to California and Vancouver.

CALLEVERYONE.COM CORP.

Challenge

- Create new business and revenue source to regain losses at NetStep Access Services.

Action

- Created new technology to provide affordable Voice over Internet IP (VoIP) broadband phone service.

Result

- Built 1,000-member corporate client base, producing growth and expansion opportunities.

RELATED EXPERIENCE

CALLEVERYONE.COM CORP., Lake Katrine, New York   Sept. 2003 – Dec. 2010
A provider of high-quality, cost-effective Voice over Internet IP (VoIP) broadband phone service.
President

- Performed strategic planning to create and establish new product line.
- Developed and implemented technology to provide all features of land-based phone.

RELATED EXPERIENCE *(Continued)*

NETSTEP ACCESS SERVICES, Kingston, New York   Dec. 1995 – Sept. 2003
The oldest independent Internet Service Provider in New York's Hudson Valley.
Co-Founder
- Managed and oversaw 4-member staff and day-to-day operations.
- Managed sales, marketing, finance, and supported Macintosh and PC Users.
- Managed all hardware aspects, including Cisco routers and firewalls, servers, selection of equipment vendors, configuration of equipment, and services.
- Interacted with customers daily; interfaced with Press to analyze technical impact on locale.
- Wrote proposals to prospective clients and performed follow-up, maintaining close client contact.
- Expanded dialup service from local to national presence.
- Installed Internet POP equipment in major locations in New York and Maryland using Macintosh Servers.

CROSSROAD SYSTEMS, Rhinebeck, New York   Nov. 1992 – Dec. 1995
A consultative service in network design and support.
Principal Consultant
Clients: Apple Computer, AT&T, BDO Seidman, Suffolk III BOCES, William Floyd Union Free School District
- Advised and assisted companies with design, implementation, and support of LAN's and WAN's.

ERNST & YOUNG, Office of General Counsel, New York, New York   Nov. 1985 - Nov. 1992
A premier professional services organization.
Director of IT Services
- Managed up to 18 employees and $2 million+ annual budget.
- Created service procedures, minimizing downtime for legal staff.
- Created WAN spanning multiple cities in U.S
- Supported office staff of over 500 people through the use of Macintosh Computers and Servers.
- Trained hundreds of staff on use of computers with hardware setup, operating system and Microsoft Office.
- Developed Macintosh based document imaging system to manage high-volume legal paperwork in multi-user environment.

CERTIFICATIONS & EDUCATION

Certified Novell Engineer (CNE 3, CNE 4, CNE 5), Novell Training Services, 1993 - Present
NY State Regents High School Diploma Cambridge Central School, Cambridge, NY, 1984

TECHNICAL SKILLS

Platforms: Unix/Linux [since 1995], Novell Network Operating System [1993], Macintosh [since 1984] OSv3 – OSv10.x, DOS/Windows [since 1984] and Windows 2003/2008 Server [since 2004]. Hardware: Apple iPad, Macintosh, IBM, Compaq, Dell, Cobalt/Sun, HP Networking: LAN, WAN, POP3, SMTP, Cisco routers, Sonic VPN, Sonic and Cisco Firewalls, DNS, TCP/IP

PROFESSIONAL & COMMUNITY LEADERSHIP

Board Member, Ulster County Industrial Development Agency 2011 - Present
Board Member, Ulster County Planning Board, 2010 – Present
Board Member, Kingston / Ulster Empire Zone, 2002 - Present
Board Member, YMCA of Kingston & Ulster County, 2002 - 2011
~ Past Secretary, Past Member of Executive Committee
~ Past Chair of Membership & Marketing Committee
~ Past Member, Finance, Facilities Committees
Board Member, Ulster County Chamber of Commerce, 2001 - 2007
~ Member, Audit Committee, Communications Committee, Finance Committee
Active Firefighter, City of Kingston, New York, 1995 - Present