

DALLAS RAY SMETTER, M.Ed.

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SOLUTIONS ENGINEER - IDENTITY AND ACCESS MANAGEMENT

Committed, accomplished and quality driven IT professional with ability to see the big picture and implement technical project details on time and budget. Enjoy the challenge of problem solving and improving business performance and outcomes for clients and teams. An awarded **U.S. Army Veteran** with an outstanding work ethic and respectful approach. Reputation for patience and ability to advise based on experience and best practices. Naturally develop long-standing relationships with co-workers and clients. Transitioned into IT from internal education and teaching settings after “falling in love with 1’s and 0’s”.

AREAS OF EXPERTISE

- Enterprise Project Management
- Stakeholder Engagement
- Global Collaboration
- Customer Facing Roles
- Strategy & Implementation
- Platform Testing & Debugging
- End User Training
- Product Integrations
- Front-End Code Languages
- Education Industry Expertise
- Design and Coding
- Troubleshooting & Analyzing

Technology: Operating Systems: All Windows, All Mac OS, Redhat and Ubuntu Linux servers and desktops ▪ **Languages:** JavaScript, Python, PHP, XML, SQL, VB.NET (Microsoft Certified), node.js ▪ **Learning Platforms:** Blackboard, Moodle

ACHIEVEMENTS

- Successfully integrated Chicago Public Schools Online Data Acquisition (ODA) in-house system into their new RapidIdentity tenant, Identity Automation
- Initialized talks with Lincoln Public Schools, company was awarded project and personally performed ground-up implementation, Identity Automation
- Wrote software for tablets and desktops for Instructional Materials Allotment (IMA) districtwide, San Benito ISD

WORK EXPERIENCE

Professional Services Consultant, SecureAuth: Irvine CA

November 2022 – August 2024

- Configured and managed multi-factor authentication (MFA) systems, ensuring seamless integration and maximum security.
- Leveraged various RESTful APIs for secure communication, conducting thorough troubleshooting to ensure reliability and to address bespoke customer needs.
- Administered Windows and Linux servers, performing regular updates, patches, and backups.
- Provided technical support and consultancy, acting as the primary point of contact for customer inquiries.
- Led multiple projects from inception to completion, coordinating with cross-functional teams to ensure successful outcomes.
- Overhauled and redeveloped SecureAuth University, creating comprehensive training modules and improving user understanding.
- Contributed to the development of best practices and process improvements within the professional services team.
- Clients include: Bass Pro Shops, AutoNation, Unisys and Starbucks
- Reference available upon request.

Solution Engineer, Identity Automation: Houston TX

2013 – 2022

Recruited based on technical skills, implementation results and reputation for customer support. Serve as trusted advisor and subject matter expert to school districts and educational institutions for their enterprise IT needs. Manage complex enterprise-level projects with stakeholders to ensure on-time and on-budget delivery. Focus is on control of

user access to computing resources within and across organizations / vendors by associating user rights and restrictions with an established identity.

- Clients include: Chicago Public Schools, Vassar College, Dallas ISD, Wake County NC, Corpus Christi ISD, University of Houston, Texas Office of the Attorney General, Green Bay Area Public Schools, Brownsville ISD, McAllen ISD, Harlingen CISD and Mercedes ISD.
- Develop systems integration designs and assist Project Manager with implementation. Train end users.
- Troubleshoot and analyze complex issues related to JavaScript, JSON, XML, APIs, Data Discrepancies and general front-end code languages. Identify possible solutions and present recommendations.
- Write, test, and debug ETL code. Perform production monitoring of custom written solutions.

IT Director, San Benito CISD: San Benito TX

2005 - 2013

Led efforts to integrate technology into the curriculum and supervised 20 instructional and technical staff, including the E-Rate Administrator. Oversaw the district Campus Technology Representative Program and an annual technology budget of \$7.2M.

- Developed, supervised and supported an in-depth array of technology staff development in a variety of formats for diverse audiences like administrators, teachers, ancillary staff, parents and students.
- Assisted administrators with campus and district instructional technology initiatives. Examples include implementation of: iStation at all campuses, districtwide criminal history screening for all campus visitors, automated provisioning of student and staff accounts with associated course and section information in Moodle LMS via API.
- Wrote software for tablets and desktops including classroom walk-through data collection, Instructional Materials Allotment (IMA) management and service ticketing.
- Initiated and supported the use of Moodle CMS for augmentation of classroom instruction.

IT Specialist / Computer Science Teacher, South Texas ISD: Mercedes, TX

2000 - 2005

Served as instructional design consultant for four high schools in 3 cities. Designed, coded from scratch and trained staff. Developed long-term technology staff development program and assisted in development of district technology plans for approval by Texas Education Agency.

- Planned and led the transformation from NT NOS to Active Directory including 3 cities, 3 AD sites, and 5 AD OU's.
- Co-administered district-wide (3 city) physical network infrastructure upgrade.
- Monitored and maintained Cisco Pix firewall, Webtrends Firewall Analysis Appliance and various routers and switches.
- Planned, proposed and implemented the first email/messaging system with MS Exchange 2000.
- Installed, configured, and administered WebCT, Moodle and Manhattan Virtual Classrooms using Enterprise RedHat Linux.

ADDITIONAL EXPERIENCE

Web Developer & Website Coordinator, iUniverse.com, Lincoln, NE, 1999 - 2000

Teacher, Webmaster & Technology Coordinator, Harlingen Consolidated ISD: Harlingen, TX, 1996 - 1999

EDUCATION

M.Ed. – Educational Technology, University of Texas at Brownsville: Brownsville, TX, 2000

Thesis – *The Importance of Technology Skills for Educators: Discrepancies in Perceptions Between Administrators and Teachers* (first successful thesis in program).

B.S. Communication Disorders, University of Nebraska at Lincoln: Lincoln, NE, 1995

CERTIFICATIONS

(Zero Exam Failures)

Microsoft Certified Systems Engineer & Systems Administrator – Messaging
Moodle Certified Course Creator
Nebraska & Texas Teaching Certificates (Elementary & Special Education)

AWS Certification (In Process 2021)

MILITARY EXPERIENCE

US Army & Army National Guard – Co. D 1-134th Infantry, Hohenfels, Germany, 1989 - 1997

Sergeant E-5, Fire Team Leader / Assistant Squad Leader, Desert Storm/Provide Comfort

Awards: FORSCOM Soldier-Of-The-Year (1992) ▪ AK-SAR-BEN Soldier-Of-The-Year (1993) ▪ National Defense Service Medal: Desert Shield/Storm/Provide Comfort ▪ 3 Individual Achievement Medals