

DAVID A. HENKE

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WORK EXPERIENCE

City of Milwaukee

Milwaukee, WI

Chief Information Officer (2020-present)

- Manage Information Technology and Management Division \$13 Million budget
- Manage COVID IT response including rapidly enabling remote work, remote call centers, enterprise web conferencing and online webinar solutions
- Oversee deployment of new citizen service request application
- Maintain a secure and reliable IT environment for City use
- Entering thirteenth year of public service

Telecommunications Manager (2013-2020)

- Oversaw team that designs, installs, and operates the City of Milwaukee data networks, including local and wide-area networks, wireless networks, firewalls, and secure remote access solutions
- Oversaw team that designs and operates the City of Milwaukee telephony system, including traditional and IP-telephony, 286-CITY and other communications center call processing, voicemail, recording, and mass notification systems
- Directed team that designs City of Milwaukee inside and outside communications cable infrastructure, including several hundred miles of fiber optic and copper lines supporting critical communications services
- Oversaw staff that provide 7/24/365 on-call support for critical communications services including public safety, controls systems, and city-wide data and telephony
- Developed multi-year budgets and manage annual budgets for long-term operation and enhancement of the City of Milwaukee communications environment
- Directed modernization of systems such as the network security appliance, mass notification system, and backbone data network from budget development and adoption, to RFP development and review, training, implementation, decommissioning of legacy systems, and continued operation of updated systems
- Assisted other departments by serving on hiring panels such as for IT positions in MPD and MFD
- Assisted other departments by serving on RFP review panels such as recent projects for new public safety 911 and CAD systems

Public Works Information Technology Manager (2010-2012)

- Directed operations of Department of Public Works server/desktop computing support, application development (both for public works and city-wide applications such as CityTime for time-entry), and mission-critical citywide telecommunications infrastructure and services
- Managed team of City employees providing 7/24/365 support for critical communications services including public safety, controls systems, and city-wide data and telephony
- Sought strategic opportunities to enhance technical infrastructure by partnering with municipal governments, institutions of higher learning, and regional organizations
- Developed multi-year budgets and manage annual budgets to support public works IT and applications needs, as well as citywide needs for communications services
- Modernized the City telephone system including budget development and adoption, RFP development and review, training, implementation, and continued operation of updated systems
- Championed reorganization of DPW desktop support personnel to a single organizational structure, including consolidation of disparate servers, systems, and applications

Telecommunications Analyst – Project Leader (2007-2010)

- Maintained optical network, firewalls, VPN concentrators, routers, switches, and wireless network infrastructure including 24/7 on-call support
- Planned network expansions and upgrades, and advise departments with their computing and networking needs
- Supported application server hardware such as blade servers, RAID arrays, backup systems, as well as server operating systems and services such as DNS and DHCP
- Managed network staff, including approval of time-cards, purchasing, and professional development

KDL (formerly NORLIGHT TELECOMMUNICATIONS)

Brookfield, WI

Network Transport Engineer- Records Supervisor (2004-2007)

- Managed department that maintains network maps, site records, and engineering documentation
- Collaborated directly with clients to assess needs and provide maximum value, both in pre-sales design and solution implementation
- Engineered many client-specific applications, including high-speed metro networks, customer collocation at KDL facilities, and high-speed long-haul circuits
- Directed long-term network expansion in central Illinois in-budget and under an accelerated timeframe; including building the fiber network, KDL-owned buildings, AT&T and Verizon collocations, as well as the telecommunications networks

Network Transport Engineer (2002-2004)

- Designed network additions and modifications from cost-benefit analysis through implementation
- Led multi-functional team to study, formulate, and implement long-term vision and immediate enhancements for physical security, monitoring, and maintenance of telecommunications network
- Developed methods to measure and improve network reliability for latency-sensitive customers
- Provided new services over the existing network through recommendation and deployment of software and hardware improvements

METAVANTE

Brown Deer, WI

WAN Project Manager (September through November 2002 - temporary contractor)

- Supported installation of WAN equipment and services between client institutions and Metavante Network Operations Center
- Managed installation process including customer support; implementing Frame Relay, ISDN, and POTS circuits; router and modem installation; and configuration of client and Metavante networks

MCI WORLDCOM

Richardson, TX

Network Transmission Systems Evaluation Engineer (2000-2001, January through June 2002)

- Supported timing and synchronization of the MCI WorldCom network
- Performed comprehensive system testing of high-speed telecommunications equipment prior to acceptance for use in the MCI WorldCom network
- Evaluated and approved fiber optic cabling and optical attenuators for field use

Access Equipment Engineer (April through December 2001)

- Co-authored comprehensive building services architecture strategy encompassing Ethernet, ATM, Frame Relay, IP and TDM-based services from traditional phones to optical networks
- Tested and approved multi-service integrated access unit with CSU/DSU, ATM, Frame Relay, Ethernet, and DSL interfaces from DS1 to OC-12 rates as well as SNMP management interfaces
- Tested Ethernet devices and developed carrier-grade Ethernet service architecture for services from 1Mbps to 1Gbps including Ethernet in the last mile, 10/100 Fast Ethernet, and Gigabit Ethernet

Access Technology Development Engineer (1999-2000)

- Evaluated HDSL2 equipment from multiple vendors for T1 replacement
- Supported Voice over DSL technical trial including IAD, gateway, and test equipment evaluation for Voice over ATM, Voice over Frame Relay, and Voice over IP
- Investigated and evaluated other equipment including routers, hubs, switches and modems

UNIVERSITY OF ILLINOIS

Urbana-Champaign, IL

Systems Administrator (1996-1999)

- Created and maintained user accounts for Windows NT and HP-UX
- Performed network security, troubleshooting, and backups of user and system data
- Managed Fast Ethernet network including hubs and switches distributed throughout the building
- Provided general support to maintain the computing facilities and TCP/IP network for electrical engineering laboratory classes

MICHIGAN TECHNOLOGICAL UNIVERSITY

Houghton, MI

Assistant Systems Administrator (1994-1996)

- Installed and maintained software for use in electrical engineering computer labs
- Created and maintained department web pages
- Maintained Unix-based computing facilities for electrical engineering laboratory classes

RESEARCH EXPERIENCE**UNIVERSITY OF ILLINOIS**

Urbana-Champaign, IL

Graduate Research Assistant (1997-1998)

- Co-designed and implemented tool for evaluation of distributed systems via fault injection
- Developed algorithms for clock synchronization and determination of proper fault injection
- See www.perform.illinois.edu/projects/loki.html for background on this project

ARGONNE NATIONAL LABORATORY

Chicago, IL

Student Research Intern (Spring 1996)

- Assisted in design and development of artificial intelligence systems to monitor sensitive changes in banks of sensors for nuclear reactors
- See <http://www.ne.anl.gov/codes/mset/> for background on this project

EDUCATION**UNIVERSITY OF ILLINOIS**

Urbana-Champaign, IL

Master of Business Administration, May 1999

GPA: 3.67/4.00

Master of Science in Electrical Engineering, October 1998

GPA: 3.77/4.00

MICHIGAN TECHNOLOGICAL UNIVERSITY

Houghton, MI

Bachelor of Science: Electrical Engineering, May 1996

GPA: 3.92/4.00

Concentration: Computer Engineering

CERTIFICATIONS, HONORS & ACTIVITIES

Successfully completed MRA Principles of Management Certificate Series
 Cisco Certified Network Associate (CCNA)
 Undergraduate Student Government Representative (1994-1996)
 University Senate Liaison (1995-1996)
 Dean's List each term at Michigan Technological University
 Member of Eta Kappa Nu
 Member of Tau Beta Pi
 Mathematical Sciences Department Certificate of Merit (1995)