

Jonny Clark

NEC SBDC Associate Director – Operations and Technology

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Summary

Specialties: CompTIA A+ certified

CompTIA Network+ certified

Experience

NEC SBDC Associate Director – Operations and Technology

September 2015 - Present

Implementing efficient project management systems to ensure the successful growth of the Center's SBDC program including Data management for NEC SBDC network (NeoSerra management and training, and monthly performance numbers); Managing the NEC SBDC client feedback system; Producing the monthly newsletter; Overseeing the business needs assessment, and national impact surveys; CA SBDC statewide data coordinator; Assist with Project \$42 – Expansion of Capital Infusion; Coordinator and speak at technology workshops; Manage the necsbdc.org, and calsbir.com websites; Collect and put together data for elected officials; IT support for Lead Center and Shasta Cascade center; Supervising and directing the work of research assistants and student research assistants as needed; Writing grants and/or proposals to fund projects and initiatives; Promoting economic growth by integrating faculty, staff and students with the business, government, and non-profits in the North State communities; Serving as liaison between the Center and the University to facilitate the fulfillment of the University's and Center's mission.

Oversee daily operations at the Shasta Cascade SBDC to include but not limited to: Review client files to ensure proper regulations are followed and client is progressing; Review training files to ensure funds tracking protocol is being followed; Create and monitor consultant agreements; Process monthly invoicing for consultants; Monitor service center spending; Organize and market training events; Supervise consultants and administrative staff; Monitor client evaluations to ensure client satisfaction

IT Consultant

2004 - Present

Provide technical assistance to individuals, and small businesses

Assist with purchase, setup, and maintenance (updates, running scans, and renewing software licenses) of various hardware (workstations, fax machines, printers, routers, and more), and software (Windows 7, 8, 10, Photoshop, Quickbooks, and more)

Assist individuals and small businesses with how to operate new hardware and software.

SBDC Project Manager/IT Associate

April 2014 - September 2015 (1 year 6 months)

- Implementing efficient project management systems to ensure the successful growth of the Center's various SBDC programs
- Preparing quarterly, bi-annual, annual reports and final contract reports for various projects
- Negotiating project scopes of work with clients
- Supervising and directing the work of research assistants and student research assistants
- Writing grants and/or proposals to fund projects and initiatives
- Promoting economic growth by integrating faculty, staff, and students with the businesses, government, and non-profits in the North State communities
- Serve as a liaison between the Center and the University to facilitate the fulfillment of the University's and Center's vision
- Trainer/Speaker for various IT workshops

Project Specialist - IT Associate

September 2012 - April 2014 (1 year 8 months)

- Support our Customer Relationship Management software "Goldmine" and utilize its functions for the Center to create templates, manage User accounts, support/train staff, Goldmine upgrades, and support all add-ons (e.g., Mastermine and Crystal Reports)
- Helped transition the NECSBDC network as early adopters of the new NeoSerra system
- Support and manage our online client activity tracking system: NeoSerra
- Involved in all aspects of IT security, including scanning our servers for vulnerabilities with McAfee Foundstone on a regular basis. Working closely with the Information Security Office regarding incidents and false positives.
- Technical assistance for various projects.
- Trainer/Speaker for various IT workshops
- Support and update our content management Web site: NECSBDC.
- Experience purchasing servers, workstations, various hardware, and software through our government representatives.
- Research and implement software for the Center's needs. This includes but not limited to: Quickbooks, AVG Server, Symantec Backup, Crystal Reports, Goldmine, Mastermine, Windows Server 03/R2, 2008, Dreamweaver.

Student Research Assistant

February 2010 - September 2012 (2 years 8 months)

- Support and manage our online client activity tracking system: WebCATS
- Support and manage the NECSBDC monthly newsletter

- Provide technical assistance to staff
- Help with quarterly, bi-annual, and annual reports

Intern at U.S. Department of Energy

June 2008 - August 2008 (3 months)

- IT intern
- Helped assess computer systems

Delivery Driver at Domino's Pizza

February 2000 - January 2005 (5 years)

- 5 years delivery
- Inside sales
- Handled cash

Painter/Site Foreman

January 2000 - January 2005 (5 years 1 month)

- Manage job site
- Order supply
- Supervise employees

Assistant Deli Manager at Raley's

June 1998 - December 1999 (1 year 7 months)

- Employee supervision/ training
- Customer service
- Stocking shelves
- Accounts payable
- Payroll
- Clerical
 - Temperature logs
 - Employee evaluations
 - Scheduling

Deli Clerk at Raley's

June 1996 - May 1998 (2 years)

- Customer service
- Inventory
- Barbeque operations

Clerk

March 1995 - June 1996 (1 year 4 months)

- Cashier
- Customer Service

- Handled cash
- Shipping and receiving
- Stocking shelves
- Assembling Equipment

Education

California State University-Chico

BS in Management in Information Systems, Management Information Systems, 2009 - 2012

Activities and Societies: member of Phi Theta Kappa College of Business Dean's honor list

Mendocino Community College

- AS Computer Science Degree, Computer Science, 2005 - 2009

Activities and Societies: Member of MESA(Mathematics, Engineering, Science Achievement) Member of Golden Key International Honour Society Vice President of Associated Students of Mendocino College

Honors and Awards

2014 Northeastern California State Star

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[Contact Jonny on LinkedIn](#)