

## William Dippel

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### CHANGE MANAGEMENT--NETWORKING--SECURITY

Hardware/Software Project Management • ERP Systems Management • Helpdesk Operations •  
New System Development / Implementation • Networking Operations • Policies / Procedures Development •  
Datacenter Design and Management • Metrics Analysis • Security Operations • Regulatory Compliance •  
Customer Services • Budgeting • Systems Administration • Staff Training / Recruitment • Reporting •  
Mobile Device Management / Administration / Migration Solutions/ Upgrade • Disaster Recovery

- Hands-on IT centric leader with a strong background in ERP and large project management, with service quality assured through metrics and strategic management of staff, resources, and user support operations.
- Possess extensive expertise in the administration of large enterprise networks and technical platforms, facilitating research and business processes while serving as a key contributor to productivity and client satisfaction levels as well as expense reductions.
- Implemented over 22 years of combined practice in the areas of project and personnel management, security, research performance computing and both commercial/open source metrics tools.
- Build, train, lead, support, and motivate results-oriented IT teams who exceed objectives.

### TECHNICAL SKILLS--CERTIFICATIONS

Checkpoint Firewalls • Cisco Routing / Firewalls • Brocade Routing • Evernote  
KACE Patch Management/Inventory Control • Active Directory • Google Sharing Services  
Jira Project Management Tools • Microsoft Project • Database and Server Management  
/Cisco/Brocade Wireless Management • Certified Software Management •  
Remote Client/Site VPN Connectivity • Optical/Copper Networking • VMWare/Parallels Environments •  
~ Certified SANS security specialist, Network Penetration Testing and Ethical Hacking ~  
~ Certified SANS security specialist, Hacking technics, exploits and incident handling ~  
~ Certified Network Engineer, Advanced Routing and Switching for Foundry Networks, ~  
~ Certified Brocade Network Engineer, ~ • ~ Certified Software Manager, ~

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### PROFESSIONAL EXPERIENCE

#### **DESERT RESEARCH INSTITUTE, Reno, Nevada • November, 2013-Present**

*The environmental research arm of the Nevada System of Higher Education.*

#### Director of Integrate 2 Enterprise Resource Planning project (June 2015-Present)

Director of all DRI systems involved in NSHE's \$42M Enterprise Resource Planning project. Manages HR to HCM and Financial systems upgrades to the Workday cloud based solution. Oversees all integrations of existing programs and business practices into the Workday system. Fulfills all duties of the campus POC (Point of Contact) and Change Management Director while also overseeing all Helpdesk operations.

#### **Key Functional / Operational Impact:**

- Oversees and manages of the rollout of DRI's new ERP including selection, integration, testing and go live. This project will be a 3-year endeavor and will change DRI's and the Nevada System of Higher Education's business processes.
- Reports directly to the Vice President of Finance, providing resources and feedback to the President.

#### **Operations / Project Management:**

- Director of Institute's HCM and Financial management expectations and outcomes
  - Manages all aspects of this upgrade within the 3-year time horizon
  - Sole management of Institute's Change Management, and Primary Point of Contact for Helpdesk operations

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### **Director of I.T. Infrastructure and Operations (March 2015-Present)**

Oversees all DRI customer support computing operations on a multi-campus research institute. Define resources, opportunities and funding goals for the CIO regarding all aspects of Information Systems. Manage systems and personnel of the networking, audio visual conference systems and the end user support systems/experience.

#### ***Key Functional / Operational Impact:***

- Promoted to operations manager for all customer support operations. Accurate forecasting of I.T. needs and long-term strategies while maintaining or increasing current customer support levels was critical.
- Acting CIO during times when the current CIO/AVP is not available

#### ***Operations / Project Management:***

- Manage, research and lead rollouts of all software / hardware to address critical business needs.
  - Coordinate the 3-5 year technical roadmap for I.T. with the CIO
  - Coordinate all major projects within the I.T. infrastructure sphere:
    - Networking, Security and cloud computing governed
    - Partnerships with external companies (Switch, etc)
    - Relationships with current companies (NSHE, etc)
    - Oversee all aspects of customer service I.T. provides to DRI (Web, Support, etc)

### **Acting Assistant Vice President and Chief Information Officer (December, 2013-January, 2015)**

Accepted acting role as the CIO/AVP, assuming management of all I.T. staff (14) and a \$2.3-million-dollar budget across 5 campuses and two states. Worked closely with the SVPFA to coordinate administrative data infrastructures and goals. Collaborated with CIO's at other institutions/NSHE to strategize on system wide solutions and upgrades.

#### ***Key Functional / Operational Impact:***

- Full time member of the President's Council, Admin Council and Finance and Administration Council, advising each in all I.T. related projects and future goals. Member of the guidance council for Integrate 2 (NSHE finance and H.R. system) and chaired DRI's Long Term Sustainability Task Force.
- Project management for multiple database, HR and web-based projects. Migration to HRD (Human Resources Database) and a new Publications database completed, with real-time dynamic updating with existing Human Resources records linked together, accomplishing an expected 65% increase in productivity. This system is a 100% upgrade and replacement of DRI's long-standing HR system.

#### ***Operations / Project Management:***

- Managed, researched and led rollouts of all software / hardware to address critical business needs.
  - ~ Managed Department of Defense I.T. projects for cyber security components and created in-house systems to meet DOD requirements.
  - ~ Assumed management and support of the IBM multi-million dollar Pure Systems rollout at DRI.
  - ~ Managed and supported DRI's DRIVE 6 (visualization cave) in coordination with DRI's new Applied Innovations Center and the Center of Excellence.

### **DESERT RESEARCH INSTITUTE, Reno, Nevada • 1990-November, 2013**

*The environmental research arm of the Nevada System of Higher Education.*

### **Manager of Networking, Data Security and Communications (December 2003-November 2013)**

Promoted to Manager of Networking in December 2003, Manager of Networking and Data Communications in July 2007 and added as Manager of Data Security in June 2009. Collaborated in the planning and development of the Institute's IT budget and objectives, working closely with CIO to ensure the effective allocation of resources. Liaise

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with IT teams across all campus sites to ensure alignment of operational platforms in support of research objectives as well as consistency in networking and security practices. Manage multiple areas and employees in data cyber security; help desk support, data communications, network infrastructure and A/V.

### **Key Functional / Operational Impact:**

- Designed, managed and built datacenters and network infrastructure on our Reno, Las Vegas, Boulder City and Colorado campuses. Played a key role in the smooth and on-time transition, centralization, and standardization of datacenter operations / resources such as servers, applications, and networks with minimal user impact. Established disaster recovery plans; led design of power / cooling / server room rack and data layout.
- Incorporated mobile device integration to our institute. Designed and built multiple solutions for remote connectivity to calendaring, email and file shares. These solutions allow our 500 employees constant access to Institute resources, which began with RIM devices, but has evolved to include IOS, Android and Windows based mobile systems. Also integrated Prowl and INAG systems on key I.T. mobile devices for 24/7 real time monitoring and problem notification of all campuses, resulting in an 90% increase in problem response times.
- Completed 10Gb upgrades to both external and internal computing resources. With no downtime, our campus in Reno has been upgraded from 1Gb to 10Gb external speeds, allowing for better connectivity, throughput and response times from both commodity and research networks. This upgrade involves significant changes, upgrades and constant uptime monitoring of core routers, edge routers/switches, fiber terminations and firewalls.

### **Operations / Project Management:**

- Selected and led rollout of software / hardware to address business needs.
  - ~ Delivered significant savings (16K annually) through set-up of NAGIOS (an open source tool) network monitoring, eliminating utilization of costly and dated SNMPc monitoring.
  - ~ Increased productivity (25%) and reliability (85%) of our Colorado campus by upgrading its entire network, moving them to server virtualization and implementing permanent remote VPN connectivity.
  - ~ Migrated our local usage of servers to Zen and VM virtual server environments, slashing our total number of administration servers from ~30 to 4. Also added immediate fail over for virtual servers so scientists experience no downtime due to upgrades or partial equipment failure.
  - ~ Integrated Nevada Senate Bill (SB227) regarding collection of personal information and maintaining appropriate and auditable logged information into our I.T. systems and practices.
  - ~ Optimized IT security with the introduction of new user policies / restrictions as well as by upgrading firewalls (to Checkpoint) and purchasing McAfee Endpoint protection, resulting in a 60% decrease in administration cost and time.
  - ~ Spearheaded deployment of Checkpoint management server, ensuring proper firewall set-up, high levels of firewall performance, integrated VPN management, application and software control.

### Computer Service Specialist (November 1997- November 2003)

Transferred duties from a science environment to a PC Support Technician in November 1997. Promoted to a Computer Service Specialist in January of 2001. Delivered technical expertise ranging from leadership to administration of corporate services and system implementation efforts. Responsible for fast response times with thorough diagnosis and repair of both lab controlling computer equipment and end user systems.

### **Key Functional / Operational Impact:**

- Managed a team responsible for PC and Mac support across multiple campuses and states.
- Replaced entire organization ATM network infrastructure to IP based routing, greatly increasing both compatibility and reliability of all network-attached devices.

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- Propelled productivity and operational quality throughout IT platforms by pioneering creation, implementation, and upgrade efforts.
- Established the organization's disaster recovery layout via VPN (now MPLS) connectivity to our Las Vegas campus, including development of related documentation, testing, and maintenance.

### **Operations / Project Management:**

- ~ Redesigned corporate WAN, eliminating HP and Nortel switching and implementing FOUNDRY/Brocade switching fabrics.
- ~ Assisted in upgrading the printing system institute-wide, including equipment and software from legacy to a network based HP solution. Trained users to ensure a smooth operational transition.
- ~ Researched and implemented a comprehensive patch management and inventory control system (Patchlink/Luminesion) across all DRI campuses.
- ~ Optimized security of the corporate Internet systems with the implementation of a DMZ networking zone.

## **DESERT RESEARCH INSTITUTE, Reno, Nevada • 1990-1997**

*The environmental research arm of the Nevada System of Higher Education.*

### Lab/Instrument Technician (March 1990-November 1997)

Hired as hourly Laboratory Technician in March of 1990, promoted to salary Laboratory and Field Instrument Technician in November of 1994. Responsible for the implementation, installation and maintenance of remote air quality detection equipment while traveling to 7 countries and several states in the U.S. Oversaw DRI's Organic/Elemental Carbon Laboratory when not traveling with maintenance and improvements to complex lab equipment.

### **Key Functional / Operational Impact:**

- On site and remote management of multiple air quality collection projects, both nationally and internationally.
- Engineered/Redesigned aging PM10 and PM2.5 particulate samplers to a knock down portable version that continues to be the standard. Extensive training to multiple government agencies and corporations on the usage of the new equipment, including the National Lung Association, The State of Texas, CARB, and many others.
- Upgraded custom-built Thermo-Optical Flame Ionization lab equipment to computer controlled and logged processes, saving hundreds of man-hours and associated expenses monthly.

### **Operations / Project Management:**

- ~ On site management of SJVAQS air quality program, encompassing air sampling across the entire state of California (2-year ongoing project management until completion).
- ~ On site and remote management of a 14-station air quality program in Cairo, Egypt. Daily site visits and sample handling (1.5-month deployment to completion).
- ~ On site management of a 6-station air quality program for the National Science Foundation in Antarctica. Daily site visits, sample handling and logistics (2-month deployment to completion).

**EDUCATION**

**Masters of Business Administration 2015**

University of Nevada, Reno, Nevada

**Bachelor of Arts, 2000**

University of Nevada, Reno, Nevada

**Peer Reviewed Publications:**

Gillies, J.A., A.W. Gertler, J.C. Sagebiel and W.A. Dippel (2001). On-Road PM<sub>2.5</sub> and PM<sub>10</sub> Emissions in the Sepulveda Tunnel, Los Angeles, California. *Environ. Sci. Technol.*, **35**, 1054-1063.

Gertler, A.W., J.C. Sagebiel, W.A. Dippel and C.M. O'Connor (1999). The Impact of California Phase 2 RFG on Real-World Vehicle Emissions. *J. Air Waste Manage. Assoc.*, **49**, 1339-1346.

Gertler, A.W., J.C. Sagebiel, and W.A. Dippel and R.J. Farina (1998). Measurements of Dioxin and Furan Emission Factors from Heavy-Duty Diesel Vehicles. *J. Air Waste Manage. Assoc.*, **48**, 276-278.

Gertler, A.W., J.C. Sagebiel and W.A. Dippel (1997). Dioxin Emissions from Heavy-duty Vehicles, Gertler et al., *Organohalogen Compounds*, **33**, 151-154.

**Peer Reviewed Conference Proceedings:**

Abu-Allaban, M., A.W. Gertler, D.H. Lowenthal, J.C. Sagebiel, M. Keith, and W.A. Dippel (2000). Cairo Air Improvement Project: Source Attribution Study. *Paper #344 AWMA 93<sup>rd</sup> Annual Meeting & Exhibition, Salt Lake City, UT, 18-22 June 2000.*

Gertler, A.W., J.C. Sagebiel and W.A. Dippel (1998). Measurements of Dioxin and Furan Emission Factors From Heavy-Duty Diesel Vehicles in the United States. In *Proceedings of the International Symposium Health Effects of Particulate Matter In Ambient Air*, Prague, 23-25 April, 1997.

**Presentations:**

Abu-Allaban, M., A.W. Gertler, D.H. Lowenthal, J.C. Sagebiel, M. Keith, and W.A. Dippel (2000). Cairo Air Improvement Project: Source Attribution Study. Presented at the *93<sup>rd</sup> Annual Air & Waste Management Association Conference & Exhibition*, Salt Lake City, UT, June 18-22, 2000.

Gertler, A.W., J.C. Sagebiel, W.A. Dippel, J.A. Gillies, F. Gofa and C.M. O'Connor (1998). Comparison of 1995 and 1996 Emissions at the Los Angeles Sepulveda Tunnel Including the Impact of California Phase 2 RFG. In *Proceedings of the Eighth CRC On-Road Vehicle Emissions Workshop*, San Diego, CA, 20-22 April 1998

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Gertler, A.W., J.C. Sagebiel, W.A. Dippel, J.A. Gillies, F. Gofa, C.M. O'Connor and W.R. Pierson (1998). Assessing Real-World Vehicle Emissions Using Roadway Tunnels. Presented at the *11<sup>th</sup> World Clean Air and Environmental Congress*, Durban, CA, 13-18 September 1998.

Gillies, J.A., A.W. Gertler, J.C. Sagebiel and W.A. Dippel (1998). On-Road PM<sub>2.5</sub> and PM<sub>10</sub> Emissions in the Sepulveda Tunnel, Los Angeles, California. In *Proceedings of the Eighth CRC On-Road Vehicle Emissions Workshop*, San Diego, CA, 20-22 April 1998.

Gillies, J.A., A.W. Gertler, J.C. Sagebiel, and W.A. Dippel (1998). On-road PM<sub>2.5</sub> and PM<sub>10</sub> emission factors in the Sepulveda Tunnel, Los Angeles, California. Presented at *PM<sub>2.5</sub>: A Fine Particle Standard*, sponsored by the Air and Waste Management Association and U.S. EPA, Long Beach, CA, January 28-30, 1998.

Gillies, J.A., A.W. Gertler, J.C. Sagebiel, and W.A. Dippel (1998). On-road PM<sub>2.5</sub> and PM<sub>10</sub> emission factors in the Sepulveda Tunnel, Los Angeles, California. Paper presented at the *Eighth CRC On-Road Vehicle Emissions Workshop*, San Diego, CA, April 20-22, 1998.

Gertler, A.W., J.C. Sagebiel and W.A. Dippel (1997). Emissions of Dioxins and Furans from Heavy Duty Vehicles. In *Proceedings of the Seventh CRC On-Road Vehicle Emissions Workshop*, San Diego, CA, 9-11 April 1997.

Gertler, A.W., J.C. Sagebiel, W.A. Dippel (1997). Dioxin Emissions from Heavy-duty Vehicles. Presented at the International Congress on Dioxin, Indianapolis, IN, August, 1997.

Gertler, A.W., J.C. Sagebiel, W.A. Dippel, and C.M. O'Connor (1997). The Impact of California Phase 2 RFG On Real-World Vehicle Emissions. Presented at the *Emerging Air Issues for the 21<sup>st</sup> Century: The Need for Multidisciplinary Management*, Calgary, Alberta, 22-24 September 1997

Gertler, A.W., J.C. Sagebiel, W.A. Dippel (1997). On Road Vehicle Emissions: Results of Five Urban Tunnel Experiments and Comparison to Emission Factor Models. Presented at the *AWMA Emissions Inventory Conference*, RTP, NC, October, 1997.

Gertler, A.W., J.C. Sagebiel, W.A. Dippel, C.M. O'Connor (1997). The Impact of California Phase 2 RFG On Light-Duty Vehicle Emissions. Presented at *North American Chemical Conference*, Cancun, Mexico, November, 1997.

Sagebiel, J.C., A.W. Gertler and W.A. Dippel (1997). Results of the High Exhaust Emitters Project: Site Characterization/Selection/Feasibility Study. In *Proceedings of the Seventh CRC On-Road Vehicle Emissions Workshop*, San Diego, CA, 9-11 April 1997.

Gertler, A.W., J.C. Sagebiel and W.A. Dippel (1998). Measurements of Dioxin and Furan Emission Factors From Heavy-Duty Diesel Vehicles In The United States. Presented at the *International Symposium of Health Effects Of Particulate Matter In Ambient Air*, Prague, 23-25 April 1997.

Gertler, A.W., J.C. Sagebiel, W.R. Pierson, W.A. Dippel, L.H. Sheetz, D. Freeman and W.D. Ray (1996). Results of the High Exhaust Emitters Site Characterization/ Selection/ Feasibility Study. In *Proceedings of the Sixth CRC On-Road Vehicle Emissions Workshop*, San Diego, CA, 18-20 March 1996.

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Gertler, A.W., J.C. Sagebiel and W.A. Dippel (1996). Results of the 1995 Van Nuys and Sepulveda Tunnel Studies: Particle Emissions. Presented at the *South Coast Air Basin PM10 Task Force Meeting*, 5 January 1996.

Gertler, A.W., J.C. Sagebiel and W.A. Dippel (1995). On-Road Measurements of Mobile Source Emissions - Preliminary Results of the 1995 Van Nuys Tunnel Study. Presented at the *South Coast Air Quality Management District's Third Annual Technology Advancement Contractor Review Meeting*, 26-27 September 1995.

### Reports:

Gertler, A.W., J.C. Sagebiel, D.N. Wittorff, W.R. Pierson, W.A. Dippel, D. Freeman and L. Sheetz (1997). Vehicle Emissions in Five Urban Tunnels. Final Report. Prepared for Coordinating Research Council Project No. E-5, March 1997.

Gertler, A.W., J.C. Sagebiel, W.A. Dippel, J.A. Gillies, F. Gofa and M. O'Connor (1997). Comparison Of 1995 And 1996 Emissions At The Los Angeles Sepulveda Tunnel Including The Impact Of California Phase 2 RFG. Final Report. CRC Project No. E-27. Prepared for Coordinating Research Council, Inc. and South Coast Air Quality Management District, October 1997.

Gertler, A.W., J.C. Sagebiel, W.A. Dippel, L. Sheetz (1996). A Study to Quantify On-Road Emissions of Dioxins and Furans From Mobile Sources: Phase 2. Final Report. Prepared for American Petroleum Institute, October 1996.