



Eileen Donoghue
City Manager

July 5, 2018

Mayor William Samaras
and
Members of the City Council

RE: Appointment; Lowell Commission on Disability

Dear Mayor Samaras and Members of the City Council:

Pursuant to the authority vested in me as City Manager under Chapter 75 of the Acts of 1983, Mass. G.L. Ch. 40 §8J and Code of the City of Lowell Chapter 9, Article IX, §9-28, I am appointing Martin Hogan of 3 Wachusett Street, Lowell, MA 01850 to fill the unexpired term of Providencia de Leon which shall expire January 3, 2020, or such time thereafter until a successor is appointed and qualified to the Lowell Commission on Disability:

Under the above-referenced ordinance, confirmation by the City Council is required and is hereby requested.

I have included his letter of interest and his resumé for your review. I would be happy to answer any inquiry you may have concerning this appointment.

Very truly yours,

Eileen M. Donoghue
City Manager

EMD:boards

Encl.

cc: City Clerk
Lowell Disability Com.
MIS
Law Dept.
City Auditor
Human Relations

Martin J. Hogan
3 Wachusett Street
Lowell, MA 01850

May 7, 2018

Eileen Donoghue,
City Manager,
City of Lowell, MA

Dear City Manager Eileen Donoghue,

Civic involvement is to me as American as apple pie and should be taken on as a badge of responsibility by every resident of our city. To quote U.S. Representative Paul Cook, "I was raised to believe that we all have a civic duty and a responsibility as Americans to improve our neighborhoods and our nation".

I am writing to inquire and thus be considered for appointment to the Lowell Commission on Disability Advisory Board. I am a resident of Lowell, residing at 3 Wachusett Street and would like to be able to give my abilities and experience to this advisory board seeing that there is a current vacancy.

I am currently employed by a non-profit agency, WORK Inc., whose whole mission is forged out of the need for our communities to make sure that our disabled citizens are given the utmost ability and opportunity to contribute to our society and to be accepted as a whole member of that society. We bear a particular burden in life to defend and help those that are not as fortunate. I believe my abilities and knowledge that have been gained from and in working with the disabled members of our neighborhoods is a prime reason that my candidacy should be considered and that I be given the honor to serve the people of Lowell in this capacity as a citizen.

I would be grateful for the opportunity. I can be reached at either my email address, or my cell phone, at any time to speak with you or to answer any questions you may have.

I look forward to hearing from you soon!
Respectfully submitted,

Martin J. Hogan, Jr.
3 Wachusett Street,
Lowell MA, 01850

Martin J. Hogan

3 Wachusett Street

Lowell, MA 01850

Highlights of Expertise

- Project Management
- Vendor Evaluation
- Strategy & Execution
- Resource Management
- Innovative IT Initiatives
- Troubleshooting/ Resolution
- Client Relations
- End-User Support
- Key Account Management

Technical Skills

Networking Technology: TCP/IP, Active Directory, DNS, WINS, DHCP, RRAS Server, ISA Server, IIS Server, Sonic Wall/Fortinet Firewalls, Barracuda Spam Firewall, MITEL Phone systems

Operating Systems: Windows 7/8/10, Windows Server 2003/2008/2012, Exchange Server 07/10/13 DOS-Scripting, Microsoft Office Suite (2003 – 2013), SQL Server, SharePoint

Web Design: Joomla/WordPress/Drupal administration, Adobe Photoshop, Adobe Creative Suite, Final Cut Pro, Adobe Premiere, digital image products, audio/visual equipment,

Mobile Device/Phone Expertise: AT&T, T-Mobile, Sprint, Verizon,

Education

Rivier University, Candidate MBA (IT Focus), Completion 8/

Suffolk University, BSJ Public Relations 2012

Boston University CEC, Professional, Systems Security and Engineering 2003

Catholic Memorial High School, Class of 1997

Professional Experience

WORK Inc. (WORK Incorporated)

Aug. 2012 – Present

IT Manager

Responsible for the administration, maintenance and support of the agency's Management Information Systems network hardware, software and infrastructure desktop / PC computers, user support and training, special projects that relate to the agency's information technology.

- Administration and maintenance of agency networks and computer systems
- Direct supervision of IT department staff, which may include supervision of interns
- Developing and maintaining internal and external security of systems and data
- Establishing and enforcing security, mobile device and IT policies and procedures
- Planning and control of information technology assets
- Carries out supervisory responsibilities in accordance with WORK Inc.'s company policy and applicable laws
- Provide leadership in planning for and implementing changes in the agency's information capacity including upgrades and new technology purchases
- Developing and documenting of procedures to assure the accomplishment of duties
- Budget development and implementation
- Special projects in the area of technology and information / knowledge management
- Interviewing, hiring and training new employees
- Planning, assigning, training and directing work
- Addressing helpdesk tickets and managing the corrective/proactive approaches
- Overseeing and Administering WORK Inc. Domains and Websites

Institute for Human Centered Design (IHCD)

Feb. 2011 – June 2011

Technology Manager

- Implemented new hardware/software and upgraded existing hardware/software on 25 individual workstations
- Managed the IHCD Enterprise System (VPS400)
- Managed Email Server (remote)
- Created a strategic plan for upgrades and new technology
- Network Administration
- Worked with outside vendors

Martin J. Hogan

- Built and configured all new desktops/laptops
- Provided all levels of Helpdesk support

Sokolove Law

Sept. 2009 – Oct. 2010

IT Helpdesk Technician

- Worked closely with the rest of the IT team to effectively diagnose and resolve technical issues.
- Created, updated, organized and maintained Active Directory/Exchange accounts for all users and organizational groups
- Created, updated, organized and maintained Blackberry Server (BES Server) accounts
- Provided first level support to resolve user concerns with applications, including Windows XP Pro, Microsoft Office 2007, Pivotal, Crystal Reports, and numerous other applications
- Created/revised macros and spreadsheets in Excel, and limited VBA programming
- Provided the Initial IT orientation new hires
- Built and configured all new desktops/laptops
- Moved/Setup of all IT products at workstations
- Prepared documentation and training materials, helped to coordinate technology related training Assisted with the coordination of all WAH (Work at Home Laptops) for Case Managers
- Worked with the marketing team to purchase and configure Sokolove Law websites
- Obtained and Managed Sokolove Law Domains

Horizon Beverage Company

July 2007 – Aug. 2009

Assistant to the Director of IT

- Implemented new hardware/software and upgraded existing hardware/software on 14 servers and on 300+ individual workstations
- Created, updated, organized and maintained Active Directory for all users and organizational groups
- Created, updated, organized and supported all Palm phones (Palm Pre, Treo 650 – 800, Centro) /Sprint Accounts
- Worked closely with our Network and Peripheral vendors to work out installations, updates and services
- Provided first level support to resolve user concerns with applications, including Windows 2000 Windows XP Pro, Microsoft Office, Business Objects, and numerous industry specific applications
- Identified and implemented technologies and methods of using existing technology to help users work more efficiently, including: Creating/revising macros and spreadsheets in Quattro Pro, Excel, and limited VBA programming
- Trained sales force in the use of Laptops, Microsoft Office and Pocket Advantage.
- Wrote user guides for both Microsoft Office and Industry Standard Software
- Prepared documentation and training materials, helped to coordinate technology related training
- Participated in conversion of 200 PSION Netbook 3100 devices using Windows CE to Fujitsu Table Laptops using Windows XP Pro
- Assisted in deploying Help Desk, including development of procedures
- Provided support for software, printing, and network access issues
- Developed an Asset Tracking Database

State Street Corporation

Nov. 2005 – May 2007

Senior Portfolio Accountant / Portfolio Administrator

- Maintained books of accounts for master trust funds
- Processed security transactions
- Determined investable funds
- Prepared cash journals
- Reviewed trial balances and monthly financial statements
- Helped to create and deploy macros for MS-Excel
- Assisted with client inquiries.
- Supervised & trained Portfolio Accountants
- Prepared account proofs and reconciliation reports of custody to accounting.

Martin J. Hogan

South Boston Action Center (A.B.C.D. Inc)

1995 – 1997 / 1999 – 2001

Director of Information Technology

- Taught computer literacy courses
- Created curriculum for youth computer camps
- Supervised all instructors and case management for all participants
- Serviced and troubleshoot all lab & agency technology
- Trained network troubleshooting
- Updated technology lab and center
- Oversaw the installation of all peripherals and software

Community Involvement/Volunteering

CTI – Community Teamwork Inc.

Board Member

May 2018 - Present

Centralville Neighborhood Action Group

Member

Feb. 2017 – Present

Secretary

Feb. 2018 – Present

Dorchester Day Parade Committee

Member

Sep. 2007 – Present

President

Nov. 2007 – Nov. 2016

Vice President

Dec. 2016 – Present

Florida Corridor Civic Association

Member

Dec. 2006 – May 2008

President

Jan. 2007 – May 2008