

Robert Steele

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Seasoned IT executive with over three decades of experience leading enterprise technology initiatives across government, media, and corporate sectors. Proven track record of transforming legacy systems, driving digital innovation, and aligning IT strategy with organizational goals.

IT Technical Skills

- **Operating Systems:** Windows Server (2012/2016/2019), Linux (Ubuntu, Red Hat, Mint), macOS
- **Networking & Infrastructure:** TCP/IP, DNS, DHCP, VPN, Cisco Routers & Switches, Network Security & Firewalls, VoIP & Unified Communications
- **Cloud Platforms:** Microsoft Azure, Amazon Web Services (AWS), Google Cloud Platform (GCP), Cloud Migrations & Hybrid Environments
- **Cybersecurity:** Threat Detection & Response, Identity & Access Management (IAM), SIEM Tools (Splunk, QRadar), NIST & ISO 27001 Compliance
- **Database Management:** Microsoft SQL Server, MySQL / PostgreSQL, Data Backup & Recovery
- **Software & Tools:** Microsoft 365 / Office 365, Active Directory & Group Policy, VMware / Hyper-V Virtualization, ServiceNow / Jira / Confluence

UX Skills

- **Design Tools:** Adobe Creative Suite, Adobe XD, Figma
- **Design Skills:** UI Design, Graphic Design, Interaction Design, Human Computer Interaction, Design, Interaction, Wireframing and,
- Prototyping, Usability Testing, Responsive Design, Journey Maps, AI applications design
- **Development:** HTML/CSS, Bootstrap, UI Tools, Web development
- **UX Research & Methods:** a/b testing, Personas, Client Interviewing, Agile Methodology, WCAG
- **Leadership & Collaboration:** Staff Development, Management, Training and Team Collaboration
- **Other:** Creative and Innovative, Video Editing, Mobile Apps

Work History

Pellissippi State Community College

Jan 2025 – May 2025 | Knoxville, TN

UX/UI Adjunct Professor

- Instructed students, online and in-person, on UX/UI design principals and Figma
- 85% of students earned an “A”

S42 Multimedia - Podcasting | Television | Radio Network

May 2004 – Ongoing | Grovetown GA, Knoxville, TN, Darmstadt, GE

Head of IT & UX Strategy

Oversaw all aspects of information technology infrastructure and digital experience design for S42 Multimedia, a multi-platform media network delivering content across podcasting, television, and radio. Led cross-functional teams to modernize systems, enhance user engagement, and ensure secure, scalable operations across broadcast and digital channels.

Key Contributions:

- Directed IT operations including network architecture, cloud services, cybersecurity, and broadcast technology integration across multiple studios and remote teams.
- Spearheaded the redesign of internal and consumer-facing platforms, applying UX principles to improve accessibility, navigation, and audience retention.
- Collaborated with content creators, producers, and marketing teams to align technology solutions with creative workflows and audience engagement goals.

- Implemented agile development practices and design systems to accelerate product delivery and maintain brand consistency across web and mobile platforms.
- Managed vendor relationships, software licensing, and budget planning for enterprise IT and digital experience initiatives.

UX & Design Impact:

- Conducted user research and usability testing to inform redesigns of podcast apps, streaming interfaces, and scheduling tools.
- Developed wireframes, prototypes, and design specs for internal dashboards and public-facing media portals.
- Advocated for inclusive design and accessibility standards across all digital products.
- Tools & Technologies: AWS, Azure, Adobe Creative Suite, Figma, WordPress, CDN platforms, broadcast automation systems
- **Clients included:** The American Red Cross, The US Department of Defense, The Harlem (GA) Arts Council, Jesus Jones (band), Sports J.A.M. Network, St. Stephen's Episcopal Church

US Department of Defense

Information Management Officer

September 2006 – July 2008 | Darmstadt, Germany

Led cross-functional initiatives to modernize defense technology systems by aligning operational requirements with intuitive, user-centered digital solutions. Served as a strategic bridge between mission stakeholders, developers, and end-users to ensure technology deployments were both functionally robust and user-friendly.

Key Contributions:

- Translated complex defense workflows into functional specifications for enterprise systems, cloud platforms, and data analytics tools.
- Conducted user research, usability testing, and interface audits to improve system accessibility and performance across DoD applications.
- Designed wireframes, prototypes, and interaction models to support mission-critical software with a focus on clarity, efficiency, and compliance (including Section 508).
- Collaborated with Agile development teams to refine product backlogs, validate user stories, and deliver iterative improvements based on stakeholder feedback.
- Provided functional oversight during system upgrades, migrations, and cybersecurity enhancements, ensuring alignment with DoD architecture and policy.
- **Tools & Technologies:** Figma, Adobe XD, Confluence, ServiceNow
- **Clearance:** Inactive Secret Clearance but reinstatement eligible (TS/SCI eligible)

Education

Masters Corporate Communications • Austin Peay State University • 3.6 GPA

Bachelors RA/TV Production & Public Relations • Austin Peay State University • 3.2 GPA

Certificates & Awards

Google Certified UX Designer

Coursera • July 2023

Google Digital Marketing & eCommerce

Coursera • August 2023

US Army Civilian Achievement Medal – 2008

US Air Force Civilian Certificate – 2010

Best Broadcast News Story (South Eastern Journalism Conference) – 1998