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TECHNICAL PROFICIENCIES

- System/Network Administration
- Database Administration
- IT Planning
- IT Infrastructure
- LAN/WAN Administration
- Client Support
- Hardware Maintenance/Troubleshooting
- Software Maintenance/Troubleshooting
- VOIP Setup and Maintenance

EXPERIENCE

- Languages:
 - C
 - C#
 - HTML
 - PHP
 - CSS
 - Java
 - Javascript
 - Agile Development
 - Cisco CLI
- MySQL
- Apache
- Operating Systems:
 - Windows
 - Windows Server
 - Linux
- VMWare / VirtualBox / HyperV
- Microsoft's IIS
- Hardware and Software Troubleshooting and Installation

SUMMARY

Systems administrator with a 25-year history that includes diverse system management and project development. Career highlights include developing billing, financial, Point-of-Sale (POS), and medical bill auditing systems, including data tracking and reporting.

I am a solution-oriented person that loves a challenge. I pride myself on my quick understanding of requirements, my ability to present and develop multiple solutions to complex problems, my precision, and my adaptability to new technologies and protocols as industries, interfaces, and corporations evolve in the ever-changing global market.

I have a proven track record thriving in a constantly changing environment that has a seemingly never-ending source of challenges.

PROFESSIONAL HISTORY

Kelly Services at Intel Corporation

Lab Manager

(2019-2020)

I managed two badge-accessed secure labs that complied with Intel's standards. I provided infrastructure and environments for engineers to fulfill product requirements. This included a wide variety of OS configurations, network configurations, network services, server services (such as Klokwork) and other back-end needs:

- High-value hardware and IP security
- Infrastructure provisioning for a variety of needs
- Shipping and receiving
- Hardware procurement
- Hardware support
- Hardware bring-up primarily with pre-production platforms
- Silicon / Memory / Firmware configurations
- Lab maintenance and audit
- Intel IT and EHS compliance

High-Power-Computing Technician

(2018-2020)

I managed half of a bay (12 racks) in a very large lab that provided infrastructure and support for several HPC environments. This environment was built around server platforms. Duties included:

- Hardware support
- Hardware bring-up
- HPC Cluster bring-up
- Silicon / Memory / Firmware configurations
- Remote Access, both internal and external
- Ticketing systems, Jira and others

Validation Engineer / Lab Administrator

(2014-2020)

As a Validation Engineer, I worked in an Agile development environment with a team of 6 other engineers. My role was in QA, providing feature verification, bug identification and reproduction, feature requests, and product packaging.

As a Lab Administrator, I maintained the condition of the lab as well as saw to engineers' needs such as platform bring-up including Silicon changes, firmware changes, and other configuration changes as the team needed. I also performed SMD soldering to bring platforms up to the most recent rework conditions.

American Red Cross

Client Casework/DAT Responder/Firedesk Operator

(2013-2014)

As a client caseworker, I assisted in finding resources and helping people help themselves. When a disaster strikes, I take great pride in being able to hold their hands and give them a direction, I also am able to point them to places that can help them when the Red Cross cannot.

I interacted with clients in various stages of difficulties.

I really enjoy (I mean, this seriously brings me personal fulfillment) helping people. Sometimes I cannot help them directly, sometimes I can, but I give it everything I have.

Highlights of my tenure include:

- Numerous clients with happy endings
- I led a 3 person team (two inexperienced volunteers and myself) in providing assistance to 30+ individuals displaced by an apartment fire. This involved managing my volunteers, providing information to the home office, meeting with fire officials and apartment management, being the single point of contact and person of responsibility for clients and the variety of information. My leadership and inter-personal skills were put on display with this experience.

PRIVATE CONTRACTING/WEB DEVELOPMENT

(2012-Present)

I developed a time-release safe that is written in Java and uses a MySQL back-end. Other contracts include Website Development and Technical Support.

I have gained proficiency with HTML, CSS, and PHP through WordPress and some Joomla, as well as some hobby work. I have also taught myself (with help from Google) the basics of Android.

PEREGRIN FINANCIAL TECHNOLOGIES

(1995-2012)

Systems/Network Admin

In my sixteen years with Peregrin, I helped develop and grow the technology-side of the business as the company evolved from a small medical billing company into an independent sales organization, and then into an Electronic Financial Transactions (EFT) processor for ATMs as well as Point of Sale terminals.

Highlights of my tenure include:

- Researched, implemented, and maintained all local, industry-wide, federal, and occasionally global regulations for banking, financial, and medical industry standards
- Developed, planned, and administered all corporate technology concepts for both internal and external clients, adapting to location and industry nuances
- Developed and designed internal software systems, databases, and security protocols
- Developed all project plans, quality plans, and systems implementation plans
- Built and maintained Linux email and MySQL servers that evolved from Red Hat through to Debian and Ubuntu
- Implemented and collaborated to develop and deliver all IT strategies
- Performed PCI-DSS audits as well as other industry-required security audits
- Responsible for all corporate technology

BEAR MOUNTAIN SKI RESORT

(1992-1995)

MIS Assistant

My duties included Token ring and Ethernet 10baseT implementation and maintenance; ThickNet and ThinNet networks; maintaining and supporting server operations such as routine backups. As my duties increased, I developed a number of mission-critical systems during my tenure, such as a new, easy-to-use POS system that sold resort products, adding a loyalty-reward program for frequent customers.

Highlights of my position here include:

- Designed and developed the resort's Point of Sale system. This was written in Pascal and used a Btrieve backend. Depending on the POS terminal's configuration, the one application would sell tickets, food, gifts, ski lessons and anything else the resort had to sell.
- Designed and developed "FrequenSki", a loyalty program to encourage return visits by rewarding the skier with a free ticket after a number of "Points" were accumulated by buying tickets or food or gifts at the resort.
- Designed and developed "PermanentTicket". A program to streamline the guest's experience. By pre-paying through TicketMaster they skip the long ticket lines. When they arrived, they would go straight to the lifts and their PermanentTicket card would get scanned by an RF barcode scanner.