

**Objective**

A position in IT where over 12 years of technical and 20 years of business experience will add value to a growing company.

**Abilities**

I have been managing, consulting and developing in the technology field for over 12 years with an emphasis on business development and growth. My focus has been Windows networks with some Linux and mixed network support included. I create and manage robust flexible networks that ensure a high level of security and reliability. The use of IT best practices and well designed risk metrics ensure that continuity of service can be expected. My ability to not only manage technology needs but to make sure that they are in alignment with the needs of the business allows me to meet the true needs of any organization effectively.

**Key Skills**

- Basic Programs:** Windows 2003 Server, XP, Vista, Microsoft Office, (Word, Excel, etc), Access, Visio, Project
- Specific Software:** Adobe CS3 Master Suite, Solarwinds Orion, MS Visual Studios 2005, Crystal Reports 11, Crystal Xcelsius, MS Sharepoint, MS Backoffice, WSUS, RDC

**Acquired Skill Sets**

	<b>Programming</b>	<b>Graphics</b>	<b>Animation</b>
<b>Web Development</b>	ASP, PHP, VBScript, XHTML1.0 CSS 2.1 , XML, JavaScript, Actionscript 3.0	Backgrounds, Dropdowns, Divisions, Text, Hovers	Logos, Backgrounds, Images, Flash Animation, Dashboards
<b>Graphic Design</b>	Flash Image Embedding	Logos, PDF's, Layouts, Catalogs,	Logos
	<b>Programming</b>	<b>Hardware</b>	<b>Services</b>
<b>DB Management</b>	SQL Scripting, FOX Pro, IBM Uni, TCL	MS SQL Server 2005, IBM UniVerse 9	NA
<b>IT Management</b>	Batch File, VBS,	Cisco Routers, SonicWall Firewalls, Intel based x32 Server Architecture	RDC, VPN, Local and Broadband Wireless Networking

**Education**

2002-2002 MCSE Course, Tacoma Community College, Tacoma Wa.

**Prior Employment**

2001-2008 IT Manager, Safety & Supply Co, Full Time

The position reports to the president of the company and supports 50+ end users spread across 2 states.

Responsibilities included:

- Traditional IT support & management duties: SLA creation, risk assessment, Disaster Recovery Procedure (DRP) creation, CSI (Continual Service Improvement) research
- Traditional IS duties: Data collections, report generation, dashboards and analysis.
- Intra/Internet Web design, deployment and maintenance: ASP, CSS, HTML & Flash
- Vendor Management: Use of vendors allowed company to keep head count slim
- Budgeting: Budgeting measures saved company \$150,000.00 over the last 2 years w/no impact to services or abilities.

- Windows Backoffice support.
- MS Sharepoint services, setup and design.
- Database management: IBM universe DB, MS Access, MySQL
- Security: Cisco, SonicWall and Adtrans management, along with software and process design to create a secure layered network.
- Data analysis
- Data collection
- RDC and VPN support
- Dashboard creation
- Travel between the branches to provide support

The architecture is a Windows based (Win2003 servers) Multi-Server AD Network with the branches connected via point to point T1s to the main office. Remote job sites were supported by VPN and RDC via broadband wireless to give them access to corporate resources. The corporate web presence was maintained onsite (a requirement of the DB we are pulling from) and the Exchange services were hosted remotely. The security design relies on multiple layers to protect the company from threats utilizing hardware and software based tools and Vendor managed services to secure the network.

**1999-2001      Software Developer, iCopyright.com, Full Time**

Responsibilities: Create a user interface for the web property that intuitively guides the customer through both the purchasing process and an understanding of its purpose.

My responsibilities included:

- Web integration with an Oracle DB
- Coordinated design and user studies
- Test and Verification

The architecture and tools used were:

- Linux based systems
- Apache Servers run on Sun Platforms
- Oracle DB
- Windows based systems for test and integration

All code was written using C++, HTML, CSS, Perl, and Java Scripting Language

**1996-1999      Software Test Engineer, Volt Services, Full Time Contract**

Responsibilities: Worked on contract for Microsoft through Volt services to the Visual Studios Development team for 2+ years until offered full time employment at Microsoft.

My duties for the VS team was software test and reporting on the HTML Help tool that eventually was utilized by MS Office, Windows 98, Windows 2000, Visual Studios and MSDN (Microsoft Developer Network). This involved localization testing, hardware testing, interface review and tool design and coding. The tools were written in Perl, C++ and also utilized HTML, CSS and XML standards.

My responsibilities included:

- Writing test tools
- Compile and build new test routines
- Test and Verification of the new build
- Written reporting of current analysis
- Accurate and detailed bug descriptions
- Build and maintain the test lab, its hardware and components

The architecture and tools used were:

- Windows based servers, clients and computers

- x32 and x64 server hardware

**1995-1997 Business Computer Consultant, NW Computer Services, Full Time Owner**

Responsibilities: Start up business providing business network consulting, maintenance, web design and hosting. Sole proprietorship and employing 3 people by the time I went to work for Microsoft on contract.

During the two years that I ran the business we acquired 10 monthly service customers, created 15 unique company web-sites and designed, created and supported 2 e-commerce sites for our customers.

Duties as Owner:

- Sales
- Accounting
- Employee management
- All Technical Support
- Software and Web Design
- Customer Relations
- Marketing & Promotion

**References**

Shawn Murray  
5510 E. Marginal Way S.  
Seattle, WA, 98134  
206-892-7260

David Patch  
1839 SW 324th St.  
Federal Way, WA  
253-661-4338

Maureen Jacobson  
8441 N. Albina Ave.  
Portland, Oregon 97217  
503-283-9500