

NAME
ADDRESS
PHONE and EMAIL

SUMMARY

Seeking position in **IT Management** where my years of IT experience will add value. Supported information retrieval research for ten years.

TECHNICAL PROFILE

- **Networking:** NIS, NFS, DNS and TCP/IP. **Languages:** PHP, MySQL, Python and Perl.
- **Applications:** Grid Engine scheduling software, Apache, revision control (CVS and SVN) as well as Microsoft Word, Excel, PowerPoint, and Lotus Notes.
- **Operating Systems:** Solaris and Windows (3.x/95/98/NT/XP).
- **Hardware:** Experienced in multi-platform configuration, troubleshooting and support. Supported Sunfire 6800, Sun v880/E350/x2100 and Dell 2650/1425/1850.
- **Storage:** SANs (EMC CX300), SCSI, DAS, NAS and SAS. Evaluated Parallel File System, PVFS and Lustre.

EXPERIENCE

JOB TITLE, Company, City, State (2000-present).

Provide technical support services, including networking, help desk and purchasing.

- Support and work closely with information retrieval professors, students and staff. Routinely analyzed and resolved the most-challenging issues.
- Manage and support network on three Labs with 60 users, 21 servers and two clusters, running Linux, (SOLARIS 7/8/9 and Digital Unix versions), Windows.
- Handle all helpdesk operations, installing, troubleshooting and backing up all software.
- Manage IT procurement, with \$50,000+ budget. Research, purchase and install hard drives, servers, RAM, laptops, desktops, workstations, back-up software and other applications.
- Contribute to bottom-line savings by negotiating cost-effective contracts with vendors.
- Markedly increased productivity and reduced support requirements by designing, procuring and installing high-performance cluster.

JOB TITLE, Company, City, State (1999-2000).

Handled troubleshooting and resolution of networking, connectivity and software issues.

- Supported 20,000 dial-in and LAN-based users for clients. Involved TCP/IP, token ring, Ethernet, Windows 95, soft token and hard token security issues nationwide.
- High call volumes and productivity. Averaged eight minutes per call, from contact to resolution.

JOB TITLE, Company, City, State (1997-1999).

Handled troubleshooting and repair of software, databases and servers.

- Entrusted with 24/7 status, providing emergency support to 20 locations.
- Remote diagnostics included restarting, repairing and swapping out servers, and rebuilding databases; Also handled data recovery following crashes.

EDUCATION/TRAINING

- **BS: Computer Science** program, College, State
Attended three tutorials: Topics in System Administration, Advanced System Administration for Solaris and System Performance Tuning, at USENIX conference (2000).
- Attended Time Management: Getting It All Done training at USENIX technical conference (2004).