

Objective

- To utilize my knowledge, abilities and experience in the field of Information Systems to drive the value of technology resources by enhancing business processes, product offerings and customer satisfaction. I plan to focus my efforts in information systems planning, architecture, configuration, implementation and operational excellence.

Technical Skills

- **Hardware (Installation & Maintenance):** SPARC Sun Fire V120, V240, V440, V480, V490, V890, SPARC Enterprise T1000, T2000, T5120, T5220; x86: Sun Fire X4200, X4600; **Storage:** Sun ST6140, Sun ST5320 NAS, Sun StorEdge T3, CAM administration software, VxVM & ZFS administration, Fibre Channel/SCSI competency
- **Operating Systems:** Solaris (SPARC & x86): Advanced, Linux 2.6.x(RHEL): Intermediate, Free/Net/OpenBSD: Intermediate, Windows Server 2003: Intermediate
- **Database:** MySQL: Intermediate, Oracle 9i/10g: Intermediate, MS SQL Server: Novice, E/R Diagrams: Intermediate, Normalization: Intermediate, SQL: Intermediate, ER/Studio: Novice, Data Warehousing concepts: Intermediate
- **Programming/Scripting:** Perl: Intermediate, Java: Intermediate, C: Novice, SQL: Intermediate, XHTML: Advanced, PHP: Intermediate, CSS: Intermediate, KSH: Advanced, Python: Novice, L^AT_EX: Intermediate, SNMP MIBs: Advanced, SOAP/XML/Web Services: Intermediate
- **Network Management Systems:** Netcool/OMNIBus: Advanced, NerveCenter: Intermediate, eHealth: Advanced, Remedy ARS: Advanced, Zabbix: Advanced, Spectrum: Novice, Splunk>: Advanced, OPNET IT Guru/IT Sentinel/ACE: Intermediate, Cacti/RRDTool: Intermediate
- **Network Services:** Apache httpd: Advanced, Apache Tomcat: Intermediate, Samba(SMB/CIFS): Advanced, NFS: Intermediate, LDAP: Advanced, NIS+: Intermediate, Kerberos: Intermediate, SMTP(Sendmail/Postfix): Intermediate, SNMP: Advanced, Syslog-NG: Advanced, Sun Ray Server: Intermediate, DNS: Advanced, SAP XI: Intermediate
- **Computer Networking:** Configuration of TCP/IP on client/server machines (UNIX&Windows), IP Subnetting/Supernetting, Full competency of OSI model and TCP/IP concepts, MAC addressing, VLANs, DHCP, Network Management Configuration and Concepts
- **Productivity Software:** MS Office Suite, OpenOffice.org, MS Visio, MS Project, Adobe Photoshop, Acrobat, GIMP, MS Sharepoint
- **Certification/Training:** Oracle 10g Database Administrator Workshop I, LISA 2006 Conference Coursework, OPNET ITGuru QuickStart Certificate, SAP XI TBIT-40 Training

Professional Experience

- **CenturyLink Corporation, Network Systems Management** - Winter Park, FL
IS Technical Team Lead: March 2006 - Present
 - **Role:** Lead operational support systems architect responsible for strategic planning, design, and development of the next generation of the OSS environment including network surveillance, trouble ticketing, inventory, troubleshooting toolset and provisioning systems.
 - **Description:** Coordinate and lead the end-to-end operation and evolution of a network management systems environment for a Fortune 500 communications company with responsibilities including systems architecture, hardware/OS/database/application installation and operations, and production support for all data network supporting systems. Develop and lead the practice of core system administration practices such as event management, change management, asset management and technical project management. Ensure that systems are developed with centralized access, integration, scalability, and reusability in mind.
 - **Key Milestones:** Implementation of enterprise class LDAP infrastructure for a heterogeneous UNIX/Windows environment; Implementation of a full network management system suite for a large state government contract including CA Spectrum, eHealth, SiteMinder, Cleverpath Portal, and BMC Remedy; Installation and configuration of a Zabbix monitoring system for all systems' surveillance; Writing of an SNMP MIB from scratch to integrate two network management systems to forward traps from one to another, including relevant alarm information; Leadership of numerous unplanned system outages and planned maintenance outages through their full resolution and testing, ensuring full communication of expectations and maintenance window activities to key stakeholders and thousands of end-users; Lead architect and developer responsible for the integration of BMC Remedy and Netcool/OMNIBus systems between the legacy companies of EMBARQ and CenturyTel during the merger of CenturyLink.
 - **Awards:** Over 15 "Acclaim" awards and thank-you's received for excellence in assigned tasks and exceeding expectations in customer service; Recognized as a key resource in the initial systems integration and conversion activities for the CenturyLink merger.

- **Siemens Power Generation, Global Enterprise Architecture** - Orlando, FL

IT Architect: January 2004 - March 2006

- Gathered requirements from business personnel for various problems and inefficiencies and researched and compared products to fill requests from the business for various tools and solutions
- Participated in forecasting and planning of IT projects and derived strategies for technology related projects
- Assumed the role of infrastructure architect in numerous PoC and pilot projects with the business including BAM systems, shop floor scheduling, migration of systems to remote outsourced location, SAP Enterprise Portal, and extranet architecture
- Utilized OPNET ITGuru to capture application traces on the network and performed analysis within the tool to help alleviate poor response times in enterprise applications
- Installation, testing, and administration of applications such as Borland Caliber RM, OPNET ITGuru and ITSentinel, Saphir, SAP XI

- **UCF Student Government Association - Knightcast Radio Station** - Orlando, FL

Technical Director: May 2005-December 2005

- Administration of station computer network, MS Windows workstations and Linux servers, audio equipment, Shoutcast internet radio daemon
- On call assistance of radio show participants and DJs, including officer duties and needs
- Development and maintenance of station website (PHP/mysql/apache technology)
- Administration of e-mail server and systems monitoring system (Cacti) utilizing SNMP

Education

- **University of Central Florida** - Orlando, FL

Master of Science - Management Information Systems

- Relevant coursework: ERP Implementation, Telecommunication Management, Business Intelligence Systems, Systems Analysis & Design, IT Project Management, Information Resource Management
- Graduated: Fall 2008

- **University of Central Florida** - Orlando, FL

Bachelor of Science - Information Technology

- Concentration: Computer Networking and System Administration
- Relevant coursework: Network Lab, Database Systems, Web Systems, Wide Area Networks, Computer Science, C Programming, Computer Architectures, Distributed Systems Programming, Network Security, Information Theory
- Graduated: Spring 2005

Projects & Activities

- Volunteered technical knowledge to the Knightcast online radio station at UCF to rebuild their website, install and configure a new file server, and install a directory services solution for the network using OpenLDAP and Samba.
- Management of a home network including 2 Sun SPARC workstations, a Macintosh desktop, a Linux laptop, and a Linux-based home theatre PC. Services running within the network and externally facing include file sharing (NFS/CIFS), web page hosting, media to television, caching DNS, and database management systems.

Special Interests

- Music, Technology, SCUBA Diving, Cycling, Continuing Education