

# Name Withheld

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Anytown, USA 55555

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## Director of Technology Operations

**Information Architecture | E-Commerce | Hardware | Leadership | Staff Training & Development**

Talented, highly accomplished IT professional with an extensive background in various information systems and technologies with expert skills in planning, scheduling and management. Experienced in planning, architecting and managing medium- to large-scale networks and data centers as well as in managing e-commerce environments. Possess in-depth knowledge of diverse business areas, including production, inventory and operations. Strong leader adept at motivating teams to surpass business goals and client expectations with outstanding communication, interpersonal, organizational and presentation skills.

### Technology Expertise:

**Operating Systems:** Windows (95/98/NT/2000/XP), Novell (4.11-5.0), Macintosh (7.0-10.2), Redhat Linux, Solaris (2.5-2.8), HP-UX (10.20 and 11.00), IBM-AIX (4.3.3 - 5.3.7).

**Software:** MS-Exchange, MS-IIS, MS-SQL, MySQL, Apache, Jakarta-Tomcat, IBM DB2, Novell GroupWise, ZEN Works, Border Manager, Timbuktu Pro, Optivity, Perl, HTML programming, PHP, MS-Office, Visio, MS-Project, Tripwire, Samhain.

**DBMS:** MS-SQL, MySQL, DB2, U2-UniVerse.

**Hardware:** PCs, Macintoshes, PowerPCs, SparcStations, Sun Blade workstations, HP B Class and C Class machines, Cisco routers (2600 Series, 3600 Series, 1700 Series), VPN concentrators (Cisco, Sonicwall), IBM P, E and X Series servers, Compaq Proliant servers, Dell Power Edge Series, Dell PowerVaults, IBM DS Series SAN arrays.

**Certified Information Security Manager (CISM)**

**Microsoft Certified Systems Engineer (MCSE)**

**Certified Novell Netware Engineer (CNE)**

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## Professional Experience

**Ticket Systems International**, Seattle, WA

June 2003–Present

*A leading ticketing enabler, providing ticketing, fundraising and marketing technology solutions powering more than 225 of the top venues across North America.*

### Senior Production Manager, Technology Operations

Direct UNIX-focused operations teams supporting 24x7 global e-commerce environments; prioritize and assign teams' operational tasks and project work with focus on availability, performance and efficiency. Lead capacity planning and operations for multi-datacenter and domestic/international environments. Schedule and lead maintenance and system upgrades. Hire, train and develop all associates; provide software and hardware-related solutions. Oversee \$2M+ budget and five direct reports.

### Major accomplishments:

- Have successfully managed an ongoing PCI/SAS-70 compliant operation, further establishing and enforcing security policies as appropriate, as well as network backup control and verification including disaster recovery.

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### **Ticket Systems International** (Continued)

- Have frequently initiated and led architectural discussions and high-level planning to align with the company's current needs and future goals.
- Saved nearly \$200K in maintenance and serviceability charges by consolidating an AIX server environment for all hosted clients on newer and faster hardware environments.
- Built company's network operations center (NOC) from scratch. Hired, trained and developed the NOC team; provided software and hardware solutions to meet business needs as well as oversight on connectivity solutions for company clients.
- Created and implemented a metric reporting and accountability structure.
- Successfully collaborated with property and brand engineering teams in providing troubleshooting and technical expertise to resolve system issues.
- Incorporated several security measures within the hosting data center to enhance system security, which contributed to achieving compliance certification with PCI and SAS70.

**Saxon Walsh & Associates**, Portland, OR

January 2000–June 2003

*Global software services provider delivering innovative business and technology solutions to Fortune 1000 companies. Offers a comprehensive portfolio of IT and IT-enabled services with a distinct focus on providing product engineering services, ERP solutions and web-based custom enterprise applications.*

#### **Systems Administrator**

Provided network and systems services for a diverse group of clients; solutions included onsite network and systems management; network, firewall and VPN management; and network and corporate website management.

#### **Major accomplishments:**

- Independently set up, managed and administered the corporate mail and messaging system on Exchange 5.5 and merged multiple Exchange servers across the globe into one tree with more than 250 mailboxes. These actions resulted in the integration of the messaging system company-wide, providing standardized system policies and support for all locations.
- Established directory synchronization between Exchange servers, resulting in improved messaging company-wide and standardized system policies and support for all locations.
- Set up, managed and administered the corporate website on an Apache web server for Windows with a Jakarta-Tomcat Servlet server, which created a much more robust medium for the company's web presence, as well as improved website functionality.
- Integrated the web server with a mail server for enabling improved online resume submission facility on the web server.
- Set up, managed and administered the firewall for restricted and secure access of the LAN from WAN and vice-versa.
- Set up voice over IP functionality using Micom products and Cisco routers to facilitate improved voice connectivity between branch offices worldwide.
- Served as system administrator for a client's corporate network. Created back-up schemes by writing automated scripts on Solaris systems. Wrote automated scripts that ensured effective archival and fast retrieval of relevant data, which helped overcome a void for the client that was caused by not having any system administration personnel.

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**Great Plains Technical Institute**, Lincoln, NE

March 1996–December 1999

*Provider of accredited, technology-oriented undergraduate and graduate degree programs.*

**Network Systems Supervisor**

Administered and maintained the entire school campus network. Served as Project Manager for the revamping of the campus-wide infrastructure with an estimated budget of \$150K.

**Major accomplishments:**

- Set up, managed and administered a Novell Netware 5.0 IP network with Zen Works and Border Manager in replacing a peer-to-peer networking system with a client-server environment for effective network performance and productivity.
- Reduced the cost of ownership of expensive software by using Zen Works to provide application availability from a single source, instead of procuring and loading software on individual workstations throughout the campus. With Border Manager, was able to provide robust access control and secure remote access to campus housing.
- Set up, managed and administered the mail and messaging platform on GroupWise for 1000 nodes, enabling the integration of the messaging system campus-wide in providing standardized system policies and support for all users. Replaced peer-to-peer networking with a client-server environment for effective network performance and productivity.
- Established a remote access network for greater user convenience by enabling a modem pool and allowing users to dial in to the network using asynchronous ports on Cisco Access router 2500 series.
- Set up Novell Application Launcher for users (students and teaching staff) to access applications required from the server without having to load them individually on their workstations, saving users a significant amount of time.

**Education/Certifications**

Northern Indiana University, Terre Haute, IN

1996

**B.S., Electrical Engineering Technology**

Certified Information Security Manager (CISM)

Microsoft Certified Systems Engineer (MCSE)

Certified Novell Netware Engineer (CNE)

**Professional Affiliations**

Member, IEEE Computer Society