

CURRICULUM VITAE

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Skill Summary

Systems and Applications.

Windows2000 Advanced Server, Windows 2k Professional, XP, Windows NT 3.51, NT 4.0 Windows 95/98, Windows 1.0, 3.0, 3.1, 3.11(WFWG) All Server and Workstation where applies.

Linux RedHat 5.0, 6.1, 6.2, 7.0, 8.0, 9.0, Enterprise 4.0, Server and Workstation.

Novell 86 to 3.12 and 4.1

DOS 3.1 to 6.22, OS/2 2.0 to Warp 4 and Legacy systems.

UNIX SunOS 4.1 and Solaris

BIND DNS server, Apache Server Web server, Samba.

Office Automation: MS Office Professional 4.x, 95 and 97. Visio, Ask Sam. Norton Ghost.

e-Mail Systems cc:Mail 2.x to 8.2 Design, installation, roll out, upgrade and administered systems multi nationally. Integration with pop3/smtp mail and Notes mail. On PC, Mac, linux and unix clients.

Beyond Mail 2.3, Eudora, MS Exchange, MS Mail, Outlook, Pegasus Mail, Imail SMTP internet mail server. **Mercury** SMTP Server internet mail server. Installed, administered, upgraded and used the above applications. More details available if required. Installed SMTP server on laptop for plug and go mail. **SendMail 8.10**

Network Systems Routers, Switches, LAN's, WAN's, Proteon, Shiva, Cisco, 3Com and WebRamp, Linksys. I have acquired considerable knowledge and experience of the following protocols : **TCP/IP, DECNet, Source Route Bridging, Spanning Tree Bridging, SNMP, IPX, Netbios, Apple Talk, PPP, Frame Relay, ISDN** and X.25. **Artisoft iShare, Wingate,** Proxy and Network Address Translation(NAT) gateways, remote office routers. I have an in depth knowledge of Local Area Networks (LAN), Token Ring, Ethernet, FDDI, Wide Area Networks (WAN), **Routers, Switches, Hubs,** Inter-networking, Intra-Networking. A knowledge of a wide range of various Network and Communication systems, firewall technologies, that can only be obtained by working for a leading edge manufacturer of communications equipment. **Wireless 802.11b, g** installations.

Security and Monitoring.

Norton antivirus, **McAfee** antivirus, **Dr Soloman,** **Norton** personal firewall, **ZoneAlarm** firewall, **NAT routers,** Proxy Servers, Scanners and Port probes. Use of **Sniffer (SnifferPro 4.5), HP OpenView** and **NetManagers OneView** network diagnostic and management tools. Physical access control and monitoring systems and Intruder Alarms.

Application Development

Brio Reports

Taught myself how to use Brio reports in one day and use it as a tool to find inconsistencies in the WiseTrack database and fix them. Used brio to produce reports for various purposes.

Lotus Notes 3.1 - 4.66, some Notes 5.0 (Domino). The installation, role-out and administration to provide a wide range of support for Sales and Technical Support. Developed a number of applications to provide for the distribution of sales and technical information within the Europe.

Clipper (summer 87 and 5.01) A Yarn Stock Control and auditing software, for a leading knitwear company. This was a complete project, analysis to creation to delivery and training. Also a number of other smaller projects.

dBase III+ Returns Materials Database for Proteon International. This is a large suite of programs that form the complete control system database for materials handling and report generation.

Web

HTML and Javascript hand coding with text editors and **Homesite**, **Freehand**, **Flash**, **Acrobat** documents, **Dreamweaver** and **Photoshop**.

Assemblers: 68000, X86, Macro 11, BAL, Z80, 6502

I have developed device drivers for serial ports and disk controllers. System utilities and a wide range of test and diagnostic software.

IT Management.

During my experience in IT management I have managed teams of up to 8 people and supported the entire European infrastructure for a significant technology company.

Project Management.

Managed the major project and completed exactly on schedule the relocation of Proteon Europe's Head Office systems from Nottingham to Lockington. Specifying, ordering, monitoring and running the acceptance trials for all systems. This involved managing a team of 4 engineers and 3 contract companies. I have also managed rollout projects with teams up to 12 technicians.

Pre and Post Sales support throughout Europe.

Experience of customer facing situations, both during specification and trouble shooting. I have worked in many of the countries in Europe and in the United States.

Desktop Publishing

Adobe Photoshop 2.51, 5.0, 6.0, Adobe PageMaker 6.5, Acrobat 5.0, Visio Pro, Word 2.0 - 2k. Documentation preparation.

Education

The Open University Bachelor of Science in **Computing and Mathematics**.

CAREER HISTORY

Frontier Communications Support for around 250 users in the Gloversville Call Center, maintaining a high level of system availability. Maintain system backups, clean virus and spyware from users desktop and laptop computers. Document all work on the Heat ticket system and all hardware movements on WiseTrack inventory database. Cleared backlog of work on arrival.

OMRDD Team lead on refresh of desktop systems at OD Heck, Russel Rd. and various location in the capital district. With a team of 11 technicians we installed around 300 Dell systems. Systems had to be imaged with W2k with base software and additional special software installed as required.

Ford Motor Credit Team lead on upgrade of workstations from OS/2 to OS/2 and Win98 dual boot. Reconfigured network of **Cisco** Catalyst switches. Provided training to on site systems people. Upgrade laptops and install dual boot W98 and OS/2. Upgrade Servers and team lead upgrade to Win2000 and OS/2 dual boot on workstations and laptops. Later projects upgraded in stages to Dual boot W2k and OS/2. Also replaced old windows server and two OS/2 servers with two W2k servers.

Liberty Mutual On going installs and upgrades for the last five years. Image W2k restore users data and profiles, SMS providing the individual customization.

American Eagle Upgrade Servers, install **Cisco** router and configure.

HANYS Team lead with four technicians we replaced 150 systems, imaged and installed most with special software.

NY Workmens Compensation Project Team lead on upgrade project from Albany to Plattsburgh. Systems had to be imaged with W2k and individual settings for MS Office and Outlook for each user.

Medicare Installed **Windows 2000 Advanced Server** on 4 Compaq Proliant 6400R and 1 Compaq ML370 servers with DNS , DHCP and Active Directory services. Also setup a number of **Win 2k Pro** workstations, some upgraded from using push **Win NT 4.0**.

DHL Installed **Red Hat** linux on existing server and upgraded scanner software.

The Gorman Group Systems Analysis, for possible use of **Notes 5** to replace existing systems for job scheduling.

New York Power Pool Notes Administrator at New York Power Pool, looking after a Clustered **Notes 4.6** Server System. Migration of the servers from there old hardware to new platforms. There are approximately 200 users on two sites with bidding via mail from the Power Generator companies. Also developed and created a database for request and tracking items for inclusion in their Web pages.

Blue Cross Blue Shield Senior Systems Engineer working at Blue Cross Blue Shield, migrating twelve **Netware** servers to **Windows NT 4.0** Servers. Work involves integrating the new servers and users into a domain of over 4000 users.

Uniroyal Chemical Took on assignment as **cc:Mail** Administrator for **Uniroyal Chemical** CT, 3000 users worldwide. Project design and management, redesign and improve the mail systems. Integrated remote divisional Lotus **Notes Mail** into the **cc:Mail** system. Added internet mail access. Improved reliability and efficiency. Migrated systems from **OS/2**, **Novell** to **Windows NT**. Managed and completed the installation of **cc:Mail** Post Office in the Bahamas. Assisted the installation of Post Offices in Brazil and Mexico, giving on site personnel instructions over the phone. Set up **cc:Mail** to **cc:Mail** link to Singapore via the internet.

Above is a selection of projects since relocating for which I am at liberty to discuss.

1997 Relocated to Galway, NY, USA. Obtained permanent resident status in January 1998.

1996 **A. P. Gottschald & Associates Ltd.**

In July 1996 I started my own corporate company, providing Information Technology Services in the United Kingdom. The largest contracts I had were with **Cascade Communications Ltd.** and **Technology PLC.**

At **Technology PLC** I installed **3270** client software and **SNA** on **WFWG** and **Windows NT**, Configured Systems, Created documentation for each type of configuration. Made recommendations for the improvement of the network using **tcp/ip** and routers. Analyzed the hard disk of a returned laptop for evidence of fraud, for the legal department.

Cascade Communications Re-installation of their systems after relocation. Upgraded the **Novell** server. Upgraded notebook PC's to **Windows 95** and the latest version of **MS Office**. Reconfigured the **cc:Mail** and setup administration procedures. Specified, purchased and installed **Cisco** routers, **Cabletron** and **3Com** hubs, **HP** network printers.

Open House Knitwear Created an extensive yarn stock control database suite, performing System Analysis, Development, Delivery and Training. Written in **Clipper**.

Kirk Mining Services Developed a set of data conversion filters to extract and format data from geological soundings reports, for further processing. Written in **PL/I**.

1993-1996 **European MIS - Proteon International Ltd.**

Established the European MIS centre to cater for the expansion of the company. Administrator for **Novell, OS/2, WindowsNT, cc:Mail, Sun Systems, Lotus Notes, ISDN Phone system, Voice Mail, Networks and Teleworking**. Most systems PC based Workstations and PC laptops, some Mac laptops. The introduction and role-out of **Lotus Notes** to provide a wide range of support for Sales and Technical Support. Developed a number of applications to provide for the distribution of sales and technical information within the Europe. A major project that I completed exactly on schedule was the relocation of Proteon Europe's Head Office from Nottingham to Lockington. specifying, ordering, monitoring and running the acceptance trials for all systems.

1990-1993 **Internetwork Specialist - Proteon International Ltd.**

Analysis and Network design also Network troubleshooting of large networks with multiple routers and switches. Design and problem solving projects for **Euro-Disney** in Paris and a fibre-optic network for **German Cargo (Lufthansa)** in Frankfurt, the installation of a Wide Area Network Management System at the **European Space Agency** and the redesign of the network at the **Irish Stock Exchange** for Intelligence Ireland Dublin and many others. **Telecom Ireland** Install routers with **SDLC** connection to IBM mainframe.

1987-1990 **Customer Service Manager - Proteon International Ltd.**

Primary project was to setup equipment test & repair facility and establish the equipment returns department. Provide an efficient method of processing failed equipment of customers from all over Europe. Designed and developed the materials tracking, reporting, warranty tracking and import-export control systems. This major project was implemented in **dBase III+**. Also extend the functionality, by developing an interface to the shipment data from the corporate **VAX** using the **FOCUS** reporting system. Colour

1982-1986 **Technical Manager - Newtons Laboratories.**

My main task was to establish a Midland Regional Support operation, with full responsibility for its organization and management. Also, I took on the overall responsibility for production and engineering manager, ensuring the engineers and production department, were carrying out their respective tasks effectively.

I developed device drivers for several operating systems, system utilities, installation tools, a wide range of test and diagnostic programs for Newtons systems, mostly written in assembler, some in **PL/I**.

Devised a customer support trouble ticket reporting system which clearly indicated the status of any support call, and with cross reference to the engineers action reports, this improved efficiency and reliability.

EDUCATION AND QUALIFICATIONS

2004 Open University **Bachelor of Science in Computing and Mathematics.**

Elements studied during seven years at The Open University:

(THD204 Information Technology and Society, Topics in Software Engineering M355, Data Models and Databases M357, Mathematics in Computing M261, Programming and Programming Languages M353, Math's M101, Computers and Computing M252, Digital Computers TM222)

1994 **OS/2** Support training with Q&A. (OS/2 Advanced Administration)

1994 **Lotus Notes** Applications I/II, System Admin I/II and Technical User.

{To Lotus Notes Consultant level. Courses taken at **Lotus UK**. This covered all administration and all development}

1990 **UNIX** System Administration at **SUN Micro Systems.**

1988 Selling Information Technology at AMM (Sales Engineer training)

Other Information

For many of the companies I have worked as a troubleshooter, solving problems, which had not responded to previous attempts. I have found that taking a fresh look and paying attention to detail often provides a suitable solution. My extensive experience I have a good foundation to develop new skills and knowledge. I like to know how things work and have a keen interest in all kinds of technology.

I have experience in many other areas. Here I list some of them:

Electronic Design (including TTL & CMOS logic, analogue and radio communications, printed circuit board design and fabrication, Power Supply design),

Mechanical Engineering (watch & clock repairs, sheet metal design),

Security Systems (Design of detection devices and control units, Evaluate OEM systems),

Photography (small, medium and large format camera work, lighting, darkroom skills, presentation include mounting and some advertising shots, digital image processing for print and web),

Technical Writing (manuals, fact sheets, reports),

Running a Small Business (budgeting, accounting, acquiring new business, international shipping),

Antiques and Fine Art (Identification of European and some Asian porcelain, furniture and paintings)

And much more, just ask!