

**HIGHLIGHTS OF QUALIFICATIONS**

- **Graphic design with Adobe Creative Suite and website coding in HTML, PHP, MySQL**
- **Extensive experience in IT infrastructure, networking, and end user support**
- **Proven ability to meet deadlines**
- **Excellent interpersonal and communication skills**
- **Forward thinking and expert ability to see the big picture and interdependencies**
- **Efficient problem solving abilities conducted in a timely manner**
- **Skilled speaker in front of audiences up to 1000+**
- **Proven ability to translate complex technical jargon into non-technical language for clients and management without losing key concepts**
- **Installed one of IBM's first AS/400's in the country and wrote documentation for a 94 site rollout**
- **Was given all the leading edge technical projects due to my ability to learn new technology hands-on with no experience and teach others in all levels of the firm**
- **Awarded a cruise for two as one of the firm's top twenty performers for 2003**

**Technical Skills:**

TCP/IP	WiFi	Gigabit Ethernet
DNS	Checkpoint Firewall	Token Ring
PHP	PIX	Project Management
DHCP	F5	Vendor Negotiation
WINS	Intel Servers	RFP Preparation
Sniffer	MS operating systems and applications	Team Management
VPN	Proxy Server	Team Building
VLAN	IIS	Presentation Skills
MySQL	Visio	Budgeting
MS Project	Disaster Recovery	

**Proprietor**

2004 – Present

**WESTBECKS & BLUE LOTUS BHAKTI**

- Provided graphic design and created websites for a wide range of clients, see <http://www.westbecks.com/recent.php>.
- Provided onsite network support for various small businesses in the Puget Sound area.
- Created an internal web based back-end database application for expense tracking for The Asia Foundation in Washington, DC using PHP and MySQL.
- Moved The Friends Committee on National Legislation to their renovated offices on Capitol Hill in DC.
- Upgraded the server and workstations for The Asia Foundation in DC.

**Data Network Support Contractor**

2009 - 2010

**NPOWER SEATTLE**

- Provided 1<sup>st</sup> – 3<sup>rd</sup> level Windows networking support to a wide range of non-profits onsite and remotely via Terminal Services.
- Installed and upgraded customer agencies' networks and infrastructure.

**Data Network Support Consultant**

2006 - 2008

NPOWER SEATTLE

- Provided 1<sup>st</sup> – 3<sup>rd</sup> level Windows networking support to a wide range of non-profits onsite and remotely via Terminal Services.
- Supported the NPower Seattle's internal data networking infrastructure.
- Installed and upgraded customer agencies' networks and infrastructure.

**Senior Network Engineer**

1999 - 2004

WORLD ACCESS SERVICE CORPORATION, Richmond, VA

laid off

- Sole networking resource for international subsidiary of a global corporation.
- Designed and implemented gigabit infrastructure for new company HQ in 2003.
- Managed an in-house web farm, migrated the entire web farm of 40 websites to a co-location facility with no downtime. Managed the project, moved the hardware, interfaced with the co-location facility staff and developers. Interfaced with technical staff of two clients to move their VPNs.
- Served as Disaster Recovery Lead for the network infrastructure
- Managed DNS for 10+ domains in-house.
- Reverse published 10 distinct SSL websites running on port 443 behind one proxy server. Microsoft stated there had to be a 1:1 proxy to website ratio. Our web farm contained 4 proxy servers instead of 40, saving the company significant money.
- Configured PIX firewall with dual DMZs to inhibit unauthorized access to the web farm. That plus reverse publishing enabled an initial score of 15 on IBM's intrusion detection range of 0 to 1000, 0 being perfect, average initial score being 750.

**Network Engineer**

1997 – 1999

OWENS AND MINOR, Richmond, VA

- Managed LAN and WAN security for national medical supply distribution company
- Supported wireless RF installations in the warehouses
- Supported network infrastructure consisting of Cisco, IBM, and Visual Networks hardware
- Managed in-house AIX DNS server
- Interfaced with AT&T for Frame Relay conversion
- Planned and executed IGRP to EIGRP migration
- Managed TCP/IP address migration
- Ran multi-mode fiber under the street to a second building to replace a frame relay circuit.
- Supported LAN team with their Netware to NT conversion.
- Remotely managed Token Ring to Ethernet migration in 40 warehouses

WHEAT, FIRST SECURITIES, INC, Richmond, VA

1984 – 1997

**VP, Manager of PC/LAN Operations**

1995 – 1997

- Managed a team of 8 people in two locations supporting entire network and server infrastructure
- Responsible for weekly server and network maintenance
- Coordinated SMS server rollout to 94+ branches
- Responsible for purchasing, building and configuring all server and network hardware and software
- Participated in IT re-engineering meetings with all levels of management
- Responsible for hiring and annual reviews of technical staff
- Participated in Senior Level Change Management meetings

**V.P., Network Planning Analyst**

1987 – 1995

- Implemented SMS servers in 94 branches
- Managed 94 AS/400s running a proprietary stock quote application
- Configured Display Station Passthrough on network of AS/400's
- Installed a token ring network
- Installed network infrastructure in a 20-story high rise and a three-story campus style building and facilitated both moves
- Moved a data center to a location 20 miles away
- Managed all vendor relations for PC/LAN purchases
- Started PC procurement team and trained associates
- Installed 3270 and 5250 gateways for mainframe access
- Installed and supported Remote Access to the LAN
- Installed and supported 3708 Access to the mainframe
- Supported Unix based Aladdin system
- Provided 3<sup>rd</sup> level support for SDLC network and the LAN

**Help Desk Analyst**

1987 – 1988

- Supported remote rollout of AS/400s to 94 branches
- 2<sup>nd</sup> level support for SDLC network and PCs in the firm

**Finance Specialist**

1985 – 1987

- First level troubleshooting for Accounting and Finance department PC trouble calls
- Submitted nightly JCL for accounting reports
- Coded ad-hoc accounting reports in Cobol, BASIC, and Culprit
- Designed and coded an in-house private stock offering tracking system
- Assisted tax accountant in preparing corporate tax statements

**Payroll Specialist**

1984 – 1985

- Manually calculated commission for 750 stockbrokers
- Coded a bonus and contract tracking system for brokers in BASIC

**EDUCATION**

<b>Web Development and Ecommerce Certificate</b> , Kaplan University	2009
<b>ATACP Assistive Technology Applications Certificate</b> , California State University, Northridge	2003
<b>Checkpoint Firewall</b> , AT&T Canada, Mississauga, Ontario	2002
<b>CISCO CCNA</b>	2001
<b>Hermitage High School</b> , Richmond, VA GPA 3.25	1979
<b>Hermitage Vocational Technical Center Data Processing</b> , Richmond, VA GPA 3.5197	1979

References available upon request