

## IT Manager

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### Enterprise Design, Automation & Security

Active Directory, Exchange, VMware,  
LDAP, DNS, PKI, RAID, SAN, NAS, SQL,  
VBScript, PowerShell, WSH, WMI, XML, batch

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- 15+ years of hands-on network, server and workstation design and troubleshooting.
- 15+ years budgeting and planning, including large multi-user/multi-department projects.
- 10+ years project management on large scale and fast paced projects.
- Management and departmental training for 10+ staff.
- Training in conflict resolution and time management.

### Education

- Masters in Information Technology (2004), American Intercontinental University GPA 3.88
- Bachelor of Arts in Geology (1998), University of Iowa GPA 3.15
- PowerShell Developers Conference (2006)
- PICC Conference (2011)

### Honors and Organizations

- Taught class on Windows Enterprise Security at PICC 2011 conference. (April 2011)
- Published technical article on Exchange migration in Login Magazine (Oct 2010)
- Member LOPSA (League of Professional System Administrators) (2006)
- Member Sigma Gamma Epsilon Honor Society (1996 to 1998)

### Career Accomplishments

Technical Lead, West Marine (Mar 2013 – Current) Watsonville, CA

Provided technical expertise for planning and implementation of network upgrade project including re-IP of all servers, eCommerce platform rebuild project, PCI/DSS compliance project, and infrastructure review and reconfiguring according to industry standard best practices. Converted to FTE from Taos Technical Consultant in Oct 2013.

Management:

- IT Project Management for network upgrade, website rebuild and PCI projects.
- Coordinated user administration, data requirements, data gathering, and deployment schedules for Taos remote admins and other contractors in coordination with project goals.
- Provided guidance and project guidelines for IAM project, AD integration for Linux, and asset management project using System Center.
- Improved Change Management process by requiring data and process validation.

Technical Accomplishments:

- Planned and rolled out PKI standardization for Windows and Linux.
- Supervised and documented guidelines for Chef implementation.
- Implemented production roll-out of new hybrid web-site.
- Fixed Exchange and AD issues that caused failed replication and data propagation.
- Fixed Clustering issues in SQL 2008 and Exchange caused by SAN issues.

Technical Lead, At Silicon Valley Bank (May 2012 – Jan 2013) Santa Clara, CA

Lead a project to change service account passwords for over 1300 servers handling \$50B per day in financial transactions.

Management:

- IT Project Management in cooperation with PMO.
- Developed roadmap for Quest TPAM implementation.
- User training for Quest TPAM security appliance.

Technical Accomplishments:

- Implemented password changes for all high priority financial application service accounts.
- Coordinated data requirements, data gathering, and scripting.
- Created scripts for discovering undocumented service accounts to be managed by TPAM.

- Created training videos and documentation for Quest TPAM security appliance.
- Documented security issues unrelated to project and forwarded to CSO.

IT Manager, LeadClick Media (May 2010 – Oct 2011) San Francisco, CA

Responsible for over 1000 lead generation websites. Handled all aspects of site operations from design upgrades, project management, and implementation to performance tuning and monitoring.

Management:

- Directed team of three: Systems Administrator, Network Engineer, Desktop Admin
  - Wrote reviews, PIPs; created training programs and project tracking; decided hiring, promotions, and terminations.
- Coordinated all vendor relations, contracts, projects and budgeting for IT department.
- Documented and improved internal security and SOX compliance.
- Reduced budget more than 50% by retasking existing equipment and supporting corporate HQ mandate to minimize redundant services.
- Recovered \$20k insurance settlement for retired servers damaged in transit.
- Developed Key Process Index tracking system for managing targeted monitoring.

Technical Accomplishments:

- Maintained 99.99% uptime for over 1000 websites in production environment.
- Upgraded MS SQL Servers from 2005 to 2008 in High Availability environment.
- Optimized network configuration to remove single points of failure.
- Researched and implemented performance tuning on MS SQL Servers and IIS servers to handle increasing traffic for 1000+ sites.

Consultant, Various (Aug 2009 – April 2010) Bay Area, CA

Consulted for several businesses, was in charge of several high profile projects including roadmaps for future upgrades, financial system recovery/rebuilds, and office closures.

Management:

- Led branch office closure project for all IT issues reducing company IT costs by ~\$100k/yr, as well as retasking servers to further reduce expenses in current year budget.
- Documented VMware Virtualization and Clustered Exchange 2007 upgrade options.
- Researched online backup solution for Exchange, AD and file services and made vendor recommendations.

Technical Accomplishments:

- Rebuilt critical ERP system in timely manner to reduce impact on quarter end order processing.
- Upgraded Windows Active Directory infrastructure from 2000 Mixed Mode to 2008 Mixed Mode.
- Rebuilt dead Epicor server, recovering from motherboard and RAID array failures.
- Repaired faulty Project 2003 Server and migrated to Project 2007 Server.

Lead Systems Administrator, PlayFirst (Jan 2007 – July 2009) San Francisco, CA [startup]

Built corporate IT infrastructure from the ground up for a rapidly growing startup. Hired as Senior Systems Administrator; promoted within a year to Lead Systems Administrator with supervisory responsibilities.

Management:

- Supervised a junior systems administrator; including hiring, reviews, training and project tracking.
- Ordered and maintained hardware and software for all corporate IT services.

Technical Accomplishments:

- Designed and built Windows Active Directory infrastructure for 100+ users.
- Virtualized 50% of Windows server infrastructure and Linux game build environment, saving over \$50k on hardware.
- Deployed ShoreTel phone system and fax appliance for 100+ users, saving over \$100k/yr compared to hosted phone solution.
- Migrated from a hosted Exchange 2003 solution to an in-house BES/Exchange 2007 solution, saving over \$50k/yr.
- Implemented RSA SecurID multifactor authentication for mobile users.

Senior Systems Administrator, At Stanford University through Apex Systems (Oct 2006 - Jan 2007) Palo Alto, CA

Contracted to transition department through management and application restructuring.

Management:

- Documented policies and procedures for critical IT functions.
- Participated in Campus-wide Disaster Recovery/ Business Continuity Planning for 15000+ users.
- Evaluated software and ASPs for replacement of legacy applications.

Technical Accomplishments:

- Deployed Spysweeper Enterprise to 200+ nodes.
- Rebuilt Red Hat (legacy system) for Appletalk interface to field PDAs.

Security Analyst, through Robert Half Technology (Dec 2005 – Sept 2006)

Contracted to perform a security analysis and to resolve problems in AD environment for Cornerstone Research. Created security scripts for Polivec's commercial product.

At Cornerstone Research, Palo Alto, CA

- Audited network security and design and repaired issues in Win2k3 Active Directory.
- Documented policies and procedures for critical IT functions.
- Created Security Roadmap for future security guideline development.

At Polivec, Mountain View, CA

- Developed scripted tests for enterprise wide security auditing software.
- Created custom security templates to meet CIS security benchmarks.
- Reduced development time for other Windows based security tests by over 3000%.
- Scripted local system, Active Directory, Exchange and SQL auditing tests.

Project Manager/Systems Administrator, At IBM through Pomeroy (Mar 2005 – Sept 2005)  
Burlingame, CA

Manager custom Single Sign-On integration project for all WebSphere development group servers.

Management:

- Managed project goals, milestones and communications for 10+ staff impacting services and 250+ users in several US locations, India and China.
- Directed project design for migration to integrated Win2k3/Unix AD/LDAP SSO environment.

Technical Accomplishments:

- Maintained 250+ servers in two locations for mixed AD/UNIX Network environment.
- Scripted monitoring and automation solutions for enterprise.
- Created automation solutions for VMware Workstation, GSX and ESX.
- Built multiple Windows, Exchange and MS SQL servers in clustered environments to match client configurations for testing.

Network Administrator, Ansen Corporation (Sept 2004 – Mar 2005) Fremont/Scotts Valley, CA  
Integrated newly acquired companies and upgraded existing infrastructure in two locations.

Technical Accomplishments:

- Integrated acquired network and phone services into existing infrastructure cutting costs 50%.
- Implemented trouble ticket system.
- Administered Postfix and Squirrelmail on Redhat Fedora core.
- Maintained 14+ servers for mixed Linux/Novell 5.1/NT-2K Network environment.

IT Manager, Command Line Solutions (Dec 2003 – April 2004) San Francisco, CA [startup]

Designed and implemented IT solutions for clients in the architectural and engineering industries.

Management:

- Proposed and implemented improvements for client networks, CAD software upgrades and other project related IT work.

Technical Accomplishments:

- Migrated client networks from NT4 to Windows 2000/3 AD network environment.
- Created strong security. Closed up backdoor breaches from hacking and virus outbreaks.
- Installed and maintained Exchange 5.5, 2000 and other enterprise software.