

BERKELEY UNIFIED

Interim Technology Supervisor/Network Engineer

March 2005 – June 2005

- Created efficient Help Desk Support protocols for District Administrative staff;
- Collaborated with staff and administrators to design short and long term goals for making the Technology Department accountable for the Berkeley Unified WAN.

42, Inc.

Partner/Supervisor/Senior Technical Consultant/Client Manager

February 2000 – December 2004

- Senior member of management team hired to coordinate and install a \$3.5 million customized publicly accessible case management database for 100+ employee law firm;
- Hired, trained, motivated, evaluated and supervised a staff of 6 techs and 3 support staff;
- Effectively coordinated and/or directly managed over 50 separate client sites including working directly with the Berkeley Unified School District for BSEP (1999-2000) on system maintenance; Transportation (1999-2004) on direct hardware and software support including the Versa Trans routing and scheduling software, diagnostic applications, as well as implementing and maintaining a client-server network; Berkeley High School (2000) on SASI upgrades, as well as indirectly managing the Food Services POS system rollout (2000-2001);
- Directed the maintenance and system-wide upgrade of 42, Inc.'s ISP Business Services infrastructure, including the installation and maintenance of various email systems on various platforms including SuSE Linux, FreeBSD, Mac OS X and all Windows OS;
- Designed, implemented and maintained Disaster Recovery Plans for medium-node and large-node networks.

Senior Technician/Project Manager

October 1998 – February 2000

- Managed clients in purchasing and optimizing high speed Internet connections, including analysis and implementation of a 13-site mixed Point-to-Point/Frame Relay T1 WAN;
- Managed and implemented e-mail client/server conversions;
- Designed and maintained small-scale websites.

Network Technician/Consultant

June 1997 – October 1998

- Researched, recommended and purchased LAN and WAN technology for small to medium-node networks;
- Installed and configured RAID and large capacity DLT tape autoloader systems on Windows and Novell networks;
- Designed, installed and troubleshot physical layer infrastructure for computer and phone systems, including Centrex and Nortel systems;
- Performed network migrations (Novell to Windows NT), as well as designed various network application systems such as virus protection and contact management systems.

Desktop Support

APRIL 1995 – JUNE 1997

- Built, installed and configured new PC workstations and server hardware;
- Collaborated on design of Novell Netware & AppleTalk networks;
- Designed and implemented system-wide backups and recovery.