

# Roman Mitz

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## Summary:

Leader in IT management with over 13 years of experience in enterprise level, demanding organizations in the United States and the Middle East. Broad knowledge in several key areas of IT Infrastructure and support from the ground up, including operating systems, networking, and identity management. Experienced in supervising professional staff responsible for UNIX and Windows services and managing projects under tight deadlines. Ability to adapt quickly to change while maintaining focus on organizational goals and priorities. Has contributed to various open source projects and is the treasurer for OpenAFS (Member of steering committee).

## Education:

**Carnegie Mellon University** Bachelors of Science in Computer Science, Minor in Linguistics.  
Graduated 2001.

## Experience:

**Carnegie Mellon University** **Computing Services**  
*3/2009 – Present* *Systems Development Manager*

Manages daily operations for a group of 7 sysadmin/programmers plus occasional student consultants. Skill levels of people managed range from mid-level to senior. Handles all management tasks for the group including but not limited to project management, personnel management, budgeting and interaction with all other levels of management in the department.

Maintains involvement in projects and operations at the technical advisory and hands-on levels and stays informed on industry trends and new technologies. Assures fast response to security issues.

Major successes include increasing operational maturity (including frameworks for change and local governance), optimizing usage of staff skill sets and assuring goals were met on various development efforts.

*7/2007 – 3/2009* *Senior Research Systems Programmer*

Researched and developed new projects for a fast paced, demanding university especially in the areas of identity management and security.

Worked closely with upper management on technical and infrastructure projects. Advised team members and provided hands-on development and support for complex technical projects.

One major success involved managing the implementation of strong password enforcement under a tight deadline by implementing the Sun Identity Manager system. Roles included oversight over the project team, implementing the underlying infrastructure, and developing code for the project.

**Carnegie Mellon University** **Doha, Qatar Campus**  
*4/2007 - 7/2007* *Qatar Campus Interim IT Director*

Directed the IT team for the Carnegie Mellon Qatar campus during a transition period. Worked with CIO to evaluate business needs to determine future technical development and helped with overall strategic planning. Supervised 10 employees, including developers, systems administrators, network specialists and other supervisors. Managed over \$2,000,000 in purchases on an end-to-end basis.

Significant projects include heading the move of all IT facilities to a new building and participating in staff performance reviews.

*7/2004 - 4/2007* *Team Lead for Infrastructure*

Led team of 5 responsible for deployment, design and support of key IT services. Provided leadership for the infrastructure team, and set team priorities. Significant projects include:

- Evaluating, Installing, testing, and maintaining Unix and Windows infrastructure and networking services.
- Financials security audit.
- Coordinating network projects with external organizations.
- Facilitating the creation of an emergency operations center, including satellite data service, emergency backup systems, and secure password storage.

**Carnegie Mellon University** **Electrical & Computer Engineering**  
*9/2003 to 7/2004* *Senior Systems Administrator*

Responsible for providing senior technical support to ECE faculty, students and staff, particularly UNIX (SuSE Linux, Solaris, AIX, Digital UNIX, FreeBSD) users. Assisted in network design and maintenance. Frequently functioned as supervisor of help desk personnel, assisting users with complex and unique problems and issues. Involved in all aspects of departmental computing infrastructure administration, including Cyrus (IMAP Mail server), Kerberos, and AFS.

**Carnegie Mellon University** **Center for the Neural Basis of Cognition**  
*8/1998 to 9/2003* *Director of Computing Resources*

Administered software and hardware for all department owned computer systems, including a very broad range of operating systems. Set usage guidelines, new hardware specifications, and solved general user problems, including programming tasks. Managed over \$200,000 in purchases. Supervised junior systems administrator. Created C++ serial protocol driver for the Tracking the Human Brain project.

Major projects included developing a multi-level backup system and constructing an economical cluster of Intel based computers for computational tasks.

**The Hill School Department of Information Services**  
*Summer 1996, 1997 Assistant Director of Technology*

Provided technical support on various software and hardware, facilitated new technology/service purchases, and taught computer science at the summer program. Assisted in setting up and maintaining a USENET feed, as well as the school's first T1 Internet connection.

**Skills:**

*Computer Languages:* C, Perl, Java, UNIX shell scripting languages

*Certifications:* ITIL v3 Foundations (2008), Effective Facilitation (2010)

*General:* Balancing technical needs and business requirements, efficient operational support, personnel management, effective meeting facilitation, design and architecture of complex systems