

Summary:

Proactive leader in IT management with nearly 10 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. Significant experience supervising professional staff responsible for UNIX and Windows services. Ability to adapt quickly to change while maintaining focus on organizational goals and priorities.

Education:

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

Experience:

Carnegie Mellon University **Computing Services**
7/2007 - present *Senior Research Systems Programmer*

Researches and develops new projects for a fast paced, demanding university, with a high priority on providing top class IT support.

Works closely with upper management on technical and infrastructure projects. Advises team members and provides hands-on development and support for complex technical projects.

Current project areas include identity management, logging, monitoring, and security.

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

- 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
8/1998 to 9/2003

Center for the Neural Basis of Cognition
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.

Projects included:

- Developing a multi-level backup system.
- Developing a backwards-compatible new user environment in moving from HP-UX to Red Hat Linux.
- Constructing an economical cluster of Intel based computers for computational tasks.

Skills:

Computer Languages: C, Perl, UNIX shell scripting languages, HTML, JavaScript, x86 Assembly Language, SQL.

Software: Kerberos, AFS, Cyrus, UW IMAP.

Operating Systems: Mac OS X, Linux (Debian, Red Hat, SuSE), Solaris, HP-UX, AIX, Windows XP and Vista.

Networking: SAN, Cisco IOS, BGP, TCP/IP, BIND

General: Disaster Recovery, Initial Deployment of Infrastructure, Balancing technical needs and business requirements, Efficient operational support, Effective meeting facilitation, Design and architecture of complex systems.