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TECHNICAL SUMMARY

Highly skilled using the following:

Hardware: Apple, IBM, Compaq, Dell computers; IBM, Compaq, Dell, Network Appliance servers; Apple, IBM, Toshiba and Dell notebooks; Lexmark, HP and Epson printers; EFI RIPs and Canon color copiers; Familiar with configuration of Cisco, Ascend and Flowpoint routers, switches and related equipment; Apple, Linksys D-Link and Netgear wireless access points; Netscreen and SonicWall firewalls; HP and Lexmark print servers; DAT, 8mm and DLT tape drives and autoloaders.

Operating Systems: Windows NT/2000/2003/20098 and XP (including Active Directory setup and configuration), Mac OS (all versions including OSX and OSX Server) Netware 3.x and 4.x, Solaris, Linux, BSD, and OS/2.

Software: Internet server applications, including most common web servers; email servers, including Microsoft Exchange 2000/2003/20089, Mac OSX Server; EMC Retrospect, Veritas Backup Exec and ArcServe backup software; KeyServer software metering; Microsoft Office; FileMaker Pro, ACT, Symantec AntiVirus, Norton Ghost, SpamAssassin.

Telephone systems: InterTel, Panasonic and Avaya/Lucent.

Very strong project management, written and verbal communications skills.

WORK EXPERIENCE

Computer Consultant - MGF Consulting, Boston, MA/San Francisco, CA. August, 1990-present.

Run small business providing computer consulting services to corporations and individuals. Part time from 1990-2005 and full time since 2005. Set up and maintain Windows and Macintosh based servers and networks. Provide network engineering services, end user training and other hardware and software related services. Current clients include Family Service Agency of San Mateo County (non profit multi-service agency), BlokWorx (managed service provider), The San Francisco Shakespeare Festival and West Valley Gymnastics School, H&H Imaging (printing company), Primark Benefits (benefits administration), as well as several law firms and small non-profit organizations.

Past clients have included OnTime Consulting (outsourced IT), Piedmont Choirs (children's arts program) BrainBang (marketing communications), C.David Robinson Architects, Jennifer Altman Foundation, CORE Studio (video production house), Small Press Distribution (book distributors), Friends of

Photography (museum), United States Trust Company (private banking), South End Press (book publishers), Nissman, Abromson & Co. (fine art dealers) and the National Center for Fair & Open Testing (educational research).

IT Manager-Alzheimer's Association of N. California/N. Nevada, August, 2003-April, 2005.

Responsible for 80 users in 9 locations across northern California and northern Nevada. Perform all network engineering and administration tasks on Windows based network, including Microsoft Exchange email and Active Directory. Responsible for desktop support, vendor management, telephone system maintenance, network security and WAN to National office, via Citrix. Configured and managed Netscreen Firewall/VPN device. Hired and managed outside contractors to supplement IT staff and provide better coverage for remote offices.

Managed large-scale project to install new InterTel telephone which now connects all 9 offices, and provides a high-speed data WAN connection. Set scope of project, evaluated bids and managed winning vendor's contract. Set up and installed distributed servers in each office and instituted organization wide tape backups. Standardized security, anti-virus and anti-spam software and policies. Set up WinFaxPro network fax server. Developed standardized images for desktop computers.

IT Manager-MailFrontier, Inc., Palo Alto, CA, October 2002-June, 2003.

Sole IT person serving 30 staff members of an anti-spam software company. Managed all setup and maintenance of desktop and notebook computers and servers, provided desktop support for end users. Set up and maintained Exchange 2000 server, and provided preconfigured servers for QA lab. Reconfigured company's Active Directory domains to separate engineering and QA from production. Set up network of Solaris (8 & 9) machines for development and testing of server application, including integration with Windows network. Managed wireless network, including connection of two buildings via wireless. Configured SonicWall firewall and VPN connection and Panasonic telephone system.

IT Manager-IDEO Product Development, San Francisco/Palo Alto, CA, January 2001-July 2002.

Responsible for all hardware and software support for 40 person San Francisco studio of internationally known design firm. Installation and management of servers, including Network Appliance Filer and Microsoft Exchange 2000 servers, as well as desktop support (primarily Macintosh). Acted as senior-level point person for Macintosh troubleshooting company-wide, including network connection problems and software compatibility. Set up and maintained all user workstations, including developing standard software installation images.

Was a senior member of a team that set policy for hardware and software, and for IDEO worldwide. This team also developed Windows 2000 and Exchange rollout and training plans for the entire company. Developed and maintained vendor relationships with outside suppliers. As a member of senior

IT staff, helped to develop and. Wrote training materials for Outlook 2001 for Macintosh and conducted training. Developed rollout plan for Mac OS X.

Managed Avaya/Lucent Definity telephone system.

IS Lead—Critical Path, Inc., San Francisco, September, 1999-July 2000.

Following acquisition of Amplitude Software by Critical Path, Inc. was responsible for maintaining all computer and network services at the former Amplitude offices, including workstation setup, FTP, Windows NT file, print and network servers and transition to CP email system. Maintained mentor relationship with former Amplitude employees now under direct supervision of CP IT Manager.

Working with Operations department, coordinated disconnection of old Internet service, and connection to CP's corporate network, including IP subnet changes and new security procedures. Responsible for maintenance of frame relay connection to remote office, and Internet access. Maintenance of InterTel telephone system, including voice mail services.

IS Manager—Amplitude Software Corp., San Francisco, May, 1998-September, 1999.

Responsible for all computer and telephony operations of startup software company with two large and six small offices across US (40 people at start, 100 at end). Windows and Macintosh workstation setup, web, FTP and mail servers, Windows NT file, print and network servers.

Was responsible for ramp-up to large number of Solaris servers, including large-scale E250 and E450 models and setting and enforcement of company-wide standards, including installation of Sun's NIS +. Directed all network infrastructure upgrades and services, including routers, frame relay setup, and Internet access. Responsible for installation and maintenance of Inter-Tel telephone system, including voice mail services.

Managed staff of two, including all interviewing, hiring and training decisions. Responsible for management of outside vendor relationships, including those with hardware and software suppliers and other contractors.

Network Administrator/Engineer - Pragmatica, Inc., San Mateo, CA. February, 1997-April, 1998.

Network Engineering Consultant - Fair, Isaac, Inc., San Rafael, CA. January 1997-February 1997.

LAN Administrator - Levi Strauss & Co., San Francisco, CA. August, 1995-January 1997.

LAN Administrator/Help Desk Assistant - Department of Public Health Supplemental Food Program for Women Infants and Children (WIC), Boston, MA. August 1992 -August 1995.

Office Manager, Massachusetts Legal Assistance Corporation, Boston, MA, July, 1990-August, 1991.

Office Manager, National Center for Fair and Open Testing, Cambridge, MA, September, 1987-July, 1990

Receptionist, Chios Maritime, London, England, January, 1987-June, 1987.

EDUCATION

University of Illinois at Urbana-Champaign, Bachelor of Arts in History, 1986.