

Objective – An IT position commensurate with my education and experience.

Highlights

- Over fifteen years of experience supporting IT services.
- Strong working knowledge of services, hardware, and software systems.

Professional Experience

1999-Present – HONEYWELL INTERNATIONAL, Tempe, AZ

Enterprise Architect, 2002-present

- Administered and designed high performance compute clusters and their operation.
- Released *server, database, application, network*, and *web* monitoring tools.
- Analyzed and resolved application, DB, and server problems.
- Improved availability through monitoring and proactive capacity planning.
- Trained users how to use tools and performance analysis methodology.
- Evaluated security and ensured compliance.
- Managed various IT projects for which I received high customer satisfaction ratings and many peer awards.

Capacity and Performance Analyst, 2000-2002

- Developed capacity management processes to optimize utilization of server resources.
- Resolved application performance problems.

Web Systems Administrator, 1999-2000

- Resolved incidents escalated to the Web Hosting team.
- Released web applications and web server software.
- Proposed new web services charge-back model based on direct costs of service.

1997-1999 – INTERNETNOW!, (Acquired by RMI.NET in 1999), Tempe, AZ

Lead Network Administrator, 1999

- Managed network changes and releases in addition to previous responsibilities.

Server & Network Systems Administrator, 1997-1999

- Maintained CMDB (diagrams and data) consisting of CIs such as UNIX / Windows servers, and Cisco network systems.
- Resolved incidents escalated to the Server & Network Engineering team.
- Diagnosed problems, implemented workarounds, and released changes to prevent incident re-occurrence.
- Developed and released monitoring tools (C, shell, Perl) to analyze trends.
- Secured information by controlling access, encryption, access-lists, and backups.
- Monitored server and network capacity to avoid incidents and ensure SLAs were met.
- Monitored and reported on systems availability.
- Improved availability of services through use of redundant components such as RAID, multiple E-mail / DNS / Web / Radius servers, and BGP networking.
- Released software & hardware changes.

Service Desk Technician, 1997

- Recorded, diagnosed, resolved, and tracked incidents and service requests.

1995-1997 – BANAT ECONOMIC DEVELOPMENT AGENCY, Timisoara, Romania
IT Professional, Graphic Designer, and Projects Assistant 1995-1997

Certifications

ITIL Fundamentals Certification, 2007, EXIN
Design for Six Sigma (*DFSS*) certification, 2004, Honeywell
Six Sigma Green belt certification, 2001, Honeywell
Cisco Certified Network Associate (*CCNA*) certification, 2000, Cisco

Education & Training

Personal Efficiency, 2007, Honeywell, Phoenix, Arizona
5 sigma project management, 2002, Honeywell, Phoenix, Arizona
Training on various business subjects, 1999-2007, Honeywell, Phoenix, Arizona
UNIX training, Oxford University, 1996, Oxford, UK
Mechanical engineering-*Robotics*, Polytechnic University, 1996-1997, Timisoara, Romania
Computer science lab apprentice 1989-1997, West University, Timisoara, Romania

Volunteer Work

Mentorand robotics club instructor. Frank School, Guadalupe, Arizona, 2004-2007

Technical skills summary

Operating Systems: AIX, Linux, FreeBSD, Solaris, Windows
J2EE: WebSphere, Tomcat
Web: IIS, Apache, iPlanet
Windows apps: .NET, ASP
DBs: Oracle, MS SQL Server, MySQL, OLAP and OLTP data architectures
Monitoring: Symantec I3 (Insight, Indepth), Symantec Command Central, Mercury BAC (SiteScope, Topaz), Tivoli
Programming: Shell, bash, ksh, c, c++, Java
Networking: Cisco switches, routers, software and hardware sniffers
Office apps: Excel, Word, PowerPoint, Access
Services: DNS, DHCP, NTP (time servers)
Methodologies: Capacity planning, Performance tuning based on end user response time.
Design: Visio, UML, acrylics, pencils, napkin drawings
Security: Firewalls, anti-virus, anti-spyware, cryptography