

## Strengths:

- Enterprise architecture
- Novell infrastructure architecture
- Microsoft infrastructure architecture
- Project management
- Team lead and mentorship
- Management of client relationships and expectations
- Self motivated and results driven
- Strong communication and interpersonal skills
- Team player and customer focused
- Business objectives and requirements definition
- Analysis and design
- Project definition and scoping
- Problem determination and resolution

## Skills:

- ✓ Solution architecture
- ✓ Novell and Microsoft infrastructure definition, design and implementation
- ✓ Project coordination and management
- ✓ Troubleshooting and Problem analysis and remediation
- ✓ Broad based Product knowledge
- ✓ Enterprise directory integration, management and migration solutions
- ✓ Programming and Scripting expertise

## Spoken Languages

- ✓ English

## Contact Information:

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I have 25+ years experience in the information technology industry, specifically in relation to design and delivery of niche technologies and enterprise computing solutions. I have 15+ years experience as a Consulting Systems Engineer, in both Infrastructure Projects and Operational Support.

My experience includes project management, solution architecture, pre-sales consulting, project delivery, network and computing system design, knowledge transfer, account management, and end user support and services.

My specialties include both Novell and Microsoft technologies. Most recently I have been engaged at numerous clients designing and implementing cross-platform solutions, such as migrating from Novell to Microsoft.

As a Systems Consultant with Metafore, in the last 8 years I have been engaged at companies like Devon Energy, Trans Canada Pipeline, Husky Energy, Calgary Cooperative Association, Alberta Securities Commission, Keyera Energy Trust, Agrium Inc., Trotter and Morton, Petrovera Resources, and others.

The excellent verbal and written communication skills gained throughout my career allows me to gather and understand customer requirements and articulate complex business and technical solutions.

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## Education:

Saskatchewan Technical Institute (STI), Electronics Technologist Diploma, 1970

## Technical:

### Microsoft

- Active Directory Design and Maintenance
- Windows Server OS - 2000 & 2003
- Windows Workstation OS - All versions (95 to Vista)
- SMS 2003 (Certified), Installing and Managing Exchange 2007

### Novell

- NetWare 4.x,5.x,6.x , OES NetWare and Linux
- Novell ZENworks 3.x,4.x,6.x,7.x
- Novell GroupWise 5.x, 6.x,7.x
- Novell eDirectory on Linux (Identity Management)
- Suse Linux Enterprise Desktop/Server (SLED/SLES)

### Misc

- VMware, Citrix, Quest

## Certifications:

- Novell Master MCNE
- Microsoft MCP, SMS 2003
- IT Project+ Certified, A+ Certified
- Citrix CCA

## Work Experience:

- Metafore Corp (2000 – present)
- MicroAge (1990 - 1999)
- Encore Office Automation (1983 - 1990)
- AES Data (1980 - 1983)
- Xerox Corp (1977 - 1980)

2000 – Present

## **Metafore Corp**

Senior Systems Engineer / Solution Architect

### **Activities:**

- Define enterprise architectures for customers including business, functional and technical architecture views;
- Architect and implement enterprise Novell focused infrastructures based on NDS (eDir), ZENworks, and other Novell technologies.
- Microsoft focused infrastructures based on Windows and Active Directory;
- Project management, definition and scoping;
- Team lead and mentorship of delivery personnel;
- Customer relationship management;
- Knowledge transfer of architected solutions,
- Operational Transition Support
- Operational Procedure design and support,
- Novell Product Specialist and practice lead.

### **Accomplishments:**

- Migrated a Novell NetWare with ZENworks company of 4000 users from NetWare to Microsoft File and Print. Migrated Novell ZENworks to a Pure Microsoft environment. Also scripted the migration of the Novell File system rights to Microsoft ACL's on NetAPP storage.
- Engaged directly by Microsoft to design and implement the migration of the File and Print services for a large Public Utility of 5500 employees from Novell NetWare to Microsoft Servers. Wrote custom scripts to remediate migrating Persistent Drives, Imbedded UNC Links, Printer Migration and removal of the Novell Client. Novell which was retired at this client.
- Successfully migrated numerous small client's from Novell to Microsoft. This involved NDS to AD, GroupWise to Exchange, and File And print to AD. Used custom scripts to migrate Novell GroupWise Frequent Contacts, Distribution Lists, and Resource Accounts, which were used at multiple engagements.
- Engaged by Metafore Managed Services to remediate and transition clients to a Managed Services support model. This involved identifying deficiencies, proposing a remediation plan, and managing the project of upgrading systems to a supportable industry standard. Engagements were typically from 1 to 12 months.
- Installed Novell eDir in a pure Linux environment at a dot.com company. This included customizing eDir schema and attributes for this client and writing a custom LDAP web application for Identity provisioning and management.
- Have written numerous scripts for Migration tasks, such as:
  - Seamlessly migrate all Novell NPDS printers to Microsoft printers for 5000 users with a zero touch script.
  - Migrate GroupWise Address Books, Distribution Lists, and Resource Accounts.
  - Migrate File System Rights to Microsoft ACL's for smaller migrations.
  - Migrate Novell Group Owner to Microsoft ManagedBy attribute.

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1990 - 2000

## **MicroAge Canada**

Systems Engineer

### **Activities:**

- Information System management and project management for various named accounts;
  - Operational Support for various clients,
  - Technical Support and Service Delivery,
  - Responsible for the Hardware and Technical support of all networking products,
  - Support the Technical Support department in hardware support and after-hours pager,
  - Participated in growing the Systems Engineering group from an extension
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of the TS Hardware support group into a mature Project Consulting Systems Engineering Group.

***Accomplishments:***

- Was one of the first certified Compaq ASE's in Calgary (1990), and also one of the first certified as a Novell CNE (1989) and Master MCNE.
- Grew the Compaq business to the point that we were one of the top partners in Canada.
- Responsible for developing Best Practices for Novell and Compaq server installations and support.
- Participated in a large implementation of Novell ZENworks in conjunction with a workstation upgrade from Windows 95 to Windows 2000. Designed and implemented ZENWorks Desktop Management for a locked-down desktop and deployment to 6000 users in over 30 locations.
- Provided Operational Support for the ZENworks product life cycle from ZENworks 3.2 to 6.5 on a long term engagement (18 months).
- Performed Installations too numerous to mention of Novell NetWare, Microsoft Servers, GroupWise, Bordermanager, and many other products.

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1983 - 1990

**Encore Office Automation**

Team Lead, Technical Services

***Activities:***

- Initiated and Managed the company service department
- Provided all technical services including equipment staging, installation and support
- Internal IS support and administration,
- Designed and facilitated Customer Oriented Technical Training sessions

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1980 - 1983

**AES Data**

Western Regional Communications Specialist

***Activities:***

- Pre-sales consultant for all Communications and Terminal Emulation products.
- Technical Support and Post-Sales Implementation.
- Managed project timelines and sales activity across 4 western provinces
- Identified market opportunities for an IBM SNA 3270 Terminal Emulation and maintain a dialup demo facility which was used across Canada
- End user training, consulting and technical support for all communications based software applications.

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1977 - 1980

**Xerox Corp**

Field Service Technician - Small Copier Division

***Activities:***

- Responsible for a territory of small to medium sized copiers
- Developed new methods to perform preventative maintenance which improved efficiency and effectiveness of specific components.
- Enrolled in Management Orientation training. One of 5 out of 45 technicians marked as potential management candidates.
- Received award for technical excellence in the submission of a solution for a design flaw in a new model copier.

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*Other Interests*

- Significant experience with a wide range of products, including Citrix, VMware, Symantec, and Quest
  - PHP/MySQL/LDAP web page development
  - Experience with Java, C and C++
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