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#### **SUMMARY OF QUALIFICATIONS:**

- Very strong management ability, including repeated success at repairing poorly-functioning departments and building new ones
- Very strong verbal and written communications skills, including the ability to communicate complicated issues to both technical and non-technical audiences
- Proven ability to teach myself new technologies, going from zero to subject-matter expert without mentoring or outside instruction

#### **EXPERIENCE:**

##### **2005 – Present: Director of Information Technology, Dakim, Inc.**

Dakim ([www.dakim.com](http://www.dakim.com)) produces software used to provide brain-fitness exercises to seniors worried about developing Alzheimer's Disease and those suffering from the early stages of Alzheimer's. This software is delivered currently using custom Linux-based touch screen computers. I am project manager of the effort to produce a software-only version of Dakim's brain-fitness software, installable on Windows or OS X computers.

I was the second hire for Dakim, and built the IT department from the ground up. I supervised a team of 13, including five developers, five QA Engineers, two first-level Technical Support Engineers, and an internal Desktop Support person. My team has had very low turnover and high morale from the beginning, and I've been able to maintain high hiring standards as the team grew.

I selected, championed, and implemented many process improvements at Dakim, including setting up a bug-tracking system, version control, and a wiki for internal documentation. I created standards and procedures for external support, internal support, crisis management, and QA Lab management that have reduced operational costs and complexity, increased flexibility, and promoted efficient communication and problem solving.

I've taught internal classes in Linux system administration and beginning Python programming, and have presented to trade and user groups on BASH command-line use. I wrote (in Python) a scheduling tool linked with our FogBugz case-tracking system (via the FogBugz REST API) that was used to schedule all development and QA efforts in the company.

I wrote a simple, efficient, and fast software- and content-update mechanism for Dakim's upcoming software product; it's written in Python and runs reliably on Windows, OS X, and Linux computers, downloading six GB of content in 57,000 audio, movie, and graphic files at close to wire-speed, and upgrading or downgrading software versions in a cryptographically-secure manner.

I am responsible for all system administration tasks across a network of more than 500 Dakim Linux devices and several dozen Linux, Windows, and OS X servers. I created a stripped-down version of Ubuntu Linux and designed and implemented a software- and content-update mechanism based on rsync and Debian's apt package management system. The system provides seamless unattended updates of devices in almost 40 states and three countries. All units need to operate on (sometimes poorly-configured) client networks while requiring minimal or no client configuration changes.

Hardware for the Dakim devices is also my responsibility, including selecting manufacturers, evaluating hardware platforms, and diagnosing design issues (air flow and temperature issues, stability, etc.)

Working directly with the General Counsel, I evaluate technical and business portions of contracts with clients and vendors, and write drafts of technically relevant sections of Dakim contracts.

**2003 – 2005: Vice President for Information Technology, The Icon**

The Icon ([www.iconla.com](http://www.iconla.com)) is a high-end photo lab and retouching house, with clients including Cosmo, Travel & Leisure, Playboy, LA Times Magazine, and a majority of the high-end photographers working out of Los Angeles.

I was hired to rebuild a non-functioning IT department at The Icon, replacing most of the existing staff and replacing or repairing broken or missing vital infrastructure. I implemented a full backup solution for the multiple terabytes of data The Icon processed monthly, implemented training procedures for retouching and production staff, added file servers, and streamlined retouching and production workflows. I closed gaping security holes in FTP and web servers and rewrote procedures to eliminate shared passwords, physically accessible servers, and other major security issues. I increased on-site RAID-protected storage from 3 to 15 terabytes, and implemented on-site data protection and safety changes, including adding fire detection and suppression equipment to the server room, and managing a project to increase air conditioning capacity and repair incorrectly installed air conditioning systems in the server room.

During this time I also replaced the existing DSL Internet connection with redundant T1 and microwave wireless connections, with failover and load balancing provided by a Radware Linkproof, and collaborated with The Icon's subsidiary, The Bridge ([www.thebridgeco.com](http://www.thebridgeco.com)) to streamline workflow and eliminate problems in their mobile van-based digital capture service.

**2000 – 2003: Digital Media Technology Consultant, JPR Engineering**

JPR Engineering specialized in providing Macintosh, Windows, and Linux/Unix consulting to demanding clients in digital media, including animation, catalog production, photography, pre-press, publishing, and video production and editing.

I installed and maintained high-end Macintosh graphics workstations and networks, and optimized systems for digital video and photo-retouching operations. (At one time JPR sold the fastest "souped up" Macintosh systems available anywhere, with RAID 0 boot drives, separate 10k RPM drives for Photoshop swap storage, and other optimizations for clients trying to push the envelope in digital media production.) I diagnosed and repaired every variety of hardware and software failure on Macintosh and PC desktop machines and servers, and wrote documentation and promotional materials.

I created and implemented benchmark tests to evaluate new hardware and new optimization techniques.

In addition to setting up VPNs, firewalls, and routers, I performed network maintenance and troubleshooting. I trained clients and JPR employees in Internet usage, general office applications (Excel, Word, PowerPoint), basic and advanced Windows and Macintosh skills, and diagnosis and repair of software and hardware issues.

**1998 – 2000: Director of Technology, CorpWorks, Inc.**

CorpWorks was a custom printing company, specializing in litigation copying, short-run print jobs, variable data (mail merge) printing, oversize printing and lamination, and data normalization.

I created a technical training curriculum used throughout the company. I designed and maintained a 20-station network, including Windows 98, Macintosh, Unix, and Windows NT systems. I oversaw the implementation of new technologies, including variable data printing, oversize poster printing, and four-color digital direct-to-plate systems. At CorpWorks I managed all aspects of technology growth, from creating specification documents to purchasing, installing, writing documentation and creating training programs. In addition, I managed day-to-day computer operations, making sure jobs were done correctly and on-deadline for clients such as Virgin Megastore, CB Richard Ellis, Universal Music and Coca Cola Bottling Co.

**SKILLS:**

- Strong understanding of business and how business reality affects technology decisions
- Strong ability to train and mentor in all listed skills
- Very strong in BASH and Python programming
- Strong ability to write and understand regular expressions
- Strong ability in Linux and Unix system administration (Ubuntu, Debian, Red Hat)
- Apple OS X system administration
- Windows 2008 Server and previous versions
- Subversion, Mercurial and Git version-control software
- Networking protocols and servers, including TCP/IP, UDP, DNS (Bind9), DHCP (ISC DHCP3), and NAT, as well as SSH (OpenSSH)
- Routers and firewalls such as Juniper Netscreen, Sonicwall
- SAN and NAS storage devices using RAID, fibrechannel, or gigabit Ethernet, including XioTech Magnitude and Eonstore
- Server co-location issues, including pricing, heat, and power issues
- Good understanding of HIPAA- and GPL-related legal issues
- Above all, a strong desire to learn and master new technologies and challenges

**EDUCATION:**

1992-1993: Los Angeles Pierce College, Woodland Hills, Calif. Journalism major. 3.87 GPA.

1990-1991: California State University, Northridge, Calif. Computer Science major.

**PERSONAL INTERESTS:**

International travel (I have traveled extensively in most of Western Europe, Mexico, and Guatemala), foreign languages (I speak some Danish and relatively fluent Spanish and am studying French), hiking and backpacking, martial arts, community theater (I was Managing Director and stage-managed many productions for Zoo District, a Los Angeles-based non-profit theater company.), and photography.