

Lee Robertson
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Systems Administrator • Information Storage Manager • Disaster Recovery Consultant

Practical, hands-on systems administrator, expert in open system environments, UNIX implementation, information storage management, and disaster recovery. Acknowledged for capacity to execute plans rapidly, and logically affect solutions focused on long-term system sustainability, stability, and growth. Extensive change control background has prompted capacity to translate technical jargon into layman's terms and align management directives to the realities of technology. Tenacious and intuitive problem-solver, "fire-fighter," and team leader averting issues prior to impact on customers or operations. Effective working solo or as an active team participant/leader.

Key Credentials

- SAN/NAS/CAS Global Technical Support
- UNIX Implementations
- Change Management
- Strategic Planning
- Disaster Recovery/Security
- Hardware Test Production
- Remote Access Fault Diagnosis
- Unix Systems Administration
- TCP/IP Networking and configuration
- Project Leadership
- Resource Forecasting
- Script Testing
- Remote Network Management
- Information Storage Management
- Team Supervision/Training
- IT Proposal Development
- Productivity Improvements
- Data Extraction
- PC and server Hardware installation and configuration

Experience Snapshot

EMC, Melbourne CLARiiON Systems Support Engineer	2003–Present
THAMES VALLEY POLICE Best Value Statistician/Data Analyst	2002–2003
POWERGEN PLC Energy Trading AIX Systems Administrator Groupware Team AIX Systems Administrator AIX Systems Administrator	1999–2002 2001–2002 2000–2001 1999–2000
PRUDENTIAL BANK / EGG PLC Solaris System Administrator / Script Writer	1998–1999
POWERGEN AIX Year 2000 Tester	1998
ANDERSEN CONSULTING IBM Disaster Recovery Consultant	1998
EQUIFAX/TRANSAX	1997–1998

Systems Administrator

BIP LTD

1997

Systems Support Analyst

WAKEBOURNE OPEN SYSTEMS

1995–1997

Technical Consultant**Operating Systems:**

CLARiiON Base Operating System (Flare), AIX, HP-UX, SCO, Solaris, Korn Shell (ksh), Netware, Windows 2000/NT/XP/ME/98,95, 3.11.

Hardware:

CLARiiON storage arrays, Brocade and McData Department Switches, Emulex and Qlogic Host Bus Adapter installation and configuration (HBAs), Fibre Channel Architecture, Network Zoning, IBM RS/6000 (including SP/2 and “Sharks”), HP9000, Compaq ProLiant Servers, Sun SPARCstation

Applications:

Lotus Notes v4.6, Tivoli Storage Manager (TSM/ADSM), BMC Patrol, HP OpenView, Compuware EcoTools, Ingres II, Oracle v7, MFG/Pro, Remedy AR System, Legato NetWorker, Cheyenne ARCserve, Novell GroupWise, Microsoft Office 2003.

Employment Narrative

EMC, Melbourne

2003–Present

CLARiiON Systems Support Engineer

Key member of the global and internal support team expanded to troubleshoot hardware/software issues posed by on-site engineers in line with SLAs. Additionally offer remote support via modem or internet, directly accessing disk arrays for faults and instigating action plans for problem resolution or escalation. Initial contact for intelligent “dial homes”—an automated reporting function prompted by hardware failures.

- Cut instances of escalated complaints by conveying confidence, strong product knowledge, and a rapid-fire approach towards faultfinding and diagnosis.
- Spearheaded strategy to share resources across the team so that all members could become “product specialists” across a broad range of issues. Newly-pooled knowledge ensured that “rookie” staff were productive quickly—boosting the entire team’s performance in achieving SLAs.

THAMES VALLEY POLICE

2002–2003

Best Value Statistician/Data Analyst

Extracted and analyzed computerized statistics as part of a total quality review of criminal justice and local policing. Analyzed data on internal policies and procedures, public awareness and reassurance, and communicated with members of the police force and external consultants.

- Triumphed over system incompatibilities considered “a Herculean task” by senior IT professionals. Utilizing the advanced functions of Excel successfully “number-crunched” 90,000+ rows of data to source correlations. Identified a unique combination of fields that would link three diverse legacy computer systems to produce meaningful data for extraction and analysis.
- Recommended system enhancements that would streamline and fast track future data reviews.
- Successfully delivered the project within tight deadlines, to specification.

POWERGEN PLC

1999–2002

Energy Trading AIX Systems Administrator

2001–2002

A high-pressure specialist role in an environment where even minimal downtime could potentially cost losses of millions for commodity market traders. Despite the critical need for 24 x 7 live systems, servers were regularly falling short in their capacity to “fail over” seamlessly to other servers, and the understaffed team lacked the technical know-how to avoid the increasingly disgruntled energy traders, database administrators, and management complaints.

- Corrected configuration issues that had eluded system technicians and attacked escalated problems considered contentious among end-users.
- Eliminated work backlogs freeing time to educate junior team members. Personally conducted training sessions that served to elevate the team’s professional expertise in coping with increasingly difficult legacy system operations, and improve the division’s reputation significantly with end-users.
- Contributed technical expertise to fast track a stalled data replication project using PPRC. Enhanced system produced a seamless transition between sets of servers across different geographic locations.
- Utilized extensive network of influential contacts within Powergen able to authorize proposed server networking projects, and hasten the process of change control.

Groupware Team AIX Systems Administrator

2000–2001

Managed system housekeeping, shell scripting, TSM/ADSM administration, backups/restores, system monitoring, performance tuning, upgrades and problem management. Despite limited resources and greater demands for increased performance from end users, satisfied the user community through careful attention to service delivery and rapid problem resolution.

- Produced second/third line technical support solutions on a diversity of system issues from increased mail storage quota requests, through server crashes, mailbox restoration from backup, operating system upgrades, and patching of known security vulnerabilities.
- Devised diagnostic shell scripts that allowed server status to be captured for advanced analysis and resolution of regular Lotus Notes server crashes.
- Adjusted backup schedules ensuring server outages caused minimal business impact.
- Strategically reworked backup policy to maximize available resources. Accomplished individual user mailbox restorations within one hour, and complete server restorations in just three hours.
- Predicted system resources, analyzed CPU and disk usage; identified performance bottlenecks.

AIX Systems Administrator

1999–2000

Upon the diversification of the company into separate business units, was appointed to concentrate on messaging/groupware systems. A broad mix of operating platforms, the increasing demands to provide technical support for an external client base, and third line technical support on both current and legacy systems, ensured the role was both multifaceted and challenging.

- Monitored AIX servers onsite for 12-hours during Year 2000 rollover. Conducted pre-rollover maintenance, and observed world transitions allowing minor “tweaking.” Y2K rollover proceeded without issue.

PRUDENTIAL BANK / EGG PLC

1998–1999

Solaris System Administrator / Script Writer

Automated Oracle data file transfer procedures between remote servers via FTP, providing enhanced functionality and productivity. Administered Sun E4000 servers housing the main financial databases for Egg banking.

POWERGEN 1998

AIX Year 2000 Tester

As a member of the small AIX Y2K testing team, co-produced large suite of shell scripts scanning more than a dozen production servers and tens-of-thousands of user-written scripts within the AIX-based systems to identify date issues having the potential to disrupt the Year 2000 rollover. Upgraded applications, installed different AIX versions for testing on SP/2 test bed, and conducted regular system backups.

- Scrutinized RS/6000 real-time clock and produced testing procedures to review internal timing mechanisms. Produced set of recommendations to management detailing system limitations and issues with the clock with potential to impact Y2K rollover.

ANDERSEN CONSULTING 1998

IBM Disaster Recovery Consultant

Assisted UNIX, Oracle, network, and applications teams in producing documentation for operating systems, database, and application recovery protocols.

- Reviewed disaster management strategy, exposing years of file systems neglect during formal server back-ups. Investigation revealed “holes” in back-up scripts in a flawed process set to destroy all chances for complete data recovery.

EQUIFAX/TRANSAX 1997–1998

Systems Administrator

Rotated 24-hour operations juggling 12-hour shifts with another systems administrator during a period of significant change; prepared staff for system management after contract staff departed.

- Overhauled backup strategy for all AIX file systems and Oracle databases.
- Investigated SSA disk setup to analyze future business needs.
- Trained and monitored the performance of a junior systems administrator and operators.
- Documented all operator protocols for the SP/2 including tape-retiring policies, application restarts, and X.25/SNA monitoring.

BIP LTD 1997

Systems Support Analyst

Presided over systems administration, database administration and technical support. Projects included impact/risk analysis of Y2K—designing, improving and implementing interfaces between MFG/Pro, Paradox and Excel, and providing technical support for the user community on site.

WAKEBOURNE OPEN SYSTEMS 1995–1997

Technical Consultant

Consulted to external clients and administered in-house systems and internal helpdesk database—Remedy. Managed remote networks and administered Solaris systems on several BHP-operated oilrigs in the Irish Sea. Utilized OpenView and EcoTools and administered an Oracle 7 database.

Education

Bachelor of Science (Hons) Psychology

Warwick University, UK

IBM AIX Accredited Support Professional

AIX 3.2.5 Basic System Administration • AIX 3.2.5 Advanced System Administration
AIX 4.1 Accelerated Support Professional

Recent training:

EMC CLARiiON Fundamentals • CLARiiON Operating Systems Host-Attach Methodology



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