

Résumé supplement

January 2005

I have built a Linux server for my own use.

Based on equipment I have been given, purchased at low cost on eBay or elsewhere, or repurposed from other use, I have implemented a SuSE Linux 9.2 Pro server with Samba, an eight drive SCSI RAID array (eight 18gb drives using a Compaq SmartArray RAID controller) for personal use.

June 2004

Volunteerism: In order to give back to the community I live in, I find it rewarding to volunteer at SHARE of Southeastern Wisconsin in two roles.

SHARE is a non-profit organization which seeks to provide affordable staple food products at a reasonable price, while affirming the dignity and basic worth of all participants. Distribution points from Illinois to the upper peninsula of Michigan are run by volunteers and operated out of donated space in churches, nursing homes, armories, etc. Participants are asked to volunteer at least two hours of time each month at SHARE or any other organization needing help. Food recipients pay about \$15 for a traditional package of food worth approximately \$35-45 or choose from a menu. I have found my time as a volunteer at the monthly distribution to be greatly rewarding personally.

Having come to the attention of the SHARE board of directors a result of my on-going interaction with SHARE, both as a volunteer and as an IT consultant employed by Sterling Technologies Group, I was asked to participate in a six- to eight-month process redesign project, run by a committee and assisted by a process redesign consultant hired by the board. I was asked to join the team because of the unique technology resources I am able to bring to the group.

September 2003

Duties and selected projects undertaken while at Johnson Controls Corporate Headquarters, Glendale, Wisconsin, from October 15, 2001 to the present, as part of the Corporate GI team (Global Infrastructure.) Corporate GI is a group of five people and their supervisor at the Glendale site, three people at the downtown Milwaukee site, and about 100 world-wide. The Glendale Corporate Headquarters site is usually referred to as GBA (Green Bay Avenue.)

Duties:

- Place myself in the on-call list upon arrival each day and handle all trouble tickets during the day, escalating and redistributing those that should be handled by other groups or personnel. The help desk serves as first point of contact for all trouble calls, escalating to GI (i.e. to me) if network involvement is suspected. At the close of business I put the scheduled GI staff person on call and remove myself.
- Maintain own account and password on Unix host used for TACACS authorization for access to GI-Network resources. This machine is used to log in to several vendor networks because it is the only machine authorized to do so. GI-Network staff use this machine running HP-UX version 11.00 for several types of task.
- Maintain contact with data carriers such as Worldcom, Equant, and SBC, in order to initiate and track required changes and upgrades for Johnson Controls sites worldwide, and to follow up on trouble tickets.
- All move/add/change work in Corporate Data Center (a.k.a. GBA-DC) for all business units. I developed request forms for connection requests. Server admins needing connections to the corporate network were expected to supply basic location and IP information, server names and configuration data. I supplied properly configured data jacks connected to redundant switches and correct VLANS, connection information, pre-printed cable-end labels, and record-keeping.

- Switch and basic router programming and setup for closet and data center switches, routers, terminal servers, content-switches, firewalls (basic) and similar Cisco equipment. This involved port and VLAN configuration and troubleshooting on Cisco Catalyst 4000/4500, 5500, 6500 switches, Cisco MSFC (router) cards, 2500 and 2600 routers, Cisco Pix 515 and 525 firewalls, and a variety of other devices from Cisco and other vendors.
- All move/add/change work for user ports. I developed request forms and worked with Corporate helpdesk to update their procedures and reduce returned/rejected requests due to missing information.
- DNS move/add/change work. I developed request forms for server admins to use to request static addresses, aliases, and other work involving Name Services, including planning and setting up new VLANs.
- Deployment of new switches, terminal servers, etc, at GBA.
- Project Manager for GI for several large-scale user community moves at GBA that were necessary because of comprehensive remodeling.
- Liaison for GI to data center operations turnover meeting, daily. Review all Remedy tickets generated by data center operators to insure that all procedures were followed and that the procedures address the issues raised.
- Liaison to Telecom for data/telecom technical issues.
- Maintain and order stock of Category 5e jumpers in 30 different 1-foot increments and colors according to data center code standards. Maintain/order fiber jumpers for combinations of LC, SC and other connector styles, 50 micron and 62.5 micron, in multiple lengths.

Projects:

- GBA-DC raised-floor rebuild: Replacement of raised floor in the data center over time, moving server racks, mainframes, automatic tape loaders and other equipment in rows 10 through 65 in groups. My role was to coordinate providing data connections, providing new ones and recovering old ones following each move. Because of requirements for tight scheduling and after-hours work, this was a challenging project.
- GBA Building 3A move: A project involving demolition and reconstruction of offices and cubes in building 3A in five phases over six weeks; most network connections were cut and dropped into the floor at the user end and reterminated after the move. It was necessary to remove IDF patches and reinstall them because of the P3 IDF reorganization project (see below) going on at about the same time. Over the course of the project, more than 120 people were moved, more than 60% more than once (many three times) and all had operating phones and computer network connections by 8:00 am the next morning each time.
- GBA Building 3B remodel: A project involving phased demolition of walls and floors in building 3B with user-community move challenges nearly as great as the 3A move project, spanning months.
- Aviation facility move: Johnson Controls' purchase of larger aircraft and resulting need for larger facilities led to purchase of a larger aviation facility and hangar. I provided GI liaison and services for teardown and reassembly of network components, and planning and interface with cabling contractors and data carriers.
- GBA-DC Backup Network project: design, order, install and program four Cisco Catalyst 4500, 5500 and 6500 switches for a separate gigabit and 100mb tape backup network, designed to migrate backup traffic off main network components.
- Corporate/Enterprise SAN project: Coordinate fiber planning and contractor interaction for installation of approximately 2000 strands of fiber to support installation of an Enterprise SAN. Plan subsidiary equipment and network interfaces.

Statistics:

- Closed an average of 40 escalated trouble tickets per month throughout 2002, 39 per month in 2003.
- Closed 56 tickets in August of 2003, 50 in July of 2003.
- Closed a total of 860 trouble tickets between October 15, 2001 and September 2, 2003.