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EMPLOYMENT:

Founder

February 2017 to Present

NetSuiteGuru.com and ERP Professor, Inc.
Lafayette, Colorado

Position Overview: As the Owner and Founder of ERP Professor, I run a business and a website dedicated to providing affordable video-based training for the NetSuite ERP system.

- Created hours of highly edited succinct NetSuite training content, to allow subscribers to easily learn and use all aspects of NetSuite. This included writing the scripts, screen recordings, studio voice recordings, and editing everything together with Adobe Audition, Adobe Premier, and Camtasia.
- Built a custom learning management and content management system using HTML, CSS, JavaScript, PHP, MySQL, later replaced with a very customized instillation of the WordPress content management system, using the Sensei learning management system, and WooCommerce eCommerce platform.
- Managed more than a dozen different web domains running WordPress, feeding into Google Analytics, and generating traffic through SEO, Google AdWords, Facebook and LinkedIn Ads, and direct email marketing.
- Worked as a consultant for several NetSuite projects for a few different companies ranging from programming SuiteScript / JavaScript to simple field and form customization.

Specific Technologies: (*NetSuite, WordPress, WooCommerce, Sensei, Stripe, Camtasia, VMWare, Adobe Audition, Illustrator, Photoshop, Premier, HTML, CSS, PHP, JavaScript, MySQL, Windows Server 2012 R2, IIS8.5*)

Systems Operations Manager

October 2013 to September 2016

NetApp Inc. (previously SolidFire, Inc.)
Boulder, Colorado

Position Overview: As the Systems Operations Manager I was responsible for the daily operations of SolidFire's various line of business systems and software applications, though primarily NetSuite, Boomi and Salesforce. I was also in charge of planning for and implementing improved company processes and procedures, and new and improved systems. Some of the highlights in my time here include:

- Managed numerous company and individual department systems, during a period of rapid expansion. Including adding and training hundreds of employees.
- Successfully implemented NetSuite OneWorld allowing the company to maintain its growth trajectory internationally, and later worked with the accounting department to restructure all our international subsidiaries.
- Implemented and managed Dell's Boomi integration to move data between several systems including Salesforce, NetSuite, FTP, Email and EDI; this was done using dozens of processes.
- Worked closely with the finance and accounting teams on a successful implementation and roll out of the Concur expense and travel management platform for around 500 employees
- Built and maintained a companywide custom contract tracking module in NetSuite, which included contract notifications, drag and drop document attachment, and in browser document viewing.
- Created and managed dozens of NetSuite customizations, both large and small, that included almost all customizable components of the system, including fields, forms, records, workflows, SuiteScript, and integrations.
- Managed multiple NetSuite bi-annual upgrades, including planning for and testing all critical business processes, and resolving any issues that were revealed.
- Built and maintained a custom serialized inventory and component tracking system in NetSuite, including routine data updates from multiple 3PL warehouses, using different data formats and providers.

Specific Technologies: (*SuiteScript, SuiteFlow, SuiteTalk, JavaScript, REST, SOAP, XML, JSON, AJAX, EDI, Eclipse, Dell Boomi, NetSuite, Celigo, Concur, Expensify, Bill.com, Salesforce, VMWare, Windows Server 2012 R2, Google Apps, Gulp, Node.js, Gradle, Atlassian, Jira, BitBucket, SourceTree, Git, CSS, HTML, Java*)

Founder and Designer
November 2012 to May 2013

Dating Persona Inc.
Boulder, Colorado

Position Overview: As the founder and designer of Dating Persona I built a web application that allowed people who use dating websites to use crowd sourcing to determine what does and does not work on their online dating profiles. Some of the highlights of the current design and build out of the Dating Persona web application include:

- Designed the layout, content, and the look and feel of the entire web application including the design and planning overview of everything the site would contain, what it would do and in which releases that functionality would be integrated, as well as the setup and layout of the aesthetics of how the site would work such as where functionality would be located and how it would be accessed.
- Developed the entire website using standard web technologies including HTML5 for the site structure, CSS (Cascading Style Sheets) for the site layout, JavaScript for client side programmatic interactions, AJAX (Asynchronous JavaScript and XML) for real time client interaction with the server, PHP for server side scripting and page processing using object oriented programming practices, Java for server side routine scheduled tasks and processes, and MySQL for the data storage backend.
- Designed and Developed the entire application to be highly reliable and rapidly scalable using standard technology thus allowing both scaling up to higher capacity servers and scaling out using a multi-server environment using windows based technology running on Amazon Web Services and/or virtual private servers in a virtualized environment.
- Setup the backend for the web application using Windows Server 2008 technology running IIS7 (Internet Information Services version 7), PHP, JVM (Java Virtual Machine) and MySQL for both production and testing environments as well as development environments running XAMPP.

Specific Technologies: *(HTML5, CSS (Cascading Style Sheets), JavaScript, jQuery, AJAX (Asynchronis JavaScript and XML), Java, PHP, OOP (Object Oriented Programming), SQL (Structured Query language), AWS (Amazon Web Serices), VPS Land Services, Hosted Firewalls, Windows Server 2008, IIS7 (Internet Information Services version 7), ImageMagick, MySQL, GFI Backup, XAMPP, Apache, SQLYog, MySQL Workbench, Adobe CS6 (Creative Suite 6), Dreamweaver, Photoshop, Illustrator, Chrome, Firefox, Firebug, Safari, Internet Explorer)*

IT Manager
December 2008 to October 2012

ECO Products Inc.
Boulder, Colorado

Position Overview: As IT Manager I was the head of the IT Department for ECO Products and its subsidiary Ellie's ECO Home store. During my tenure with the company I held the reins of the department and managed IT growth to coincide with company growth of 275% from 28 million in revenue in 2008 to almost 80 million in revenue in 2012. In addition to managing substantial growth I was also tasked with managing several companywide strategic projects listed below:

- Led a project team that successfully implemented a new company wide ERP (Enterprise Resource Planning) system both on time and within budget constraints, while meeting company required results which subsequently led to a roughly 70% gain in efficiency based on a reduction of manual process work in the accounting, logistics, sales, warehousing, marketing, information technology and customer service departments.
- Oversaw or directly implemented several technologies to vastly improve the communication throughout the company including the implementation of technologies geared toward allowing anywhere, anytime, device agnostic access to all company information including shard drives and documents, personal documents, email and calendaring, ERP and CRM (Customer Relationship Management) systems, telephony access and application access.
- Managed the migration of the companies' entire server infrastructure from physical hardware to virtualized systems using existing equipment that received only minor cost effective upgrades which subsequently reduced the footprint of the server infrastructure by 60% yet still allowed the company to grow and more importantly set the stage for more manageable future growth.
- Implemented and/or directly supervised the implementation of multiple technologies to improve efficiencies in such a way that over a dozen manual processes were eliminated using computer to computer or system to system integration. This included items such as automatic report generation and delivery, automatic importation of tracking and billing information from our 3rd party warehouses, and automatic notification to customers of certain types of account changes.

Awards: Received the yearly ECO Products William Kent Award for Outstanding Service in 2011 due in large part to the extremely successful implementation and transition from an older Everest based ERP system to a newer NetSuite based ERP system.

Specific Technologies: *(SonicWall NSA 2400 and Pro 2040 Firewalls, Cisco IAD2400 Series Routers, HP ProCurve Series Switches, NetGear ProSafe Switches, Cisco Wireless Access Points, HP Proliant Series Servers, Dell PowerVault Tape Backup Devices, BES (Blackberry Enterprise Server), Everest Advanced Edition 4 and 5, NetSuite, Microsoft Fax Server, Windows Storage Server, SIS (Single Instance Storage), NPS (Network Policy Server), HRA (Health Registration Authority), Symantec Antivirus, AVG Antivirus, Crystal Reports Server, SQL Server 2005 & 2008, MySQL Server, VMware ESXi, VMware Workstation, ACT, Microsoft Groove, R-Studio, Asterisk PBX, SOS Online Backup, SugarSync Business, Microsoft Windows Live Mesh, Google Apps, Microsoft BPOS, Spice Works, Celigo, NetSuite, Valogix, SAP Business By Design, Fonality Hosted Solution and PBXtra, Postini, Go Daddy Web Hosting, inMotion Hosting Platforms, Cart32, ViArt, JavaScript, PHP, CSS (Cascading Style Sheets), HTML, Java, Blackberry Smart Phone Devices, iPhones, iPads, Android Smart Phones and Tablets)*

Network Engineer

January 2007 to December 2008

Ardent Financial Inc. • National Student Loan Group, LLC.
Westminster, Colorado

Position Overview: In my role of Network Engineer for Ardent Financial and National student Loan Group I performed a role more closely associated with that of a Network Manager. I directly oversaw and managed a team made up of four individuals who were dedicated to the setup, management, maintenance and other day to day workings of the IT infrastructure systems for a multimillion dollar international student loan processor with 5 distinct locations in 3 states. I performed both managerial and high level technical work including all of the following:

- Migrated company email systems to a multi-site Microsoft Exchange Server 2007 environment thus allowing for faster and more reliable company communication utilizing remote email retrieval via telephony integration, web mail access, remote device email support, and company SharePoint portal integration support, which subsequently contributed to allowing loan consultants to increase productivity during loan processing and reduce loan origination times.
- Setup Cisco firewall and border router equipment to protect corporate financial assets in such a way that upon the first penetration attempt by Hacker Safe they successfully passed as both Hacker Safe verified and VISA PCI (Payment Card Industry) compliant with no outstanding issues.
- Installed and managed Microsoft DFS (Distributed File System) to provide a low cost yet highly effective way to increase productivity between sites in a geographically diverse environment by drastically cutting network file access times through the use of well-tailored and targeted replication policies.
- Evaluated, recommended, and implemented a hosted Voice over IP based telephony system that allowed the company to immediately and quickly meet current call center needs and easily scale to meet future needs, while realizing large immediate and long term cost savings in implementation and ongoing management.

Awards: Received the Employee of the Month Award in September of 2007 due in large part to our internal and external computer and security systems being verified as PCI compliant upon their first review.

Specific Technologies: *(Cisco ASA Firewalls, Cisco Routers, Cisco Switches, Cisco Wireless Access Technologies, Exchange Server 2000, 2003 and 2007, Windows Server Systems, SQL Server 2003 Systems, Fore Front Antivirus, Terminal Services, TFS (Team Foundation Server), DPM (Data Protection Manager), MOM (Microsoft Operations Manager), WSUS (Windows Software Update Services), AD (Active Directory), IIS (Internet Information Services), DNS (Domain Name Services), WINS (Windows Internet Name Service), DHCP (Dynamic Host Configuration Protocol), DFS (Distributed File System), VPN (Virtual Private Networking), RADIUS (Remote Authentication Dial-In User Service), IPsec (Internet Protocol Security), L2TP (Layer 2 Transport Protocol), PPTP (Point to Point Tunneling Protocol), RRAS (Routing and Remote Access Server), VMware Server, Dell Server Manager, Dell PowerEdge Servers, WinInstall, Track IT Helpdesk and System Monitoring)*

Senior Engineer

January 2006 to October 2006

Solve IT, LLP.
Lakewood, Colorado

Position Overview: In my time with Solve IT I worked with dozens of small and medium businesses who contracted with Solve IT to provide part or all of their IT support. I worked with and on teams at Solve IT, as well as teams at each company which ranged in diversity from Marketing Professionals, Accountants, IT Staff, Doctors, Lawyers, Architects, and many other professions, with these teams typically being setup to solve current customer needs and problems. Some highlights during my time with Solve IT include:

- Created standard deployments for multiple customers of backup software and backup policies which resulted in better overall backup success rates and better backup protection while reducing time and money spent managing backup systems.

- Increased customer router and firewall standardization which resulted in lower maintenance costs while achieving higher reliability rates and less system downtime.
- Created and maintained standard documentation for multiple companies to allow for better and more efficient maintenance of their computer, network and information systems.
- Provided high level decision making support for client company executives relating to their information technology operations. This support often resulted in a more thorough understanding of information technology as well as a clear vision of what that technology could do for their business.
- Worked closely with many health care providers, who were Solve IT's clients, to ensure their information systems met or exceeded HIPAA compliancy requirements

Specific Technologies: *(SonicWall firewall products ranging from home and small business SOHO and TZ170 products to enterprise 2040 and 4060 products, SonicWall CDP (continuous data protection) products, SonicWall VPN appliances, SQL Server versions 7 to 2005, Windows NT Server 4 to Server 2003, Exchange Server 5.5 to 2003, Various Line of Business Applications, Windows Terminal Services, Citrix Server, ShoreTel Telephony Systems and other technologies.)*

Owner • Consultant

November 2004 to January 2006

Sam's Computer Consulting Inc.

Las Vegas, Nevada

Position Overview: As the owner, manager and only employee of Sam's Computer Consulting, I wore many hats as is typical in an entrepreneurial venture. I performed all of the normal marketing, accounting, billing, customer service, and other business roles in the one person shop. On the technical end I worked with multiple companies to provide either augmented support to their existing IT staff for projects and longer term agreements, or provided their only IT support for smaller companies who only needed several hours of IT support per month due to their size. Some of the highlights of my time running Sam's Computer Consulting include:

- Planned and managed all aspects of a technical consulting company servicing small to midsize businesses.
- Provided end user support to employees of dozens of companies who worked in a variety of software environments, including Windows, Novel, Macintosh, and Linux.
- Provided top level support to company executives to assist in decision-making and information technology planning.
- Worked with several companies that ran complex SQL databases which included feeds from other database systems and equipment with those feeds being sanitized and converted through Stored Procedures upon entry.

Specific Technologies: *(Microsoft Windows XP Home and Pro, Windows 2000 Pro, Server and Enterprise Server, Windows NT 4 Server and Workstation, IIS (Internet Information Server / Services) 2.0 to 5.1, Microsoft Exchange Server 5.0 to 2003, Microsoft SQL Server 6 to 2000, Apple Macintosh OSX, MySQL, Filemaker Pro, Various Linux Versions including Red Hat and Caldera, Novel NetWare, Various SonicWall Products, Cisco Routers and Switches, Nortel Routers and Switches, Backup Exec, ASP Programming)*

IT Administrator

June 2001 to November 2004

Suburban Graphics Inc.

Las Vegas, Nevada

Position Overview: In my role as IT Administrator for Suburban Graphics, as well as the other companies Suburban held, I was tasked with the day to day support, maintenance and management of a medium sized businesses server, desktop and network infrastructure. Some of the highlights of my time working for Suburban Graphics include:

- Setup, integrated, and maintained Microsoft Active Directory for three companies using various operating systems (including Windows 9x, NT & 2000, Macintosh OS9 & OSX, Tru64 Unix, and Red Hat Linux 7), allowing all phases of manufacturing to become streamlined.
- Implemented Microsoft WSUS (Windows Software Update Services) among multiple sites which created a better managed more secure environment with less downtime while being easier and less costly to maintain than previous methods of software patching and updating.
- Maintained and upgraded company network as needed, including the setup of two firewalls (using IP Chains on Red Hat Linux 7 and ISA Server on Windows 2000), installation and setup of a NAS (Network Attached Storage) Cluster, setup and routine maintenance of Windows 2000, 2003 and Mac OSX Servers, Setup and maintenance of WAN Links (including 2 point to point links, and multiple internet links), setup and maintenance on infrastructure equipment (including hubs, switches, routers, and associated copper and fiber cabling).

- Setup and maintained company ERP system, including the setup of the server software, ERP software, database software, and associated client software, as well as the setup of multiple WYSE terminals and shop data collection stations.
- Implemented Microsoft Exchange server 2000 for three companies, resulting in faster overall company communications.
- Extensive work with Internet Information Server to support multiple web sites for multiple companies, and hosted web sites that were designed by Suburban Graphics Artistic Staff.
- Created web based FTP portal to allow multiple customers to securely send art work and other work requirements and retrieve proposals which allowed the company to increase efficiency and customer communication.

Specific Technologies: (*Windows Terminal Services, Windows Update Services, Microsoft ISA Server, Microsoft Proxy Server, Microsoft SQL Server, Microsoft Exchange Server, Sendmail, Red Hat Linux, IP Chains, IP Tables, Mac OSX, Tru64 Unix, NAS Clustering, Compaq Server Management Technologies, Nortel Switch and Routing Equipment, and other technologies*)

Desktop Services Technician

October 1999 to June 2001

PurchasePro.com Inc.

Las Vegas, Nevada

Position Overview: In my role as a Desktop Service Technician with Purchase Pro, I was on a team consisting of four other technicians, and three helpdesk personnel, who provided all of the end user support for a large and growing dot com business, as well as some server support for internal operations servers. Some of the highlights in my time working for PurchasePro include:

- Worked on a highly skilled team to setup and distribute over 700 networked desktop computers, with various configurations using Norton Ghost.
- Introduced a successful proposal to migrate all company desktop computers to Windows 2000 from Windows 95, 98 and NT which led to better overall desktop management using the integrated tools which Windows 2000 offered, as well as a more consistent computing environment to those users who worked in multiple locations.
- Project lead on a roll out of Altiris desktop management system to 700 desktop PC's, resulting in faster end user support times, easier computer management, faster software deployment, and a lower TCO for each computer.
- Participated in a successful accelerated move of a large datacenter consisting of hundreds of servers and network devices

Specific Technologies: (*Microsoft Windows 95, 98, 2000, NT 3.5 and NT 4 Desktop Operating Systems, Microsoft Windows NT and 2000 Server, Altiris Desktop Management Platform, Norton Ghost, Microsoft Visual Studio 6, VMWare Versions 1 & 2, Compaq, HP, Gateway and Toshiba Hardware Support*)

SKILLS:

Management

- 10+ years experience managing critical business information systems, while balancing the competing needs of various departments to ensure that strategic departmental and business goals were being accomplished; much of which included business task work that is typically far outside the scope of traditional information technology
- 10+ years managing direct reports, with a progressively larger staff volume.
- 5+ years experience managing large teams consisting of direct reports, non-direct reports, outside consultants and contractors, as well as other human and material resources to accomplish large scale projects correctly, on time and within budget.
- 7+ years direct budget management experience in an environment of competitive budgeting and direct presentation to upper management and/or boards of directors.
- 10+ years experience working with, managing and implementing Software as a Service (Cloud) technologies.
- 10+ years experience working in multiple capacities to provide contingency planning and business continuity advice and documentation.
- 7+ years experience working in various capacities to meet organizational HIPAA (Health Insurance Portability and Accountability Act), PCI, banking and other industry regulations including SAS 70 Type II certification requirements.
- 10+ years experience managing progressively larger, more costly and more important business projects which have consistently been meticulously planned and executed and have had a very high overall success rate

Infrastructure Systems

- 15+ years experience working with core Microsoft Windows Server systems ranging from NT3.51 to Windows Server 2008 R2. This experience includes upgrades, maintenance and repair of multiple server systems including clustered and high availability systems.
- 10+ years of experience using virtualization technology, with over half of that time being in high availability environments.
- 10+ years working with Microsoft Exchange email systems with hundreds of users and mailboxes ranging from version 5.5 to version 2007 of the product, including multiple upgrades involving single and multiple sites and servers, management and maintenance of the product, and repair of failed and troubled installations and databases.
- 10+ years experience working with data backup and restoration technologies in critical information environments.
- 7+ years experience managing and implementing VoIP (Voice over Internet Protocol) based telephony systems including hosted systems and premise based solutions using Asterisk, ShoreTel, and Fidelity equipment.
- 5+ years experience working with various companies to setup and maintain terminal services environments as total desktop replacements, virtual desktop infrastructure and application deployment servers.
- 7+ years implementing, managing, maintaining, and repairing ERP and CRM systems including their associated front and back end server and database systems.
- 10+ years experience implementing, managing, maintaining and administering all aspects of complex multi-site geographically dispersed Active Directory deployments including the use of schema extensions for custom applications, Group Policies and policy customizations to facilitate easier resource and object management, and backup and recovery
- 10+ years experience working with Cisco and other manufacturers (including 3Com, Dell, HP, Nortel) layer 2/3 switches and routers in large heterogeneous multisite production environments.
- 10+ years experience designing, using, and administering complex enterprise security solutions which integrate multiple vectors to catch, and alert upon or remedy security threats using equipment from Cisco, Microsoft, SonicWall and other vendors.

CERTIFICATIONS & TRAINING:

- MCSE+I (Microsoft Certified Systems Engineer + Internet), MCSA (Microsoft Certified Systems Administrator - Charter Member), MCP (Microsoft Certified Professional), MCDBA (Microsoft Certified Database Administrator), MCSBS (Microsoft Certified Small Business Specialist).
- CCNA (Cisco Certified Network Associate).
- Comp TIA A+, Network +, Internet+
- ACE & ACP (Altiris Certified Engineer & Altiris Certified Professional)
- Three Day Backup Exec Boot Camp
- Everest Advanced Edition, Everest World Technical Training
- NetSuite, Suite World Technical and Programming Training
- NetSuite SuiteScript Programming Training Class, Reporting and Saved Searches Class

EDUCATION:**Bachelor of Science**

2010 to 2012

Colorado State University

Fort Collins, Colorado

Bachelor of Science in Business Management with a Specialization in Information Technology Management

- Studied a wealth of business management concepts in various classes which were tailored toward subjects such as Managerial Economics, Principles of Management, Managing Team Dynamics, Operations Management, Managing the Supply Chain and Management in the Global Economy.
- Studied various financial business concepts in classes such as Funding Sources for Small Business and Entrepreneurial Organizations, Analyzing Financial Statements and Quantitative Business Analysis.
- Studied a range of other business topics in classes including Dimensions of Ethical Leadership, The Legal Environment of Business, Business Policy and Strategy, Marketing Strategy Development.
- Studied assorted information technology related topics in the following courses. Java Programming, Intermediate and Advanced Networking, Network Enterprise Solutions, and Database Management.

Coursework

2009

University of Denver

Denver, Colorado

Coursework completed in several upper division classes which were paid for through a WIRED performance based scholarship provided by IBM which I was awarded.

- Studied the principles of management and support for mainframe and large system applications and large system application programming.

Associate of Applied Sciences

1996 to 1999

College of Southern Nevada

Las Vegas, Nevada

Associate of Applied Sciences with a Major of study in Information Systems and Telecommunications.

- AS400 computer system management and programming using the RPG400 language and OS400 operating system.
- HTML and Web Authoring course which included information relating to CGI processing.
- Telecommunications in the Information Age and Cisco Networking Academy courses.
- Various elective classes including Accounting I and II and two semesters of Spanish.

Professional References Available Upon Request