

C. Scott Church

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PROFESSIONAL SUMMARY

I am an experienced Network and Systems Engineering professional with a background in WAN Data Center Operations, Office Desktop Support and Administration. My strengths are in troubleshooting web architecture, LAN/WAN environments, Windows/Unix Server and Desktop issues, network design and implementation, and working in a team environment. I seek a position in LAN/WAN Operations or Web/Database Development, Architecture & Engineering with an aggressive, committed team and opportunities for growth and learning.

EXPERIENCE

Windows 2003/XP Architecture: 8 Years
Windows 2000 Architecture: 10 Years
Unix Architecture: 11 Years Networking - 20 Years Unix Engineering Applications
LAN/WAN Technologies: 12 Years
General Web Development: 15 Years; **ASP.NET/C#/SQL 2005:** 7 Years

SKILLS

Windows NT/2000/2003/2008

Support for: Server and Professional Platforms, IIS, Active Directory, DNS, DHCP, WINS, Exchange 5.5/2000/2003 Server Support, Outlook and OWA Clients, Hardware and Network Troubleshooting, TCP/IP Environment, MS SQL 2000/2005/2008, Remote Desktop, Desktop Support, Talisma Support and Troubleshooting, Vitria BusinessWare Support, Microsoft Systems Center Operations Manager, MOM/SCOM monitoring environments, Various Software Applications.

Unix/Linux Architecture

Support for: Sun Solaris, Linux and HP-UX Environments, Linux, Troubleshooting, Performance Monitoring, Network Connectivity, and Applications, Veritas Netbackup, Common Desktop Environment, Artesia TEAMS Media Management support, Various Finite Element Modelling & Engineering Applications

LAN/WAN Technologies

TCP/IP, Cisco IOS, Frame Relay, DS3 and Telco Support, Cisco VPN, BigIP, WAN Troubleshooting, Mainframe Connectivity to NT and Unix environments, Big Brother, HP Openview Suite and Nagios monitoring environments.

Hardware Platforms

Dell PowerEdge, Dell PERC RAID Controllers, Dell PowerVault SCSI Arrays, APC UPS and Switch Systems, Dell and HP/Compaq Server & Desktop Systems, Cisco Routers and Switches, Netgear Switches & Hubs, BigIP support though V9.

Web Development Technologies

ASP.NET 2.0+, ADO.NET 2.0+, C#, MS SQL 2005/2008/T-SQL, XHTML, DHTML, CCS, DOM, JavaScript, WMI, Photoshop/ImageReady. Architected, built and deployed my personal Web Sites: www.scottchurchimages.com, www.scottchurchdirect.com. Functioning demos of self-supporting asset management systems I have developed available upon request.

Team Support

Proven skills in verbal communication, leadership, negotiation and planning, documentation, and self-starting achievement of goals.

WORK HISTORY

Demand Media. - Bellevue, WA (July 2009 to Present)

Network Operations Center Analyst – Tier II Provide Tier II Data Center support for webhosting, middle-tier API's for web-based widgets, and domain registration/reseller environments. Troubleshoot and maintain Linux and Windows Web Farms, MS SQL and MySQL servers, and networking environments. Coordinate internal and external communications, notifications, and ticketing of outages and change control activities. Platforms and architectures supported include HP and Dell Windows 2003/2008 and Linux servers, BigIP Load Balancing, SQL 2005/2008, MySQL, Microsoft Systems Center Operations Manager, and inhouse monitoring tools. Provide Tier II escalation & Management notifications during outages. Maintained documentation of Operational Procedures. . Designed, built and deployed a self-updating Asset Management system for all company Servers and Load Balancers with fully configurable classification schemes, advanced search, and reporting functions that export to MS Excel.

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Siemens IT Solutions for Microsoft. - Issaquah, WA (July 2008 to July 2009)

Network Operations Center Analyst – Tier II Provided Tier II support and rotating Shift Lead duties for Xbox Live Data Center operations. Troubleshoot and maintained Web Farms, Backoffice environments, Routers, Switches, VPN Concentrators, Vprians and BigIP environments. Supported all gaming Front End, Web Services, and Backend environments. Coordinate all internal and external communications, notifications, and Bug tracking for outages and upgrades. Fulfilled rotating Shift Lead/Incident Management role. Platforms and architectures supported include Compaq and Dell Windows 2003/2008, Cisco Routers and Switches, BigIP/Viprion Load Balancing, SQL 2005/2008, SQL Webstore, Microsoft Operations Manager (including some administration and configuration), and inhouse monitoring tools. Provided Tier II escalation & Management notifications during outages. Maintained documentation of Operational Procedures.

Getty Images Inc. - Seattle, WA (October 2002 to July 2008)

Network Operations Center Analyst Provided Tier I support for global e-commerce Data Center operations. Troubleshoot and maintained Web Farms, Backoffice environments, Routers, Switches, VPN Concentrators, and Telco Circuits. Supported all digital asset management and Web Services environments including Vitria BusinessWare 3.1, Artesia TEAMS, and Media Factory. Backoffice environments included Exchange 5.5/2000/2003, Talisma Email Management, Alliant Royalties, SQL, Oracle Financials, and Oracle StreamServe Printing. Supported all Backups. Supported global 3rd-party WAN performance and Site Availability environments and Akamai EdgeSuite Caching Server support for Getty products. Platforms and architectures supported include Solaris based Sun Ultra and Sunfire, Compaq and Dell Windows NT/2000/2003, Cisco Routers and Switches, BigIP Load Balancing, and Veritas NetBackup. Interfaced with Telco's in support of VPN Circuits. Supported the implementation and streamlining of Operations Center monitoring tools including Microsoft Operations Manager and HP Openview Suite, and helped develop new ones. Provided Tier II escalation & Management notifications during outages. Maintained documentation of Operational Procedures. Provided backup team leadership as required & supported hiring and training of new Operations Center employees. Designed, built and deployed a full Asset Management system for all internal company Servers, Network Assets, and Wireless Hardware, with fully configurable classification schemes, self-updating capability, advanced search, and interfaces for integration with other company tracking systems.

C. Scott Church Consulting - Bothell, WA (February 2002 to October 2002)

Network and Desktop Consulting Setting up and troubleshooting Data Center equipment, Networks, and Desktop systems for small to medium sized enterprise clients. Latest contract – Swedish Hospital Heart Institute, Seattle, WA. Set up Data Center rack with Dell PowerEdge Servers and Dell PowerVault external disk arrays. Installed and configured Windows 2000 network, TCP/IP, DNS, WINS, and DHCP environments in preparation for a new active directory deployment.

Icarumba Inc. - Bothell, WA (April 2001 to July 2001)

Information Systems Manager Maintained a Windows 2000 Data Center and Desktop environment. Troubleshoot all Servers, Routers, Firewalls, including Stability of Processes, Services and Security Configurations. Maintained Network and Data Center Infrastructure. Performed Hardware installation and configuration. Troubleshoot WAN issues with external Customers. Provided all company Desktop and Printer support. Performed all Security Updates and Service Pack Installations. Maintained office Exchange 5.5 and 2000 environments. Coordinated all User and Computer Account Issues, Profiles, Policies, Domain and Forest Structure Issues. Troubleshoot all network connectivity issues, internal and external. Coordinated all DNS for in-house hosted Web Site with exterior POP providers. Maintained company Phone System (Repartee/Mitel), all Audio-Visual equipment and Building Security (Winpass). Coordinated Customer and Vendor contacts including Phone System setup, WAN, and T3 installation issues. Represented the company in Vendor negotiations.

Paradigm4 - Bothell, WA (March 2000 to March 2001)

Network Operations Center Analyst Senior Network Operations Lead in support of a nationwide WAN providing Mobile Data access to Back End Databases. Troubleshoot LAN/WAN Networks, Unix and NT Hosts, Frame Relay Circuits, WAN Hardware, Database connectivity, and NT and Unix to Mainframe Conversion Applications. Troubleshoot SQL and Oracle Servers and their network connectivity in NT 4.0, Sun OS and HP-UX environments. Troubleshoot Mobile End User Devices, Applications, and Web Based Client tools for data access. Supported Wireless Data networks and Mobile Fixed End Systems. Created and updated Operations Manuals and documentation. Product Focal for several customer products, including Lockheed/Martin Scofflaw Database access, Smart Pagers for State Criminal Justice Database access, and New Jersey State Criminal Justice Database access. Trained all new NOC and Help Desk Analysts in Operations Support. Provided Operations Center leadership when Supervisors were away. Represented the company in various planning, support and partnering roles with Vendors and customers.

The Boeing Company - Seattle, WA (1989 to March 2000)

Stress Analysis Engineer Developed and troubleshoot CATIA models in Mainframe and Unix environments, and finite element models in Mainframe and Unix/CRAY environments to support the design and manufacture of commercial jet aircraft structure. Provided consulting and troubleshooting of issues regarding applications and connectivity for Windows 3.11, Windows 95/98, Unix and Mainframe environments as necessary.

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The Boeing Company - Seattle (1981 to 1989)

Design Engineer Designed Commercial Jet Engine Support structure, developed and troubleshot CATIA models in Mainframe environments to support manufacturing and product development.

CERTIFICATIONS

Microsoft Certified Systems Engineer: November 1999

Microsoft Certified Professional + Internet: November 1999

EDUCATION

Bachelor of Science, Mechanical Engineering: University of Washington - 1980

Master of Science, Applied Physics: University of Washington - 1988

REFERENCES

Available Upon Request.