

W.A. Hawkes-Robinson  
("Hawke Robinson")  
AS/CS, SANS GIAC GCIH, MCSE,  
MCP+I, CNA, SCSAp1.

1432 W. Lawrence Dr., Spokane, WA, 99218  
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[hawkenterprising@gmail.com](mailto:hawkenterprising@gmail.com)  
[www.hawkenterprising.com](http://www.hawkenterprising.com)

## DESIRED POSITION

Architect, Information Security Specialist, Incident Handler, Penetration Tester, Red Team, and/or Auditor. Hire me for a very short while to help guide you critical technology business decisions, solve your greatest technology challenges, test your security infrastructure, clean up incidents, train your staff, and/or prepare your organization to be safer in the future. Very short-term contracts, days to weeks, part-time, contract or W2.

## RATE

Remote: 120/hr + expenses.

On site: \$180/hr + expenses.

## ACCOMPLISHMENTS

- IT & InfoSec consulting, audits, and systems administration for Fortune 100 & 500 listed companies networks with over 10,000 users.
- Over 25 years of physical and virtual security experience.
- As CTO managed annual IT budgets over \$10,000,000.
- Corporate Systems & Components Architect for multinational infrastructure supporting over 4,500 users in over 50 countries.
- Designed and personally built entire IT infrastructure and department staffing from scratch for multiple companies.
- Built and provided mission-critical infrastructure and services to county hospital, clinic, and related medical facilities.
- Directly supervised over 20 employees, supervised through hierarchy over 50 employees & contractors.
- Hired/contracted and managed multiple offshore teams in India and U.K.
- Personally built over 10,000 retail custom systems, supervised teams of technicians building more than 50,000 retail custom systems.
- Extensive experience with most technology platforms, audits, incident handling, pen-testing, policies, security training for employees, and other InfoSec aspects.
- Designed, staffed, trained, implemented, and transitioned multiple InfoSec corporate divisions from scratch, including "Red Teams".
- Use of extensive array of permissions control mechanisms including a range of technologies to achieve single sign on (SSO) and many different directory services and authentication mechanisms including: ADS, LDAP, YP, Intranetware & Netware, Kerberos, NT Domains, OAuth, Auth0, RADIUS, and many others.
- Certified in 2002 as GCIH (GIAC Certified Incident Handler) through SANS Institute, my research still published on their website <sup>①</sup>
- Google Chrome OS / Chromebook developers cited my security research for key technology decisions regarding VPNs.
- Rebuilt "bulletproof" 2600 IRC in 2002.
- Working with technology systems since 1979.
- Detailed technology skills list here: <sup>②</sup>

## EMPLOYMENT SUMMARY

2017 – Jul – Kerberos/Auth Consultant, Robert Half Technology: Critigen, Omaha Muni.  
2016 - Nov. to 2017 Jun. - Architect, Systems Administrator, Developer, Consultant -  
Zombie Orpheus Entertainment Interactive Community Streaming Media Platform<sup>3</sup>  
2002-16 - IT & InfoSec Consulting - Dev 2 Dev Portal LLC<sup>4</sup>  
2004-16 - Consultant - Hawke Enterprising d.b.a.<sup>5</sup>  
2004-16 – Founder & Facilitator - Spokane 2600<sup>6</sup>  
2014-16 – Research Primary Investigator RPG Therapeutics LLC<sup>7</sup>  
2006-16 – Founder & PI – RPG Research<sup>8</sup>  
2011-16 - Founder – Spokane Music Therapy.com<sup>9</sup>  
2008-16 - Founder - Inland Empire Tolkien Society<sup>10</sup>  
2005-16 - Founder – TolkienMoot/MerpCon conventions<sup>11</sup>  
2005-16 - Founder, Editor, Publisher – Other Minds Magazine<sup>12</sup>  
2015 – Contracted InfoSec Incident Handler – NBC Packaging USA<sup>13</sup>  
2010-12 – Sys & Net Engineer – Interlink Advantage<sup>14</sup>  
2008-12 - Founder & Host – Middle-earth Talk Show<sup>15</sup>  
2008-12 - Founder – Middle-earth Radio<sup>16</sup>  
2008 - Sales Engineer (Information Security) – TriGeo Networks Inc<sup>17</sup>  
2007 – Consultant & Systems Administrator, Mac OS X & Server – Clemens Mechanical  
2007 - Consultant, Security Auditor – Steelhead Specialty Minerals through Onforce<sup>18</sup>  
2004-07 – Tech Advisor, Admin, Dev, & Webmaster – KYRS FM Radio<sup>19</sup>  
2004-07 – Admin – NR Internet Radio Streaming<sup>20</sup>  
2006+ - Tech Talk Show Host – KYRS FM Radio & Online<sup>21</sup>  
2005-06 – Developer, DBA – Infoco USA<sup>22</sup>  
2005+ - Admin, Dev, & Webmaster – Tolkien Society broadcasts<sup>23</sup>  
2003-05 - Consultant & Webmaster – Veridex<sup>24, 25</sup>  
2000-05 - Admin, Developer, DBA – Colorificsigns Inc.<sup>26</sup>  
2003-04 - Consultant - Security, Systems, & Network – Axxess.net ISP<sup>27</sup>  
2002-04 - Admin, Developer, DBA - Platinum Financial<sup>28</sup>  
2002-04 - Technical Instructor – The Computer Schools<sup>29</sup>  
2002-04 - Pres, CIO/CTO – MaladNet Wireless ISP (acq by Axxess)<sup>30</sup>  
2002-04 – Backbone provider, SysAdmin – Oneida County Hospital<sup>31</sup>  
2003 - Consultant – Hess Pumice<sup>32</sup>  
2003 - Guest Instructor (Opensource & InfoSec) – Davis Applied Tech<sup>33</sup>  
2002-03 – Internet Relay Chat (IRC) provider, rebuilt 2600.com's IRC.<sup>34</sup>  
2002-03 - Consultant – Hess Lumber<sup>35</sup>  
2002 – Consultant - Valley Insurance, Malad, ID  
2002 - Admin, Developer, DBA – Creative Earth<sup>36</sup>  
2002 - Systems Auditor & Analyst – Devon Energy Corp<sup>37</sup>  
2000-02 - CTO – MightyWords Inc.<sup>38</sup> (acquired by Barnes & Noble)  
2000 – Consultant, Webfusion Developer – Franklin Covey<sup>39</sup>  
2000 – Senior Principal – Technology Solutions Corporation (TSC)  
2000 – Analyst/Architect – Internet Shopping Network<sup>40</sup> of [www.hsn.com](http://www.hsn.com)  
2000 – Corporate Systems Architect and Analyst – Franklin Covey<sup>41</sup>  
1999-00 – Director of Operations – Franklin Covey Online Learning - [goo.gl/UIQTrU](http://goo.gl/UIQTrU)  
1999 – SysAdmin, InfoSec – Franklin Covey Electronic Solutions  
1999 – Unix Admin – Franklin Covey – [www.franklincovey.com](http://www.franklincovey.com)  
1999 - Network, Systems, Websites and Security Admin & Dev. via ITI - [goo.gl/qBP2EN](http://goo.gl/qBP2EN)

1998-99 – Consultant, SysAdmin, DBA - Utah Dept. Public Safety via ITI - [goo.gl/qtD43f](http://goo.gl/qtD43f)  
 1998-99 – Consultant, SysAdmin, DBA – UT Corrections Dept. via ITI - [goo.gl/uuO6Cn](http://goo.gl/uuO6Cn)  
 1998-99 – SysAdmin – State of Utah Dept. of Tech Service via ITI - [dts.utah.gov](http://dts.utah.gov)  
 1998 - Client Solutions Implementation & Admin & Java Dev – ITI - [goo.gl/qBP2EN](http://goo.gl/qBP2EN)  
 1998 - CIO & Lead Developer – PC Easy - [goo.gl/xHsY0F](http://goo.gl/xHsY0F)  
 1997 – SysAdmin – EG&G Chemical Weapons, Tooele, UT via Comspec [goo.gl/2ZvRnx](http://goo.gl/2ZvRnx)  
 1997 – SysAdmin – Kennecott Mining, UT, via Comspec - [www.kennecott.com](http://www.kennecott.com)  
 1997 – SysAdmin – LDS Data Services, UT, via Comspec - [tech.lds.org](http://tech.lds.org)  
 1997 – SysAdmin – Swire Coca Cola, UT, via Comspec - [www.swirecc.com](http://www.swirecc.com)  
 1997 - Network and Systems Administrator – Comspec Corporation - [goo.gl/7V5ILU](http://goo.gl/7V5ILU)  
 1997 – QA, Junior Developer, Java & Visual Basic – SoftDocs Inc. - [www.softdocs.com](http://www.softdocs.com)  
 1996-08 - Admin, Developer, DBA – Alpentech Inc. - [www.alpentech.net](http://www.alpentech.net)  
 1996-97 - Head Systems & Networks Tech & Developer – PC Easy - [goo.gl/xHsY0F](http://goo.gl/xHsY0F)  
 1996 - Netware, Wang, & WFWG Admin, UCC/Broadview Univ [broadviewuniversity.edu](http://broadviewuniversity.edu)  
 1995-96 - Assistant Network Admin – Teltrust Inc. Directory Services - [goo.gl/bKPIOM](http://goo.gl/bKPIOM)  
 1992-95 – Bus. & Res. Sec. Mgr & SysAdmin – Villa Franche & Laurelwood Prop., UT.  
 1988-90 - Security and computer systems support – Brittainny Apartments, Murray, UT.  
 1979-94 – Independent and contracted software developer, Utah.  
 1979, 1983-87 – Surveyor, Lumberjack, Construction - Lost Packer Mining Co., Idaho.

## TECHNICAL EDUCATION

- 2002 - SANS GCIH - [giac.org/certified-professional/hawke-robinson/103605](http://giac.org/certified-professional/hawke-robinson/103605) – Security & Incident Handling Certification from SANS Institute, my research report on virtual private networking technologies and Microsoft's PPTP VPN vulnerabilities, published online at the SANS/GIAC Institute at: <https://www.sans.org/security-resources/malwarefaq/pptp-vpn>
- 2003 – SCSAp1 – Sun Certified Systems Administrator (part 1).
- 1996-1998 - Associates Degree in Computer Science (GPA 4.0), Certified Careers Institute, SLC, UT.
- 1999 - MCSE - Microsoft Certified Systems Engineer
- 1998 - MCP+I – Microsoft Certified Professional + Internet
- 1998 - CNA - Certified Netware Administrator

## ADVANCED TRAINING & RELATED EXPERIENCE RELATED TO THE FOLLOWING CERTIFICATIONS

- NCLE – Novell Certified Linux Engineer
- CNI – Certified Novell Instructor
- SCSA – Sun Certified Solaris Administrator
- SCJP – Sun Certified Programmer for Java 2

## ADDITIONAL ADVANCED MISCELLANEOUS TECHNICAL TRAINING

- SilverStream development and administration 1.x, 2x, 3x
- BroadVision performance tuning, architecture, design, development and administration 2.x, 3.x, 4.x, & 5.x
- Java Programmer 1x & 2
- Jini
- ACS (Arsdigita Community System) 3x & 4x
- TCL
- Java
- XML

- Oracle 8i Application development
- Oracle 8i Installation, Configuration, and Administration
- Oracle 9 Application Development
- Oracle 9 Installation, Configuration, and Administration

## **OTHER EDUCATION/TRAINING**

- 2004-Current – Eastern Washington University, B.A. Recreation Therapy, Music Therapy, Research Psychology, and Neuroscience (Current GPA 3.7).
- 2015 - Mental Health First Aid Certification.
- 2014 – HIV/AIDS Certification.
- 1999-2000 - Franklin Covey - Project Management (extends "What Matters Most" & "Seven Habits").
- 1994 & 2007 - Landmark Education Forum and Forum in Action Seminar Series.
- Utah Valley State College Environmental Technology Certificate 1994.
- 1991-1992 - SLCC Graphics Design & Photography.
- 1988-1989 - SLCC Automotive Technician Program.
- 1994 – 4x Certified ASE - Automotive Service Excellence in Computer & Electrical Systems
- 1989 – PT5S CMAT – Precision Tune Five Star Certified Master Auto Technician (specialties in automotive computers, engine performance & electrical systems)

## **MARTIAL ARTS**

- 2004-2011, Kung Fu For Life, Spokane, WA.
- 2006, Goju Ryu Karate, Bruce McDavis, EWU, Cheney, WA.
- 2000-2002, Buk Sing Choy Lay Fut Kung Fu, Fremont, CA.
- 1984-1986, Chung Shing Kung fu, SLC, UT.
- 1974-1980, 2000-2002 Aikido, Bay Area, CA.
- 1974-1983, 1987-1989, Shaolin Kung Fu, Oakland, CA.

## **LANGUAGES TRAINING**

- American Sign Language Summer 2006 and 2007 (Eastern Washington University), and ongoing as facilitator of [www.SpokaneASL.com](http://www.SpokaneASL.com)
- Chinese – 2008 Mandarin Chinese I (SFCC)
- Russian: 1986-1987 (school), 1994-1995 (private instructor).
- Finnish – 1994 (self instruction - tapes & books).
- Cantonese 1991-1993 (private instructors).
- Japanese: 1989-1991 (private instructor).
- Spanish: 1983-1986 (school).

## **PROFESSIONAL MEMBERSHIP**

- 2600 Lifetime membership since 2002 – [www.2600.com](http://www.2600.com)
- 2014-2016 - American Therapeutic Recreation Association – [atra-online.com](http://atra-online.com)
- 2014-2016 – Washington State Therapeutic Recreation Assoc. - [www.wstra.org](http://www.wstra.org)
- 2016 – Pacific Northwest American Therapeutic Rec. Assoc. - [www.pnwatra.org](http://www.pnwatra.org)
- 2000-2004 - Information Systems Security Association (ISSA)
- 1998-2003 - IEEE – Institute of Electrical & Electronics Engineers
- 1998-2003 - PMI – Project Management International

## REFERENCES

Excellent references provided upon request.

## EMPLOYMENT DETAILS

### November 2016 through June 2017

#### Architect, Chief Technology Officer, & Systems Administrator

Zombie Orpheus Entertainment – [www.zombieorpheus.com](http://www.zombieorpheus.com)

2822 Valencia St, Bellingham, WA 982263750

Supervisor: Ben Dobyns, President.

Working with CEO, using entirely open source and contracted custom-code, implemented enterprise-class platform, complex applications servers, combined together to build a robust and feature rich community interactive multimedia platform supporting many movie and video series partners, and their fan base. Primary focus was providing rich community infrastructure for on-demand streaming video services with hierarchical access control to content and services based on Patreon payment levels.

#### Technologies used:

Apache, Tomcat, Asimba, SAML, CAS, LDAP, SASL, Plone 5, MySQL, MariaDB, MongoDB, NodeBB, Discourse, Kaltura CE, Red5 Server, Gluu, Shibboleth, OAuth, OAuth, OAuth RP, Auth0, oxTrust, pas.plugins.ldap, Luma (LDAP Browser), CentOS 7.2, Ubuntu 14.04 LTS, Ubuntu 16.04 LTS, OpenSuse 13.2, Python, Ruby, PHP. Java, NodeBB and many authentication associated plugins, MediaWiki and authentication associated plugins, Gluu authentication server, Wordpress and many authentication associated plugins. Note, worked mostly as architect, systems administrator, and technology consultant, most of the custom coding was handled as needed through a number of task-specific coding contracts. In consulting with business staff, created scope documents, R&D with various technologies, until found the ideal match to the business needs. Company was going to spend over \$250,000 trying to custom build platform, but using an array of open source existing technologies, was able to implement for less than \$10,000. Platform Stage 1 launched June 6th, 2017 without any complications.

### 2002-2016

#### IT & Information Security Consulting, Systems Administration, and Internet services, California, Idaho, Oklahoma, & Utah.

Dev 2 Dev Portal LLC – [www.dev2dev.com](http://www.dev2dev.com)

1432 W Lawrence Dr.

Spokane, WA, 99218, USA

Phone: (509)481-5437 (old # Bay Area California:408-516-9887 Toll Free:800-887-0176)

For clients outside Washington state, various hosting, consulting, and administration services for a wide range of technologies, environments, and industries. Some clients are still under NDA and not listed, others listed throughout this document. Auditing, InfoSec “Red Team” and other security testing methods, information security audits, systems and network performance audits, eCommerce, Open Source products, Web servers, database servers, networking, firewalls, provide training, establish policies and procedures with documentation and training for technical staff, core infrastructure builds from ground up, and transitional migrations of small and enterprise size networks

and systems. Implement procedures and technology for compliance with government and corporate mandates.

**Technologies, Methodologies, and Standards Used:** Linux (Redhat Enterprise, CentOS, Fedora, Suse Enterprise, OpenSuse, Ubuntu, Gentoo), OpenBSD 3.x/4.x, Mac OSX, Solaris 7/8/9/10, OpenSolaris, Windows 3x/Wfwg/NT/2000/XP/CE/PPC, Web servers (Apache 1x & 2x, Tux), Community/portal servers (geeklog, phpnuke, postnuke), Content Management Servers (CMS) (Zope, Plone 2x/3x/4x/5x), various Application Servers, Redhat Interchange eCommerce, Database Servers (Oracle 8x/9x, MySQL, MariaDB, PostgreSQL), Java, PHP, Perl, C, Python, Netbeans / Forte, rsync, ntpd, sshd, vsftpd, snmpd, daemontools, bind / dns, smtp & pop3, qmail, postfix, qmailadmin, ezmlm/ezmlm-idx, vpopmail, vqadmin, Zope, Plone, Discourse, NodeBB, Gluu, Shibboleth, Single Sign On (SSO), Kaltura, spamassassin, qmail-scanner, rbls and many various uce/spam/backscatter reduction measures, Antivirus (ClamAV, Symantec, McAfee, AVG, qmail-scanner), Cisco DSL, T1 & 802.11a/b "wifi" enterprise equipment & software, Nagios & MRTG, Hughes Networks Satellite Internet business services (stationary). VoIP over "wifi". IRC Servers & Services (hybrid, hybserv, eggdrop, mirc, xchat, hexchaty), iptables & pf, Wells Fargo Merchant Services, Verisign merchant services, Pflow ( Payflow Pro ), Open Office, Nmap, nessus, snort, airtsnort, kismet, netstumbler, ethereal, etherape, tripwire, rkhunter, denyhosts, iptables, ipchains, fail2ban, and scores of other InfoSec tools, Health Insurance Portability & Accountability Act (HIPAA) compliance audits and compliance implementation, Payment Card Industry (PCI) standards audits and compliance implementation, National Institute of Standards & Technology (NIST) audits and compliance implementation.

Additional lengthy detailed Skills and Technologies Used List:  
<http://hawkenenterprising.com/archives/hawkes-robinson-tech-resume-skills-inventory.pdf>

## 2016

### **Back Office Webmaster & Accessibility Advocate**

Volunteer

SpoCon – [www.spocon.org](http://www.spocon.org)

Spokane, WA, USA

An annual science fiction and fantasy convention for the Spokane area. Provided hosting services, webmaster, and user training for back office website. Also "Accessibility Advocate" to help convention organizers include consideration for participants with various disabilities.

**Technologies used:** OpenSuse Linux 13.2, CentOS, Zope with Plone 4.3, Python, DHTML, CSS, HTML, SSH, postfix, dovecot, SMTP, POP3, IMAP.

## 2015 - September

### **Information Security Incident Handler**

Contract

NBC Packaging USA – [www.nbcpkgusa.com](http://www.nbcpkgusa.com)

1525 Alvarado St.

San Leandro, CA, 94577, USA

Phone: (510) 936 4811

Remote security audit, incident handling, recovery, systems & networks administration.

**Technologies used:** SSH, SSHD, TFTP, Ubiquiti Networks EdgeMAX EdgeSwitch, ToughSwitch, EdgeRouter, MacBook Pro, Etherape, Ubuntu Linux 14.04, Windows 10 Pro, Windows Server 2012 R2, Windows 7 Pro, Vmware.

**2004-2016**

**IT & Information Security Independent Contractor**

Hawke Enterprising d.b.a. - [www.hawkenterprising.com](http://www.hawkenterprising.com)

1432 W Lawrence Dr.

Spokane, WA, 99218, USA

For clients within Washington state, various hosting, consulting, and administration services for a wide range of technologies, environments, and industries. Some clients are still under NDA and not listed, others listed throughout this document.

**Technologies used:** see lengthy detailed Skill List:

<http://hawkenterprising.com/archives/hawkes-robinson-tech-resume-skills-inventory.pdf>

**2004-2016**

**Webmaster, Facilitator, Founder**

Volunteer

2600, Spokane Chapter – [www.spokane2600.org](http://www.spokane2600.org)

The Service Station Coffee House

9315 N. Nevada

Spokane, WA 99218, USA

...

IRC hosting, web hosting, monthly meeting facilitation.

**2014-2016**

**Washington State Department of Health Registered Recreation Therapist**

**#RE60526204**

RPG Therapeutics LLC – [www.rpgtherapeutics.com](http://www.rpgtherapeutics.com)

1312 N Monroe Suite 114

Spokane, WA 99201, USA

Program plans for special needs populations including Autism Spectrum, brain injury (stroke, TBI, etc.), Parkinson's, Down syndrome, at-risk & troubled youth, substance dependence transition, PTSD, and others. Using Recreation Therapy, Therapeutic Recreation, Neuroscience, Research Psychology, biofeedback, neurofeedback, Compassion Focused Therapy (CFT), Music Therapy, RPG Therapy, and RPG Education methodologies and program plans.

**Technologies used:** Olimex Open EEG-SMT Neuro monitoring hardware, Brainbay Neuromonitoring software, OpenSuse Linux, Windows 7/8/10, Campaign Cartographer, SweetHome3D, Plone 4.3.

**Professional memberships:**

- Washington State Therapeutic Recreation Association – [www.wstra.org](http://www.wstra.org)
- Pacific Northwest American Therapeutic Recreation Association – [www.pnwatra.org](http://www.pnwatra.org)
- Professional memberships: American Therapeutic Recreation Association (ATRA) – [www.atra-online.com](http://www.atra-online.com)

**Professional certifications:**

- Mental Health First Aid USA - [www.mentalhealthfirstaid.org](http://www.mentalhealthfirstaid.org)
- Health Information Network's HIV/AIDS Education Certification – [www.healthinfonetwork.org](http://www.healthinfonetwork.org)

- Veteran's Health Administration Certifications: [vha.train.org](http://vha.train.org)
  - Assessment & Treatment of Sleep Problems in PTSD:
    - Background, April 25, 2016.
    - Pharmaceutical Treatments, May 11, 2016
    - Practical Assessment for PTSD, May 11, 2016
    - Cognitive Behavioral Treatment, May 25, 2016
    - Alternate Methods for Delivery of Cognitive Behavioral Treatment, August 23, 2016

**2004-2016**

**Founder and Primary Investigator (Researcher)**

Volunteer

RPG Research Project – [www.rpgresearch.com](http://www.rpgresearch.com)

1312 N Monroe Suite 114

Spokane, WA 99201, USA

Research studies on the therapeutic and educational effects of all forms of role-playing games (tabletop, live-action, solo, & computer-based), and their potential uses to achieve therapeutic and educational goals for regular and special populations.

**2011-2016**

**Founder & Group Facilitator**

Volunteer

Spokane Music Therapy Community Group – [www.spokanemt.com](http://www.spokanemt.com)

1312 N Monroe Suite 114

Spokane, WA 99201, USA

A monthly community group discussing all aspects of music therapy and therapeutic music.

**2006-2016**

**Founder & Facilitator**

Volunteer

Eä Tolkien Society – [www.tolkien-society.org](http://www.tolkien-society.org)

Spokane, WA, USA (various locations)

Facilitation of monthly meetings, annual conventions, and community outreach, discussing all topics related to the works of J.R.R. Tolkien, C.S. Lewis and other contemporaries. Broadcast live over the Internet, with international participation from users around the world including USA, Finland, U.K., China, and many others.

**2005-2016**

**Founder & Facilitator**

Volunteer

TolkienMoot & MerpCon Conventions – [www.tolkienmoot.org](http://www.tolkienmoot.org)

Spokane, WA, USA (various locations)

Annual conventions.



**2005-2016**

**Founder, Co-editor, Contributor, Publisher, Webmaster**

Volunteer

Other Minds Magazine – [www.other-minds.com](http://www.other-minds.com)

USA, Germany, and other countries

On international scholarly quarterly publication on J.R.R. Tolkien and his works. Offered primarily as a download from the website in PDF format with limited print runs available. Setup and administrate full content management and workflow system using Zope / Plone. Also collaboration enabled through forums, wiki, and email lists. Contributions submitted from participants world-wide, with staff review and editing. Focused on using “open” technologies for layout, pre-press and distribution.

**2015**

**Co-host & DM**

The Spartan Show’s Adventurer’s Guild - [www.spokanerp.com/adventurers-guild](http://www.spokanerp.com/adventurers-guild)

Spokane Valley, WA, USA

**2010-2012**

**Incident Handling, Systems & Networks Engineer** – [www.interlinkadvantage.com](http://www.interlinkadvantage.com)

Employee

Interlink Advantage (since acquired by Intrinium – [www.intrinium.com](http://www.intrinium.com))

609 N Argonne Rd

Spokane Valley, Washington, 99212

United States

CEO/COO/Supervisor: Kurt Runolfson

Networking, systems, sales, consulting, project management, and many other services provided as consultant and service provider. NDA (Non-Disclosure Agreement) and non-NDA clients not listed elsewhere.

Technologies used: OpenERP, Ubuntu linux, Windows, networking, SSH, IRC, rsync, DNS, Samba,

**2010-2012**

**Incident Handling, Database Architect, Administrator, Systems & Network Engineer, Disaster Recovery** through Interlink Advantage

People to People

1222 N. Regal

Spokane, WA 99202

Performance audits, high availability database design and administration, Systems & network support, incident handling, disaster recovery design and administration.

Technologies used: MySQL High Availability, InnoDB, MyISAM, CSV storage engine, Federated storage engine, Ubuntu Linux, SSH, VPN, PhpMysqldmin,

**2010-2012**

**Systems & Networks Engineer** through Interlink Advantage

**Eastern Washington Center for Deaf & Hard of Hearing, now Nexus - [nexusinw.com](http://nexusinw.com)**

Contract

1206 N. Howard St.

Spokane, WA 99201

Incident Handling, Security Audits. Without Interpreter, using American Sign Language (ASL), provided significant systems and network technical support for entire facility. Wanting to improve HIPAA compliance. Performed HIPAA compliance audit to help them improve. Overhauled much of facilities infrastructure greatly improving security stance and HIPAA compliance. Also trained other personnel, many requiring use of ASL, to improve their security-related behaviors. Very significant improvement after training.

Technologies:

Security Audits

Incident Handling

Performance Audits

HIPAA audits

HIPAA compliance implementation

Dell Dimension 2400

Dell RD1000 tape backup system

Dell Poweredge 840

Windows XP

Windows Server 2003

.NET

Safemail

SSL

Purple, P3, videophone technologies

Sorenson VRS VP-200 Videophone hardware

D-link I2Eye Videophone hardware

Symantec Endpoint

Microsoft Exchange Server

Outlook Web Access (OWA)

Kerberos

NTLM

X.400

DNS

Comcast Business Cable

Belarc Security

SMTP

PO3

IMAP4

DHCP

WEP

WPA

Wireless

Mydefrag

Compaq Presario

DSL

VPN

RDP

PGP

GPG  
Cygwin  
Rsync  
SSH  
Visio  
Etherape  
Driftnet  
Wireshark  
Zenmap  
SuperPayPhone  
Firewall  
NAT  
3Com Superstack  
McAfee  
Virtual Machine  
Windows 7

**2010-2012**

**Project Management, Incident Handling, Systems & Network Engineer, Disaster Recovery** through Interlink Advantage

American Behavior Health Systems - <https://www.americanbehavioralhealth.net>  
44 E Cozza Dr, Spokane, WA 99208

Incident Management, security audits, performance audits, HIPAA audits, PCI audits, Systems & network administration, project management, and disaster recovery administration for interstate locations.

Technologies used:

User-based, rather than IP-based, access control, LTSP, Squid, Zimbra, PAM, DNS, Windows, Linux, Networking, Virtual Private Networking (VPN), Secure Shell (SSH), Internet Relay Chat (IRC), Xchat, wireless, ZNC, SSL certificate management, Virtual Machines (VM), Zimbra, Hiveminder, Evernote, WebOS, Visio, Firesheep, Blacksheep, Blackberry, Palm Pre, tcpdump,

**2010-2012**

**Incident Handling, Systems & Network Engineer, Disaster Recovery** through Interlink Advantage

Contract Design Associates - <http://cdainteriors.com>  
Spokane, Washington.

Incident handling, systems & network administration, disaster recovery.

Technologies used: Ubuntu Linux, Windows, Networking, Samba, Webmin, VPN, SSH, networking.

**2010-2012**

**Systems & Networks Engineer** through Interlink Advantage

Inland Meats  
1222 N. Regal  
Spokane, WA 99202

Systems & network support. Workflow analysis to create proposal for improving their processes.

Technologies used: SCO Openserver release 5, Windows XP, Windows Vista, Windows 7, AccPack, Inventory control systems, Tren Chipaway Antivirus, Adaptec SCSI, OpenVPN

**2010-2012**

**Systems & Network Engineer, Business Technology Consultant** through Interlink Advantage

Mines Managements

905 W RIVERSIDE AVE # 311 SPOKANE, WA 99201

Systems Administrator and business technology consulting. Quickbooks overhaul.

Technologies used: Windows Server 2003, MediaWiki, networking, Quickbooks, Microsoft SQL Server, OpenERP, Avia Digital Phone System.

**2010-2012**

**Systems & Network Engineer, Business Technology Consultant** through Interlink Advantage

MMI International Trade - <http://mmiline.com>

5818 East Broadway Avenue

Spokane Valley, WA, 99212

Systems and network administration, hardware troubleshooting and repair.

Technologies used: Debian Linux 5.0, Gentoo, Asus motherboards, LSI motherboards, Adaptec SCSI, Adaptec SATA, networking, SSH, VPN,

**2010-2012**

**Systems & Network Engineer, Business Technology Consultant** through Interlink Advantage

Scanivalve - <http://scanivalve.com>

1722 N. Madson Street

Liberty Lake, WA 99019

Systems and network administration, hardware troubleshooting and repair.

Technologies used: Windows, Active Directory Server (ADS), Windows 2003 Server, networking, DNS, SSH, VPN

**2008-2012**

**Webmaster, Audio/Video Engineer, Talk Show Host & Founder.**

Volunteer

Middle-earth Talk Show – [www.middle-earthtalk.com](http://www.middle-earthtalk.com)

Spokane, WA

2007, September, to 2009.

**Founder, Webmaster**

Volunteer

Spokane Mandarin Chinese Language Group - [www.spokanechinese.com](http://www.spokanechinese.com)

(Kungfu for life address on Foothills and Div/Ruby)

Spokane, WA, ....., USA

...

**2004 to 2012**

**Internet Radio Streaming Systems Administrator & Webmaster**

Volunteer

Middle-earth Radio – [www.middle-earthradio.com](http://www.middle-earthradio.com)

Santiago, Chile. Liberty Lake, WA. Spokane, WA.

...

**2008, January to 2011**

**Founder, Administrator, Webmaster, Facilitator**

Volunteer

Spokane Java User Group (JUG)

[www.spokanejug.com](http://www.spokanejug.com)

Spokane, WA, USA

...

**2008, January to 2011**

**Founder, Administrator, Webmaster, Facilitator**

Volunteer

Spokane Python User Group (PUG)

[www.spokanepug.com](http://www.spokanepug.com)

Spokane, WA, USA

...

**2008 - 2011**

**Webmaster, Graphics Designer, Developer, Internet Services Hosting Provider**

Contract

Sushiwa .. - [www.spokanesushiwa.com](http://www.spokanesushiwa.com)

...

Spokane, WA, ...

...

Technologies: Apache Web Server, OpenBSD, CentOS, SSH, FTP, Gimp, HTML, gmail, ezmlm-idx, postfix, SMTP, POP3, IMAP,

**2008-2010**

**Webmaster, Graphics Designer, Developer, Internet Services Hosting Provider**

Contract

Easy Clean ... - [goo.gl/aKIS5m](http://goo.gl/aKIS5m)

...

Spokane, WA, ...

....

Technologies: Apache Web Server, OpenBSD, CentOS, SSH, FTP, Gimp, HTML, gmail, ezmlm-idx, postfix, SMTP, POP3, IMAP,

**2008 - 2009**

**Consultant, Videographer, Audio/Video Engineer, Video Editor, Photographer**

Contract

Someone USA Inc. - [www.someoneusa.com](http://www.someoneusa.com)

...

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**2008, February, to 2008, March.**

**TriGeo Network Security Inc. - [goo.gl/iL7kZn](http://goo.gl/iL7kZn) acq. by Solar Winds [solarwinds.com](http://solarwinds.com)**

**Sales Engineer & Information Security Community Developer**

Employee

510 Clearwater Loop, Suite 1

Post Falls, ID 83854

(208) 664-7000 - telephone

(208) 666-9710 - fax

February 2008 to March 2008

Company provides extensive Security Information Management solution. I was trained to act as "bridge" between sales staff and engineering department for prospective clients. Created internal web-based workflow-enabled content management system. Extensive research on competitors and competing products related to SIM (aka SEIM, SIEM, SEM, Security Information Management) technologies.

Originally brought in as technology trainer. CEO intervened, wished to use my distinctive skill set for desired position with multiple roles, sales engineer, and community engagement developer/facilitator.

Technologies used: Various Intrusion Detection Systems (IDS) & Intrusion Protection Systems (IPS) combined with Trigeo proprietary security technologies (NDA), Zope, Plone, Citrix, Java, Linux, ...

**2007, Oct 13**

**On site Systems Administrator, Network & VPN Administrator, Technical Support Contract**

Spokane Hardware Supply Inc. (through [www.onforce.com](http://www.onforce.com), through CompUSA)  
2001 E Trent Ave.  
Spokane, WA 99220

Remote "Login Tunnel" VPN service kept dropping. Was able to troubleshoot and resolve.

Technologies used: ...

**Kung fu For Life**

**Assistant Instructor**

**Webmaster**

**Systems/network Administrator**

[www.spokanekungfu.com](http://www.spokanekungfu.com)

**2004 to 2009**

**Spokane ASL (American Sign Language)**

**Founder, Webmaster,**

[www.spokaneasl.com](http://www.spokaneasl.com)

**2006 to 2012**

**MerpCon Convention**

**Founder, Event Organizer, Webmaster, Administrator.**

**2005 to 2009 (now Tolkien Moot)**

An annual international event dedicated to fans of J.R.R. Tolkien.

**Clemens Mechanical**

October/November 2007

Completely convert entire company infrastructure from Windows-based to Mac OSX based.

**Steelhead Specialty Minerals**

August to October 2007

Perform systems performance and security audit on Windows XP based infrastructure.

**2007**

**Consultant, SysAdmin, NetAdmin**

Contract

Clemens Mechanical

...

Spokane, WA, ....., USA

...  
Technologies: Mac OSX, OSX Server, Windows XP, Parallels, LDAP, IMAP,  
SMTP, ..., ...

## **2007**

### **Consultant, Security Auditor, Systems & Network Administrator**

Contract

Steelhead Specialty Minerals - [steelheadspecialtyminerals.com](http://steelheadspecialtyminerals.com) (through [onforce.com](http://onforce.com))

1.800.367.1534

1212 N. Washington St. Ste# 107

Spokane, Washington 99201

...

## **2004-2007**

### **Technical Advisor, Systems & Network Administrator, Developer, Webmaster, Internet Streaming Host Provider, Terrestrial Radio Equipment Technician**

Volunteer

KYRS FM Radio – [www.kyrs.org](http://www.kyrs.org)

35 W Main Ave #340E

Spokane, WA 99201, USA

(509) 747-3012

January 2004 to July 2007

Volunteer technology consultant and administrator for network, systems, website  
and email. Internet streaming provider as well.

Supervising Manager: Rose Johnson – (509) ...-.... email:

Owner contact: Lupito Flores

Technologies: Windows XP, Mac OSX, FreeBSD 4.x, and Suse Linux. Geeklog,  
Zope & Plone web/application servers, Qmail, Ezmlm, Squirrelmail, Icecast, Shoutcast,  
Ampache, ...

## **2004, March, to 2006, September**

### **Systems Administrator, Technology Consultant, Talk Show Host, DJ (volunteer)**

Volunteer

NEKKID Radio Internet Radio - [www.nekkidradio.com](http://www.nekkidradio.com)

Santiago, Chile & multinational locations (remote access)

Provided consultation services, audits, hosting solutions and implementations for  
NR's interactive Internet Broadcasting services.

Provided website hosting using Zope-Plone.

Technologies: Real Broadcaster, Winamp SimpleCaster, SAM2 Broadcaster,  
Apache 1x & 2x, MySQL, Phpnuke, Zope

## **2006-2007**



**Systems Administrator, Terrestrial Radio Technician, Webmaster, Streaming Services Provider, DJ, Talk Show Host (volunteer).**

Volunteer

KYRS FM Radio – [www.techtalkhawke.com](http://www.techtalkhawke.com)

Spokane, WA

....

**2005-06**

**DBA & Developer (contract)**

Contract

Infoco USA - [www.infocousa.com](http://www.infocousa.com)

...

...

...

**2005-2016**

**SysAdmin, Developer, Webmaster, Audio/Video Broadcast Engineer, President**

Volunteer

Eä Tolkien Society, an official Smial of the U.K. T.S. - [www.tolkienmoot.org](http://www.tolkienmoot.org)

Spokane, WA, USA

...

**2003-2005**

**Consultant, DBA, Developer, & Webmaster**

Contract

Veridex Index Corp. - [goo.gl/AdUXuE](http://goo.gl/AdUXuE) (was [www.veridex.us](http://www.veridex.us))

Malad, ID, USA

...

**2001-2005**

**SysAdmin, Developer, DBA, Consultant, Webmaster (contract)**

Contract

Colorific Signs LLC - [goo.gl/ag9tUo](http://goo.gl/ag9tUo)

Malad, ID, USA

...

**2003-2005**

**Systems & Networks Information Security Analyst, Consultant, & Admin**

Contract

Axxess.net Internet Service Provider - [goo.gl/XfQ5JY](http://goo.gl/XfQ5JY)

Idaho Falls, ID, USA

...

### **2002-2005**

#### **Technical Support, SysAdmin, Developer, DBA, Webmaster**

Contract

Platinum Financial - (was [www.pfmortgages.com](http://www.pfmortgages.com) (defunct by 2007)

West Jordan, UT, USA

...

### **2002-2004**

#### **Technical Instructor, Systems Administrator, Network Administrator, Webmaster**

The Computer Schools d.b.a. - [goo.gl/fdlAoY](http://goo.gl/fdlAoY)

208-766-2022, 800-887-0176

17 Bannock St.

Malad, ID, 83252, USA

...

Technologies Used: Symantec Ghost, Windows 9x/Me/NT/2k/XP, phpnuke, postnuke, mysql, ...

....

### **2002, July to 2004, March**

#### **CIO/CTO/CSO, President, SysAdmin, NetAdmin, Webmaster, Wireless Technician**

MaladNet Wireless Internet Services Provider d.b.a. - [goo.gl/ksbeBy](http://goo.gl/ksbeBy) (Dev 2 Dev Portal LLC services)

17 Bannock St.

Malad, ID, 83252, USA

Assets acquired by Axxess Wireless September 2003. Facilitated transition until March 2004. Provided broadband wireless Internet services to entire valley in 8 mile by 12 mile coverage area. Provided services to home users, businesses, government, and medical facilities. Provided up to T1 service to each location. Full traffic usage tracking and reporting, filtered content and email upon request, bandwidth shaping, fail-over connections, website hosting and design, support services. Trained multiple installation and support technicians. Supported over 100 users per tower at peak with reliable high speed access. Included mission-critical services for medical clinics and hospitals.

Designed and custom manufactured completely self-supported solar-and-wind-powered wireless Internet tower systems providing connectivity, relay/repeater, and full monitoring of voltage, temperature, traffic, and physical intrusion detection and motion activated video all on solar powered/battery operated system on mountainside.

Temperature/climate controlled units designed and modified to withstand winters with several feet of snow and temperatures below -20f and summers over +112f (shade) and over 140f (radiant).

Notable Business clients

- 2002-03 - Consultant – Hess Lumber - [www.malad.com/community/hesslumber.htm](http://www.malad.com/community/hesslumber.htm)
- 2003 - Albert's Automotive
- 2003-2004 - Malad Valley Clinic

- 2003-2004 - Grant Heilesen Properties
- 2003 - The Circuit Gym
- 2003 - BK Pumice – [www.hesspumice.com](http://www.hesspumice.com)

Colo servers at Hurricane Electric, Xmission, Oklahoma, and our own dedicated server farm (built from scratch), in Malad City Idaho, later with additional servers in Idaho Falls, ID.

Cisco, T1, UUnet, WorldCom, Albion Telephone Company (ATC), SNMP, Etherape, tcpdump, nmap, IRC, hybserv, hybrid.

Java, PHP, Python, and Perl programming

MySQL and PostGreSQL databases

Novell eDirectory, , Apache, SSL, MRTG, SNMP, SMTP, POP3, Qmail, Tripwire, iptables, pf, etherreal, etherape, various other IDS technologies (not disclosed), CuSeeMe client and reflectors for full audio/video conferencing with full duplex multi-user simultaneous meetings, PPTP and IPsec VPNs, PostNuke, PHPNuke, Zope, Jserv, Tomcat

RADIUS, Kerberos, LDAP, BIND, DNS, SMTP, Single Sign On (SSO), LEAP, 802.1x, MAC and IP access control

Servers: Linux Redhat, Debian Linux, OpenBSD, Trusted Solaris 6 & 7.

Supported user platforms: Windows 3.x/9x/Me/NT/w2k/XP, Mac OS 8x/9x/Xx, Linux (several distros), Solaris 6/7/8/9

802.11b & g and 802.11a 2.4 ghz and 5 ghz wireless.

Cisco Aironet Aps and bridges (3x0 and 1x00 series), 3Com, Intel, D-link, Hyperlink, Fab-corp, Linksys, and many other wireless companies' technologies for clients, bridges, and Aps.

Amplifiers, high gain antennae (sector, omni, pad, and parabolic), LMR 400 and 240 custom coax and fittings.

## **2002-2004**

### **Consultant, Systems Administrator, Network Administrator, Wireless Internet Provider**

Contract

Oneida County Hospital – Announcement:

<https://web.archive.org/web/20030326000548/http://www.oneidahospital.com/> -

[www.oneidacountyhospital.com](http://www.oneidacountyhospital.com)

150 N 200 W

Malad City, ID, 83252, USA

(208) 766-2231, FAX 208-766-4819

Provided broadband wireless services to help improve implementation of their imaging systems link with other hospitals and facilities. Helped as consultant in conjunction with their systems and network administrators to rectify internal LAN/WAN issues beyond the scope of the hospital's administrator skills.

Over time Oneida County Hospital decided to move its entire ISP service from ATC (Albion Telephone Company) to Dev 2 Dev Portal LLC's MaladNet Internet Services in March 2003. In so doing, Dev 2 Dev Portal LLC helped provide and train Oneida County Hospital staff in setting up and training their technical staff to use the new domain and website. Owned by the people of Oneida County, Oneida County Hospital and Long Term Care Facility provides emergency, inpatient, outpatient, acute and long-term care since 1925

Other technologies used: OpenBSD, Linux, Kerberos, LDAP, BIND, DNS, SMTP, Single Sign On (SSO), POP3, SSL, and many others.

### **2003, September**

#### **Information Security Guest Instructor/Speaker**

Bridgerland Applied Technology College [goo.gl/1DFVpE](http://goo.gl/1DFVpE) / Now Davis Applied Technology College [www.datc.edu](http://www.datc.edu)

550 East 300 South

Kaysville, UT 84037

Phone: (801) 546-2441

Previously Logan, Utah

Invited (out of the blue, by referrals from others) as a guest speaker for several hours in duration, lecture on Redhat, Linux, & Open source versus Windows 2000 & XP, and the pros and cons of open source vs. closed source approaches, products, and Information Security.

### **2002, April to 2003, March.**

#### **Systems & Network Administrator, Consultant & Support Technician**

Contract

Dev 2 Dev Portal LLC Client

*Valley Insurance Inc.*

*60a Bannock St.*

*Malad, Idaho, 83252*

*208-766-4700*

Provided simple systems administration and support for their small 3 windows 98 systems network.

### **2002, April through August.**

#### **Administrator, Developer, DBA, Webmaster**

Contract

Dev 2 Dev Portal LLC Client

Creative Earth LLC - <https://goo.gl/Hc98QN> - [www.creativeearthonline.com](http://www.creativeearthonline.com)

Malad, Idaho, 83252

Neil Martin (Owner)

Setup and administrate website and e-commerce shopping cart system for client using Apache, Postnuke PHP Server, MySQL, Redhat Interchange, Solaris 8, Java 2, PERL, HTML, & SQL.

Worked with client to create completely template driven new version of site that client could update themselves, rather than being dependent upon technical and development personnel to simply update site content.

New template-based version of site launched June 2002. Previous version was a very poorly designed static HTML site. Creative Earth Herb & Perennial Farm L.L.C. is a small, family owned and operated, wholesale/retail botanical farm located in Southeastern Idaho.

**2002, August to December.**

**Systems Auditor, Analyst, Consultant**

Contract

Dev 2 Dev Portal LLC Client

Devon Energy Corporation

Oklahoma, Texas, Wyoming, & Canada

Supervisor: Stephen Taylor (Now At Chesapeake Energy)

[www.dvn.com](http://www.dvn.com)

Devon Energy is a large USA-based energy and oil company. The project was titled "Data Services Division Performance Audit and Recommendations". I gathered extensive data and performed in depth research on Solaris, Windows and related application servers to optimize systems for maximum performance, security, and reliability. **Audited**, researched, and produced recommendations on **over 160 servers** in three states and two countries. Testing and production implementations covered:

- Solaris 6,7,& 8.
- Windows NT Server
- Windows 2000 Server
- IIS web server
- Apache web server
- ESSBASE
- Brio
- PEEP
- Oracle 8 & 9
- MS SQL Server 2000
- LDAP
- LDAP iPlanet 5x
- Kerberos
- ADS
- YP/NIS+
- Windows Domains

**2000, September to 2002, February.**

**CTO - Chief Technical Officer/CSO - Chief Security Officer**

Salaried Employee

September 2000 – February 2002

MightyWords Inc. (A division "spin-off" from Fatbrain)

Santa Clara, California

[goo.gl/mueAYR](http://goo.gl/mueAYR) - [www.mightywords.com](http://www.mightywords.com) (acquired by Barnes & Noble).

Personally implemented complete V.O.W. (Virtual Office & Workplace) including VPN, audio & video conferencing, application sharing, and later handed off to Operation Team when those positions were finally filled.

Built entire technical infrastructure (servers, network, workstations, printers, firewalls, Internet connectivity, email, software, etc) from scratch. Successfully implemented complete wireless ("secured") LAN and wireless mobile user ("road

warrior”) infrastructure keeping our sales, technical and executive staff well connected, with up to date information, and easy, constant access to resources.

As CTO, created from the ground up an entire Technical Department. Department size averaged around 15 regular employees plus 10-20 outsourced, offshore, and contracted personnel as needed. Direct reports included: interim Development Director, Project Manager, Technical Operations Director, Support Manager, Data manager, Security Manager, Research & Development, Technical Writers, Java Developers, DBAs, Systems & Network Administrators, QA Engineering, UI, and Security Administrators. Took over as Development Director in addition to maintaining CTO position, after previous Director left company (due to H1b complications). Managed the creation, development and successful deployment of an industry revolutionary DRM (Digital Rights Management) client and server technology. This technology is becoming the preferred DRM for Barnes & Noble .com, Fatbrain, Sparks Notes, iUniverse and many others to supplement and even replace Adobe & Microsoft’s DRM technologies. Implemented complete site integration with partner sites including (but not limited to): Barnes & Noble, Fatbrain, Lightning Source / Amazon, Internet.com, DevX.

Was key part of leading development team to create an industry revolutionizing DRM technology, that became in demand by Barnes & Noble (.com) family companies, Fatbrain, & Microsoft publishing (to name just a few), because of it’s superior flexibility and low customer support ratio, compared to other leading (Adobe, Glassbook, MS) DRM technologies.

Managed team of developers and administrators running a content management, e-Commerce, and co-branding system handling over 50,000 DRM managed PDF documents for sale, 100,000+ supporting images, over 150 distribution partner sites & over 5,000 content providers.

Worked regularly with Barnes & Noble, Fatbrain, and other partners on many content management & ecommerce related projects.

Architected & administrated many “N-tier” environments on different scales as fit traffic and uptime requirements.

*The experience listing below is not listed as keywords or “buzzwords”, but indicate real world working experience. I designed, purchased, and configured the systems listed, as well as worked with contractors, and later transitioned them to other employees as I hired them to fill the pre-planned positions, all under budget, and ahead of project schedule.*

*Equipment, OS, & Software hands on design, installation, and administration included:* Sun e220r (20+ systems), A1000 (4), D1000 (4), E450 (1), Ultra 10 (25+), Netscreen 10 VA Linux systems (20+), Cisco Catalyst 19xx series, Dell 1400 series servers, PPTP, IPSEC, Veritas, Cybersource, Solaris 7, Oracle 8.1.6 & 8.1.7, MySQL, Postgresql, ACS, (Arsdigita Community System & CMS), Aolserver, Tomcat 3, Apache, CVS, Bugzilla, MS SQL 2000, Exchange 2000 (Exchange/Outlook, IMAP, POP, SMTP), ADS, MS Windows 2000 Advanced Server, MS Project 2000 & MS Project 2000 Central Server, Redhat, Mandrake & VA Linux 6.2 through 7.2, Qmail, Ipchains, Poptop Server, SMB, Cupsd, Mixed user environment of Linux & Windows 2000 Pro desktops & laptops, CDPD (AT&T Wireless & Verizon Wireless), Ricochet services (until their demise),

Optistreams & Hughes Satellite Internet Satellite services (1.8Mbps down, 90Kbps up completely landline free system), Spread spectrum wireless T1, LDAP, BIND, DNS, SMTP, Single Sign On (SSO), DRM.

2000 – Consultant, Webfusion Developer – Franklin Covey – [www.franklincovey.com](http://www.franklincovey.com)

2000 – Senior Principal – Technology Solutions Corporation (TSC)

2000 – Analyst/Architect – Internet Shopping Network – [goo.gl/Liywqp](http://goo.gl/Liywqp) of [www.hsn.com](http://www.hsn.com)

2000 – Corporate Systems Architect and Analyst – Franklin Covey – [www.franklincovey.com](http://www.franklincovey.com)

Architect, design, & assist in implementation of development, staging, QA, and production environments for eCommerce, online Planning, Online Training, Device Synchronization, colo & hosting providers, as well as other services.

Worked in key roles developing the Franklin Covey Online Training program.

Designed entire architecture & documentation for complete implementation plan, purchased & installed hardware and software, configured, documented, and detailed ongoing maintenance and growth plans for project to complete after finishing my contract term. <http://www.fclearningcenter.com/>

Hardware included: e4500's, e420r's, e220r's, e450's, Ultra 10's, x86 multi cpu systems (for Linux), BigIP + SSL, Cabletron SSR2000, SSR8000, Nokia 650 VPN/Firewall, A1000 RAID arrays, and many other components.

Software included: Solaris 2.7, Windows 2000 Server, Redhat 6.2, Allaire JRUN 3, Allaire ColdFusion 4.51 for NT, Coldfusion for Solaris, Kerberos, LDAP, BIND, DNS, SMTP, Single Sign On (SSO), Oracle 8i, IIS, Apache, Visual Source Safe, Rational Clear Quest, gmail, ssl, Fusion one synchronization services.

1999-00 – Director of Operations – Franklin Covey Online Learning - [goo.gl/UIQTrU](http://goo.gl/UIQTrU)

1999 – SysAdmin, InfoSec – Franklin Covey Electronic Solutions – [www.franklincovey.com](http://www.franklincovey.com)

1999 – Unix Admin – Franklin Covey – [www.franklincovey.com](http://www.franklincovey.com)

1999 - Network, Systems, Websites and Security Admin & Dev. via ITI - [goo.gl/qBP2EN](http://goo.gl/qBP2EN)

1998-99 – Consultant, SysAdmin, DBA - Utah Dept. Public Safety via ITI - [goo.gl/qtD43f](http://goo.gl/qtD43f)

1998-99 – Consultant, SysAdmin, DBA – UT Corrections Dept. via ITI - [goo.gl/uuO6Cn](http://goo.gl/uuO6Cn)

1998-99 – SysAdmin – State of Utah Dept. of Tech Service via ITI - [dts.utah.gov](http://dts.utah.gov)

1998 - Client Solutions Implementation & Admin & Java Dev – ITI - [goo.gl/qBP2EN](http://goo.gl/qBP2EN)

1998 - CIO & Lead Developer – PC Easy - [goo.gl/xHsY0F](http://goo.gl/xHsY0F)

1997 – SysAdmin – EG&G Chemical Weapons, Tooele, UT via Comspec [goo.gl/2ZvRnx](http://goo.gl/2ZvRnx)

1997 – SysAdmin – Kennecott Mining, UT, via Comspec - [www.kennecott.com](http://www.kennecott.com)

1997 – SysAdmin – LDS Data Services, UT, via Comspec - [tech.lds.org](http://tech.lds.org)

1997 – SysAdmin – Swire Coca Cola, UT, via Comspec - [www.swirecc.com](http://www.swirecc.com)

1997 - Network and Systems Administrator – Comspec Corporation - [goo.gl/7V5ILU](http://goo.gl/7V5ILU)



1997 – QA, Junior Developer, Java & Visual Basic – SoftDocs Inc. - [www.softdocs.com](http://www.softdocs.com)

1996-08 - Admin, Developer, DBA – Alpentech Inc. - [www.alpentech.net](http://www.alpentech.net)

1996-97 - Head Systems & Networks Technician & Java Developer – PC Easy - [goo.gl/xHsY0F](http://goo.gl/xHsY0F)

1996 - Netware, Wang, & WFWG Admin, UCC/Broadview Univ [broadviewuniversity.edu](http://broadviewuniversity.edu)

1995-96 - Assistant Network Admin – Teltrust Inc. Directory Services - [goo.gl/bKPIOM](http://goo.gl/bKPIOM)

1992-95 – Bus. & Res. Sec. Mgr & SysAdmin – Villa Franche & Laurelwood Prop., UT.

1988-90 - Security and computer systems support – Brittainny Apartments, Murray, UT.

1979-94 – Independent and contracted software developer, Utah.

1979, 1983-87 – Surveyor, Lumberjack, Construction - Lost Packer Mining Co., Idaho.

2015 – Contracted InfoSec Incident Handler – NBC Packaging USA - [nbcpkgusa.com](http://nbcpkgusa.com)

Founder & Lead Researcher – RPG Research (2006+) [www.rpgresearch.com](http://www.rpgresearch.com)  
Details pending...

Founder – Spokane Music Therapy.com (2011+) [www.spokanemt.com](http://www.spokanemt.com)  
Details pending...

Founder - Inland Empire Tolkien Society (2008+) [www.tolkienscholars.org](http://www.tolkienscholars.org)  
Details pending...

Founder, Organizer – Tolkien Moot convention (2009+) [www.tolkienmoot.org](http://www.tolkienmoot.org)  
Details pending...

Founder & Host – Middle-earth Talk Show (2008+) [www.middle-earthtalk.com](http://www.middle-earthtalk.com)  
Details pending...

Founder – Middle-earth Radio (2006+) [www.middle-earthradio.com](http://www.middle-earthradio.com)  
Details pending...

**Administrator/Developer/DBA/Support Technician**  
**Dev 2 Dev Portal LLC Client**  
**December 1996 – 2008**  
**Alpentech Inc.**  
**2871 South 2870 East**  
**Salt Lake City, Utah, 84109**  
**Beat VonAllmen (Owner)**

[www.alpentech.net](http://www.alpentech.net)

Setup and administrate website and e-commerce shopping cart system for client using Apache, ACS (Arsdigita Community System), MySQL, PostgreSQL, Oracle 8.17, Redhat Interchange, Java, PERL, HTML, SQL & PLSQL, PhpNuke, PostNuke, & Zope.

Worked with Wells Fargo Bank Merchant Services division to setup and deliver "real-time" credit card authorization and full featured shopping cart and CRM.

Alpentech Inc. designs mountain resorts around the world including: Park City, Snowbird, Alta, Brighton, Solitude, Snow Basin, and many others. Alpentech also sells maps and posters, and now sells online to consumers, dealers, and special partners via this newly enriched site.

Note: I have provided various technical services and support for this client since 1996 when he first became a PC Easy customer, and he has insisted on my help ever since, he has tried others to help him when I'm not available, but he always opts for me when I'm available.

Providing hosting services for DNS, SMTP, POP, SSL, Redhat Interchange, Apache, Wells Fargo & Verisign Merchant services, real time credit card authorization and other related services.

#### **Administrator/Developer/DBA/Support Technician**

Independent Contractor

**August 1995 – (2005)**

**Color Signs & Graphics**

**(Formerly Colorificsigns LLC formerly Colortops)**

**2885 West 1000 North**

**Malad City, Idaho, 83252**

**Kent Christen (Owner)**

[www.colorsandsgraphics.com](http://www.colorsandsgraphics.com)

Setup and administrate website and e-commerce shopping cart system for client using Apache, ACS (Arsdigita Community System), MySQL, PostgreSQL, Oracle 8.17, Redhat Interchange, Java, PERL, HTML, SQL & PLSQL, PhpNuke, PostNuke, Zope.

Setup multiple custom payment options (purchase orders, automatic billed accounts, etc). Colorificsigns LLC creates and distributes banners, "toppers", and custom signs for retail outlets, convenience stores and gas stations all over the US. Some clients include: Flying J, Holiday Oil, Western Union, and many others.

The new site enables clients to make complete catalog orders online with a wide variety of pricing structures (bulk, special partner discounts, etc).

Providing hosting services for DNS, SMTP, POP, SSL, Redhat Interchange, Apache, and related services.

Security, Systems, Wireless & Wired Network Consulting

**Dev 2 Dev Portal LLC Client**

**August 2003 – February 2004**

**Axxess.net [www.axxess.net](http://www.axxess.net) -**

<https://web.archive.org/web/20031027022256/http://www.axxess.net/>

**Idaho**

Audited and verified systems compromise of Linux and windows servers. Completely overhauled entire ISP's infrastructure at Idaho Falls location. Replaced all servers with OpenBSD and full hardening. Setup monitoring, graphing, and alert systems. Setup IDS (Intrusion Detection Systems) using various opensource applications.

Services setup/overhauled included: DNS, SMTP, POP3, Qmail, IMAP, LDAP, SSH, SSL, HTTP/HTTPS, FTP, SFTP, spam filtering, nat, routing, firewall, etc.

Products included (just a brief overview): Apache, postfix, spamassassin, tripwire, pf, mrtg, OpenBSD & RedHat, Visio Enterprise, Kivio, OpenOffice. 900 Mhz wireless.

### **Consultant**

Dev 2 Dev Portal LLC Client

**May 2003 – September 2003**

[www.veridex.us](http://www.veridex.us)

#### **Michigan, Oregon, & Idaho**

Consultant and offered CTO position (I declined) to completely scope out, architect and design, and build working prototype from scratch. Community-centric portal using forums, score rankings, voting logic, and other complex implementations to provide scoring for the integrity of publicly traded companies.

Technologies used included:

Java, PHP, and Python programming

Apache, SSL, MySQL, SMTP, POP3, LDAP, Qmail and MRTG.

PHPNuke, PostNuke, Zope, Redhat Interchange

Visio Enterprise, Kivio, OpenOffice.

### **Consultant, Systems and network support technician**

Dev 2 Dev Portal LLC Client

**Hess Lumber March 2002 - December 2003**

<http://www.malad.com/community/hesslumber.htm>

#### **Idaho**

Provided technical support for tcp/ip network, ISP services, and Windows XP systems.

### **Consultant for networking, systems, security, and wireless advising and training**

Dev 2 Dev Portal LLC Client

**Hess Pumice**

[www.hesspumice.com](http://www.hesspumice.com)

**August – December 2003**

Provided training, design, and general consultation in their efforts to upgrade and overhaul their network and systems, as well as an initiative to provide wireless broadband to their employees over several miles distances on point to point basis.

Complete overhaul/upgrade of systems from NT/w2k based network to standardize on OpenBSD, Linux, and Windows NT.  
Security audit and advising on security best practices, policies, and technologies.  
Technologies covered included:  
Windows NT, W2k, XP, OpenBSD, Mac, & Linux  
IIS, Apache, PHPNuke, PostNuke, Zope, OWA  
MS Exchange, Postfix, Sendmail, Qmail  
Visio Enterprise, Kivio, OpenOffice.  
802.11b/g and 802.11a training provision and security best practices.  
IPSec VPNs and hardware/vendor VPNs (Cisco).  
Cisco 3x0 and 1x00 Aps and Bridges.  
Various IDS technologies (not disclosed)

**Instructor & Systems Administrator**  
**Dev 2 Dev Portal LLC Business Division**  
**April 2002 – June 2003**  
**The Computer Schools**  
**Malad, Idaho, 83252**  
[www.thecomputerschools.com](http://www.thecomputerschools.com)

Provide technical instructional services to local adult students.  
Provide technical support, systems administration, website design, hosting, administration, email services, and more.

**Administrator/Developer/DBA**  
**Dev 2 Dev Portal LLC Client**  
**April 2002 - August 2002**  
**Platinum Mortgage Group**  
**Salt Lake City, Utah, 84109**  
**Karl Christen (Employee)**  
[www.pfmortgages.com](http://www.pfmortgages.com)

Setup and administered dynamic template driven website using Apache, Postnuke Server, Redhat 7.2, Solaris 7, MySQL, Java, PERL, HTML, PHP, & SQL.  
Helped client register domain, setup website, dns, email server, accounts, template driven website that client can handle their own content updates.  
Worked with client to created complex mortgage calculation and tracking system.  
Developed dynamic intranet for employees.  
Completed version of site will launch sometime in October 2002.

**Administrator/Developer/DBA**  
**Dev 2 Dev Portal LLC Client**  
**May to June 2002**  
**Malad Football Booster Club**  
**Malad, Idaho, 83252**  
[www.maladfootball.com](http://www.maladfootball.com)

Setup and administrate website and online catalog system for client using Apache, Postnuke PHP Server, MySQL, Redhat Interchange, Solaris 8, Java 2, PERL, HTML, & SQL.

Worked with client to create completely template driven version of site that client could update themselves, rather than being dependent upon technical and development personnel to simply update site content.

### **Instructor**

#### **Independent Contractor**

**September 3<sup>rd</sup>, 2000 to September 10<sup>th</sup>, 2000**

**Contract: Instructional Tour, sponsored by HotLabs (Hands On Training) & Novell.**

[www.hotlabs.org](http://www.hotlabs.org)

[www.novell.com](http://www.novell.com)

#### **Provo, Utah**

Course instructor for:

- NDS 8 on Linux
- Netware 5.1
- Netware 5.1 Small Business Server
- TCP/IP.

### **Systems Architect and Technology Consultant**

#### **Independent Contractor**

**July 2000 to September 2000**

**Contract: Franklin Covey eCommerce, Planner, & Online Learning Divisions.**

[www.franklincovey.com](http://www.franklincovey.com)

[www.franklincovey.com/fclearning/](http://www.franklincovey.com/fclearning/)

[www.fclearningcenter.com/](http://www.fclearningcenter.com/)

Architect, design, & assist in implementation of development, staging, QA, and production environments for eCommerce, online Planning, Online Training, Device Synchronization, colo & hosting providers, as well as other services.

Worked in key roles developing the Franklin Covey Online Training program.

Designed entire architecture & documentation for complete implementation plan, purchased & installed hardware and software, configured, documented, and detailed ongoing maintenance and growth plans for project to complete after finishing my contract term. <http://www.fclearningcenter.com/>

Hardware included: e4500's, e420r's, e220r's, e450's, Ultra 10's, x86 multi cpu systems (for Linux), BigIP + SSL, Cabletron SSR2000, SSR8000, Nokia 650 VPN/Firewall, A1000 RAID arrays, and many other components.

Software included: Solaris 2.7, Windows 2000 Server, Redhat 6.2, Allaire JRUN 3, Allaire ColdFusion 4.51 for NT, Coldfusion for Solaris, Oracle 8i, IIS,

Apache, Visual Source Safe, Rational Clear Quest, qmail, ssl, Fusion one synchronization services.

### **Senior Principle**

Technology Solutions Corporation

July 2000

Salt Lake City, Utah

Chicago, IL

Atlanta, GA

San Francisco, CA

TSC, an organization specializing in the implementation of large-scale ERP, Supply Chain, and CRM implementations. Hired as "Senior Principle"(vice president in training) for technology consulting division. Worked from Salt Lake City, UT home remotely 80% of the time with maximum 20% travel per month to corporate offices elsewhere. Publicly traded company provided technology consulting services to Fortune 1000 and 500 clients. Released after 2 weeks due to failing background check from activities back in 1989 as a teenager, their HR department had not finished the check when they made the offer of employment, and the department did not feel their stock holders would tolerate a VP with such a background. Had accepted this position instead of offers from IBM and SBC/PacBell who had completed background checks before making offers and did not have any issues.

### **Systems Architect & Technology Consultant**

#### **Independent Contractor**

*Contract: July 2000*

Contract: Home Shopping Network's Internet Shopping Network (isn.com) (c/o

RE-Solutions Group)

Irvine, California

[www.isn.com](http://www.isn.com)

Assist in finalizing implementation of moving entire live production BroadVision 2.5 server environment to new physical location from it's existing location of over 3 years, with minimal downtime (From Sunnyvale, CA area to Irvine, CA area).

Environment included e5000, e4500's, e4000's, e450's, 220r's & 420r's, Ultra5's.

Solaris 2.5.1 & 2.6

Oracle 7.3.4

BroadVision (highly customized bvconf executable, using no interaction managers) 2.5.1 & 2.6

A total of more than 50+ servers successfully moved before deadline and under budget.

### **Systems Architect and Technology Consultant**

#### **Independent Contractor**

*Contract: May 2000*

*Home Shopping Network's Internet Shopping Network (isn.com)*

*c/o RE-Solutions Group*

[www.isn.com](http://www.isn.com)

Mountain View, California

Troubleshoot, analyze, and suggest solutions for moving entire live production BroadVision 2.5 shopping cart server environment to new physical location from it's existing location of over 3 years, with minimal downtime (8 hour drive for equipment).

Environment included e4000's, e450's, 220r's & 440r's.

Solaris 2.5.1 & 2.6

Oracle 7.3.4

BroadVision (highly customized bvconf executable, using no interaction managers) 2.5.1 & 2.6

**Corporate Systems & Components Architect**  
**Director of Operations for E-Commerce Division**  
**Security Administrator for E-Commerce Division**  
**Senior Systems Administrator for E-Commerce Division for Solaris, Linux, NT, W2k, Netware, Oracle 8i, ColdFusion, & BroadVision**

**Salaried Employee**

**May 1999 – July 2000**

**Franklin Covey**

**(Electronic Solutions Division)**

**Salt Lake City, Utah**

[www.franklincovey.com](http://www.franklincovey.com)

[www.franklincovey.com/fclearning/](http://www.franklincovey.com/fclearning/)

[www.fclearningcenter.com/ -](http://www.fclearningcenter.com/)

<https://web.archive.org/web/20060218032344/http://fclearningcenter.com/>

[www.franklinplanner.com](http://www.franklinplanner.com)

Propose, design, and create revolutionary uses of leading edge technology and/or methodologies to be adopted throughout entire corporation.

Designed solutions for project business plans, including costs, security, reliability, usability, and marketing.

Broadvision Server/Development Environment analysis, design, setup, maintain, performance tuning, and work with dozens of team members using Broadvision 4.x in both development and production environments.

Systems design, ordering, implementation and administration of Solaris, Linux, NT/2000 E-Commerce (& other services) servers and Oracle and MS SQL Databases

QOS agreements with average uptime requirements of 99.5% to 99.95% uptime per year for development environments and 99.995% uptime for production sites, networks, & systems

Troubleshoot system and network LAN/WAN/Intranet issues.

Develop, implement, program, and maintain customer support procedures, apps, systems & databases. Research, analyze, report, and recommend various technology products.

Recent examples include: Netware 5.1, NDS 8, Netware Single Sign On, Solaris 8, Coldfusion on NT/Linux/Solaris and conversion, Broadvision 4.0 & 4.1 connecting to Oracle 8i, hosting facilities evaluation (Qwest, Intel, TelUS, USI, Abovenet, Xmission, Infomission, and others), Jini, online education programs at Sun and other sites, high capacity (1,000,000+ /day) email services and products, and more.



As Director of Operations for Electronic Solutions Division, built independent infrastructure for 80 users/employees, created independent corporate Information Security team.

As Corporate Systems & Components Architect performed detailed analysis of significantly diverse and non-integrated infrastructure, and provided redesign, planning, and implementation for multinational infrastructure supporting over 4,500 users in over 50 countries.

Research, recommend, design, test, implement, and administrate corporate-wide video conferencing solutions. Research, recommend, design, test, and implement complete Virtual Office & Workplace (VOW) work at home solution. Research, recommend, design, test, and implement complete Wireless Internet solution in conjunction with VOW initiative.

Research, inspect, consult with various hosting companies across US & Canada, and recommend best providers dependent on project needs and business scope.

Create, follow, and enforce project methodologies, plans, and timelines.

Contribute to budget creation and conformance.

*Used the following applications and operating systems regularly:*

Broadvision 4.0 & 4.1, Solaris 2.6/7/8, Linux Redhat, Windows NT Workstation/Server/Enterprise 4.0 and 2000, Windows 95, Windows 98, Windows CE, Pocket PC OS, Palm OS, IIS 4.0, MS SQL 6.5 and 7.0, Netscape Enterprise Web Server 3.x, Apache Web Server 1.3.x, Oracle 7x/8x/8i, Solstice Suite, VNC, PPTP, Qmail, ezmlm, Raven, SSL, SSH, MS Project 98, Visio, mySQL, jserv, EAS 3.0, Java JDK 1 & 2, Symantec Café, IBM Visual Age (Linux), Sun Forte for Java (community edition), Star Office Suite, emacs, vi, and many, many others.

**Head WAN/LAN Network Administrator**

**Head Systems Head Administrator**

**Security and Firewall Administrator**

**Webmaster/Programmer/Web-Designer/Database Administrator**

**Salaried Employee**

**Sybase and MS-SQL Database Administrator**

**Oracle Assistant DBA**

**June 1998-August 1999**

**ITI (Information Technology International)**

**965 East Murray-Holladay Rd.**

**Salt Lake City, Utah**

**(801) 268-8600**

**[www.itweb.com](http://www.itweb.com)**

Network administration, website development, Java programming, server and workstation support. Administer multi-site corporate email using Exchange and web-based OWA (Outlook Web Access) tools. Using Java (JDK 1x & 2), created various useful network administration and monitoring applications (Intranet/Internet Level). Maintain client site networks (LAN's, WAN's, Intranets, & VPNs). Redesign, overhaul, and maintain entire company's multi-state (Utah, New Mexico, & Arizona) networks. Troubleshoot system and network LAN/WAN/RAS/Intranet issues. Develop, implement, program, and maintain customer support procedures, apps, systems & databases (using Java and/or Silverstream). Elected as Administrator for Utah Silverstream User's Group. Order, configure and help support ADSL, ISDN, and T1 lines for company and clients.

Mentored/trained various aspiring network technicians as interns.  
*Used the following applications and operating systems regularly:*  
SilverStream Application Server 1x & 2x, Sybase Adaptive Server, Oracle Server 7.3 and 8 & 8i, Sybase SQL Anywhere, JConnect (JDBC), ODBC connections, Solaris 2.51/2.6/2.7, Linux Slackware/Redhat/Debian, FreeBSD, Windows NT Workstation/Server/Enterprise, Windows 95, IIS 4.0, MS SQL 6.5 and 7.0, Netware 4.11 and Netware Web Server, Netware LDAP server, Apache Web Server, Netscape Enterprise Web Server, PC Anywhere, VNC, Symantec Café, jBuilder.

**Chief Information Officer**  
**Director of Technical Operations**  
**Lead Technician & Administrator**  
**Lead Developer (Java)**  
**Oracle & MS-SQL Database Administrator**  
**Salaried Employee**  
**January 1998-June 1998**  
**PC Easy Computers & Services**  
**Salt Lake City, Utah**

Company Project(s) Manager (included up to multi-million dollar projects design). Design, implement, and maintain many remote clients' networks (LAN/WAN/RAS/VPN/Intranet/Extranet). Order, configure, and assist support of ADSL and ISDN lines for clients. Increased system custom build productivity from 5-8 systems per tech, per day, to 20-40 systems per tech, per day. Troubleshoot system and network LAN/WAN/Intranet issues. Develop, implement, program, and maintain customer support procedures, apps, system & databases using VB & Access, PERL, and Java.

Larger clients included: Salt Lake City Corporation, Salt Lake Gateway Project, University of Utah (various educational and research departments), Certified Careers Institute, JH & Assoc. Engineering, various medical offices, various educational facilities various law firms, various smaller government agencies.

Responsibilities included hiring, releasing, training, and managing as many as 12 employees at a time (mostly technical personnel, and some sales reps). Creating and complying to technical budget. Acquiring, and fulfilling client contracts, creating and growing market reach. Creating documented system build process, support process/escalation methods, purchasing/inventory processing, employee training and certification programs, instructional courses (technical, up to 20 students).

**UNIX and NT LAN/WAN Administrator**  
**Clients Support Technician for Document Imaging, Workflow & Database Systems**  
**Webmaster**  
**Junior Java Developer**  
**Junior Visual Basic Developer**  
**MS-SQL, Oracle & Informix Database Administrator**  
**Salaried Employee**

**June 1997-January 1998,  
Comspec Corporation & SoftDocs Inc. (Changed to Verticore Technologies)  
Salt Lake City, Utah**

Designed, implemented, and maintained entire corporate Internet & Intranet sites from scratch. Created (& maintained) Web-based Customer support database using Java. Order, configure and maintain ISDN for company's divisions.

Install & maintain NT Proxy, and MS Exchange Servers LAN & Internet Mail.

Designed implemented and maintained corporate (800 number) dialup and ISP services. Some clients included: Kennecott Mining Corp, Varian Mfg, Smiths Foods, Swire (Coca Cola) Distributing, St. Alphons' Hospital, AG&G Chemical Demolitions Facility, LDS Church Missionary Dept., LDS Church Genealogical Dept., Salt Lake City Corporation, Utah State Corrections, Gem Insurance Company.

Worked with integration of software on many platforms:

DOS, 3x, 95, NT (3x & 4), UNIX (AIX, HPUX, Sun/Solaris, Linux), OS/2 WARP, MAC, Netware (2x, 3x, & 4x).

Supported the following network technologies:

TCP/IP, IPX/SPX, NetBEUI, Banyan-VINES, Arcnet.

Application support included:

Filenet, Documentum, Optika, Saros, InConcert, Frequent Filer, and many other "custom coded" programs related to document imaging, document workflow & document management.

**Computer Systems Head Technician  
Junior VB & Java Developer and MS-SQL & Oracle DBA  
Hourly Employee  
September 96 to June 97  
PC Easy Computers  
Salt Lake City, Utah**

Increased system build productivity from 2-3 computer systems built per tech, per day, to 6-10 systems per tech, per day. Responsible for evaluating, testing, & approving new hardware & software for purchase by company. LAN administrator for company, as well as contracts for other companies. Webmaster for company site as well as for contracted web-site creation/design/administration for other companies. Train new tech employees. Hire and manage technicians (up to 5 employees).

**Computer Graphics Instructor  
Automotive Instructor  
Novell, WFWG, WANG & LAN administrator  
Hourly Employee**

**March 96 to September 96**

**Broadview University (previously Utah Career College (previously The Bryman School and Technical College))**

**The American Automotive Institute**

**1144 West 3300 South**

**Salt Lake City, Utah.**

[www.utahcollege.com](http://www.utahcollege.com) -

<https://web.archive.org/web/19981207074202/http://www.utahcollege.com>

Created and instructed approved course in Computer Graphics & trained other instructors to teach the course (up to 20 students). Network Administrator for Novell Netware 2.12, 3.1, WANG, & WFWG/DOS. Instructor for Automotive Technical Division & Office Administration courses (up to 25 students).

Novell Netware 2.12 & 3.1, WANG and WFWG 3.11 Administrator on IPX/SPX & TCP/IP networks. Created curriculum and trained instructors on teaching course in Graphics Design. Course initially focused on Corel Draw, but eventually became full certification program.

**Directory Assistance Operator**  
**Assistant Network Administrator**  
**Hourly Employee**  
**August 1995 to March 1996**  
**Teltrust Communications Inc.**  
[www.teltrust.com](http://www.teltrust.com)

Provided directory assistance support.

Provided assistance in troubleshooting and supporting Netware 2.12 and 3com networks and Windows for Workgroup computers internally for Teltrust administrators.

**Security Manager**  
**Software Developer**  
**Systems Administrator**  
**Salaried Employee**  
**October 1993 to August 1995**  
**Laurelwood Apartments and Offices**  
**Salt Lake City, Utah**

Property Security Manager for 96 apartment units and over 140,000 square ft office complex near downtown Salt Lake City.

Provided software development by custom coding accounting, tenant tracking, and inventory software suite in QBASIC.

Provided PC systems support for OS/2, DOS, and Windows based systems.  
Some early Linux use beginning around 1994.

**Photographer, Darkroom & Lab Technician**  
**Howell's Photography**  
**1995**

Black & White archival darkroom technician (from negatives to plates up to 8"x10"), color lab processing technician and photographer.

**Color Lab Enlargements Technician**  
**Kodak Qualex Photo Labs**  
**1993-1994**

Operated color enlargement lab equipment (manually), for up to 11"x14" print enlargements. Graveyard shift.

**Independent Contracted Photographer**  
**Models' International, The Look, & 7 other top model agencies in area.**  
**1992-1995**

Independent photographer for many agencies, companies, musicians/bands, magazines, and other opportunities.

**Security Manager**  
**Property Maintenance Manager**  
**Systems Administrator**  
**Software Developer**

**Salaried Employee**

**May 1992 to October 1993**

**Villa Franche, Starcrest, & Millcreek Meadow Apartments**

**Salt Lake City, Utah**

Property Security Manager with crew of two other security officers.  
Property grounds and maintenance manager with crew of six maintenance staff.  
Managed contractors for paint, plumbing, electrical, construction etc.  
Over 350 units at Starcrest, over 120 units at Villa Franche, over 40 Units at Millcreek Meadow.

Supported and administered the company PCs and software running Windows and DOS and custom accounting and property management software.

Wrote and updated accounting and property management software in BASIC/QBASIC that replaced the previous commercially purchased software.

**Annuity Services Support Representative**  
**and OS/2 Assistant Systems Administrator**

February 1992 to September 1993

John Hancock Annuities & Life Insurance (via Matrix Marketing)

*Salt Lake City, Utah*

*Hourly Employee*

Provide inbound support to annuity and life insurance John Hancock Life Insurance & Annuities customers.

Assistant Administrator for OS/2 and LAN & WAN networks.

**7-11**

**Cashier/Clerk (all shifts, primarily graveyard)**

**January 1992 to January 1993**

**Salt Lake City, Utah**

Cashier & Clerk for 7-11. When all my photography equipment was stolen, I needed a means of earning income to rebuild my equipment, so worked double and triple shifts and mostly graveyards, so could build photography client base back up. Offered assistant management positions multiple times (turned down because of pursuing interests in other careers). Moved on to Villa Franche.

**Models' International & The Look**  
**Staff Photographer & Darkroom Technician**  
**March 1991 to January 1992**

Began as apprentice, became lead photographer in 2 months, Staff photographer within 3 months. Color & black & white shooting and hand processing (black and white) and enlargements. Trained apprentices as well.

**Hillcrest Care Center**  
**Habilitation Therapist**  
**348 E 8000 S**  
**Sandy, UT, 84070**  
**(801) 566-4191**  
**1990**

Morning care for moderately functional special needs adults. Guide them in preparation for the day and being sent to various OT and PT programs.

**Doxie Hatch Care Center**  
**CNA (Nurse's Aide)**  
**3300 S 600 E**  
**Murray, UT**  
**1990 to 1991**

On call CNA for all floors including terminal patients. Attended LPN program as well.

**Security guard, computer & network systems support technician**  
**Salaried employee**  
**March 1988 to february 1990**  
**Brittainny Apartments**  
**Murray City, Utah**

Property security nightshift and on-call 24x7x365.  
PC systems and network support

**Surveyor, surface and underground mining construction crewman**  
**Hourly employee (seasonal)**  
**Summers 1979, 1983 to 1987**  
**Lost Packer Mining Corporation**  
**Idaho**

Performed wide range of labor and skilled work including:  
Surveyor (mill and mine sites), surface blasting, lumber jacking, heavy duty construction, welding, courier/driver, mechanic, dishwasher, heavy duty pneumatic tools operator, and groundskeeper.

Some occasional computer systems and software development work on IBM PC and Apple (Ile & Mac) systems.

1979 to 1994  
Independent Software Developer (contract)  
Various organizations and individuals  
Utah

DESCRIPTION:

ROLES & RESPONSIBILITIES:

TECHNOLOGIES & METHODOLOGIES USED:

- ① <https://www.sans.org/security-resources/malwarefaq/pptp-vpn>
- ② <http://www.hawkenterprising.com/archives/hawkes-robinson-tech-resume-skills-inventory.pdf>
- ③ <http://www.hawkenterprising.com/archives/resumes/web/2016-2017-zombie-orpheus-entertainment>
- ④ [www.dev2dev.com](http://www.dev2dev.com)
- ⑤ [www.hawkenterprising.com](http://www.hawkenterprising.com)
- ⑥ [www.spokane2600.org](http://www.spokane2600.org)
- ⑦ [www.rpgtherapeutics.com](http://www.rpgtherapeutics.com)
- ⑧ [www.rpgresearch.com](http://www.rpgresearch.com)
- ⑨ [www.spokanemt.com](http://www.spokanemt.com)
- ⑩ [www.tolkienscholars.org](http://www.tolkienscholars.org)
- ⑪ [www.tolkienmoot.org](http://www.tolkienmoot.org)
- ⑫ [www.omzine.org](http://www.omzine.org)
- ⑬ [www.nbcpkgusa.com](http://www.nbcpkgusa.com)
- ⑭ [www.interlinkadvantage.com](http://www.interlinkadvantage.com)
- ⑮ [www.middle-earthtalk.com](http://www.middle-earthtalk.com)
- ⑯ [www.middle-earthradio.com](http://www.middle-earthradio.com)
- ⑰ <https://web.archive.org/web/20080310010158/http://www.trigeo.com>
- ⑱ [www.onforce.com](http://www.onforce.com)
- ⑲ [www.kyrs.org](http://www.kyrs.org)
- ⑳ [www.nekkidradio.com](http://www.nekkidradio.com)
- 21 [www.techtalkhawke.com](http://www.techtalkhawke.com)
- 22 [www.infocousa.com](http://www.infocousa.com)
- 23 [www.tolkienmoot.org](http://www.tolkienmoot.org)
- 24 [www.veridex.us](http://www.veridex.us)
- 25 <https://web.archive.org/web/20050420053022/http://www.veridex.us/pn/>
- 26 <https://web.archive.org/web/20021128015622/http://www.colorificsigns.com/>
- 27 <https://web.archive.org/web/20031027022256/http://www.axxess.net/>
- 28 [www.pfmortgages.com](http://www.pfmortgages.com) (defunct)
- 29 <https://web.archive.org/web/20040208080029/http://thecomputerschools.com/>
- 30 <https://web.archive.org/web/20030524063059/http://www.maladnet.net/>
- 31 <https://web.archive.org/web/20030326000548/http://www.oneidahospital.com/>
- 32 [www.hesspumice.com](http://www.hesspumice.com)
- 33 [www.datc.edu](http://www.datc.edu)
- 34 [www.2600.com](http://www.2600.com)
- 35 [www.malad.com/community/hesslumber.htm](http://www.malad.com/community/hesslumber.htm)
- 36 <https://web.archive.org/web/20030611172938/http://creativearthonline.com/>
- 37 [www.dvn.com](http://www.dvn.com)
- 38 <https://web.archive.org/web/20010722202049/http://mightywords.com/>
- 39 [www.franklincovey.com](http://www.franklincovey.com)
- 40 <https://web.archive.org/web/20000707004914/http://www.isn.com/>
- 41 [www.franklincovey.com](http://www.franklincovey.com)