Mike Wood

Microsoft Alumni Since 2004

Skills

Systems Architect
Systems Engineering
Systems Administrations
Network Engineering
Network Administration
Domain Name Management
SSL/TLS Management
Performance Troubleshooting
Microsoft System Center
  Data Protection Manager
  Configuration Manager
  Operations Manager
Windows Server
  NT/2000/2003
  2008/2008R2
  2012/2012R2
Microsoft IIS
  v4/5/6/7/8.x
Exchange
  5.5/2000/2003
  2007/2010/2013/365
Windows Desktop
  XP/Vista/7/8.x/10
Linux
  Red Hat/Centos/Debian
OpenBSD
Mac OS X
HP ProLiant servers
Dell PowerEdge servers
Hardware Troubleshooting
Software Troubleshooting
Network Troubleshooting
Telecommunications
Mitel PBXs
Asterisks PBXs (FXO and SIP)
Cisco Unified Communications
  4.x-9.1
Cisco IOS (Routers/Switches)
Microsoft SQL
  7.0/2000/2005/2008/2012/2014
Microsoft Office
  Word/Excel/Access
  Visio/Project
  (all versions)
Novell Netware
  386/3/4/5
Document Imaging/Workflow
PostFix email servers
Qmail email servers
Apache Web Server
Netscape iPlanet Web Server
Peripheral Installation
Software Installation
PC & Server Assembly
Technical Support
Customer Service
Help Desk
MS-DOS

Admin Scripting & Utilities Languages

PowerShell
VB Script
DOS Batch
Perl
C & C++
C#

North Texas Food Bank – December 2008 – October 2016
4500 S. Cockrell Hill Road, Dallas, TX 75236
  Senior Systems Manager
  Provide design, oversight, & guidance of nationwide enterprise projects for the Feeding America's Athena Food Bank project. Develop IT policies and best practices that are shared with other food banks and non-profit organizations. Work with all levels of staff and management to identify and implement efficient workflows that help both business processes and IT operational expenses. Identify, design, and deploy scalable information systems for the business that meet current PCI and organizational security best practices. Provide tier 2 and tier 3 support for all IT infrastructure and service.

Zillow.com – July 2006 – October 2008
999 Third Ave #4600 Seattle, WA 98104
  Systems Engineer – April 2006 – October 2008 (first six months as contractor)
  Provide engineering and support for Windows and Linux servers. This includes both corporate infrastructure and the Internet customer facing websites. Being a SMB startup required me to take on a wide range of responsibilities from desktop/laptop connectivity and server builds & management to PBX/VoIP solutions. LAN, WAN, VPN, and wireless design, deployment and troubleshooting of load balanced, high availability networks. Make sure IT infrastructure was SOX and PCI compliant for future IPO.

Susan's 5100 Bistro – August 2002 – July 2008
5100 S. Dawson Street #100 Seattle, WA 98118
  Owner & Manager
  Recruit investors and business partners for a small neighborhood café in south Seattle. Install Point of Sale (POS) system and Wi-Fi Hot Spot equipment. Contract purveyors; establish procurements processes; and general business procedures. Hire and manage both kitchen and wait staff.

Expedia.com – July 2000 – March 2004
13810 SE Eastgate Way Suite 400 Bellevue, WA 98005
  Implementation Engineer -- July 2001 – April 2004
  Job responsibilities included: Lead engineering to migrate data center from Seattle to Denver with minimal downtime and operational expense. Collecting and reviewing Internet facing application design and feature specifications; assess business partner connectivity requirements; set naming standards for servers and processes; analyze, spec, and build daily server and application monitoring and reporting tools; develop implementation standards for server hardware and application deployment; create implementation plan for new server deployments. Performed research and review of Business Continuation Planning specification. Provide third tier support for NOC and Technical Analysts of a 1100 server farm comprised of multi-site, multi-domain system architecture. Work with computer security team to assess the impact of policy change to the production environment.
  Technical Operations Analyst -- July 2000 – June 2001
  The position was primarily web site management. Some of the responsibility included: maintaining monitoring and support of hardware, Internet, and extranet applications; providing escalation support for data center teams; "24x7 hot pager" shifts. Deploy e-Commerce application updates to 200+ servers within stringent deadlines. Deploy and maintain intranet and extranet based ad server system for Expedia.com and business partners travel promotions.

Grange Insurance Group – May 1991 – July 2000
200 Cedar Street Seattle, WA 98121
  Technical Lead, Software Engineer -- March 2000 – July 2000
  Network Systems Engineer -- May 1999 – February 2000
  Systems II -- June 1995 – April 1999
  Technical Support Specialist II -- June 1993 – May 1995
  Technical Support Specialist -- January 1992 – May 1993
  Mainframe Computer Operator -- May 1991 – December 1991
  Areas of Responsibilities: * Leadership role on the two year Y2K project management team * Provide support to technicians, developers, and business intelligence teams * Configuration & management of Mail, Web, News, LDAP servers * Configuration of browsers, mail & news clients * Troubleshoot network adapters and TCP/IP configuration * Provide mentoring and training for technical teams * Create Support Documentation & publish to intranet web site * Provide technical support for mainframe SNA networks (Token-ring/Ethernet) * Configuration of network operating systems * Configuration of desktop/client-side operating systems * Configuration of hardware * Troubleshoot software problems * Build custom computer systems * Order and maintain hardware inventory * Travel for Service and Support of five regional offices * Teach classes covering software and hardware operations * Provide technical support for dial-up & DSL Internet users * Troubleshoot hardware resource conflicts *Troubleshoot modems * Maintain mainframe network infrastructure * Run and support mainframe batch processing jobs * Troubleshoot ABEND errors of mainframe programs and JCL jobs * Create schedules for nightly JCL batch jobs * Archive daily and nightly mainframe reports to Windows and Netware client/server systems.

Seattle First National Bank – March 1988 – May 1991 (Bank of America subsidiary)
Seattle, WA (Now Bank of America)
  Computer Operator; Embossing Technician; Motor Messenger
  Areas of Responsibilities: Work in high security environment * Schedule and run Mainframe jobs to archive and restore reports * Operate high speed printers and microfiche equipment * Operate computerized credit card embossing equipment

TRAINING
Online training and education from: codecademy.com, stormwind.com, pluralsight.com,
Various HR and Management classes. Microsoft Virtual Labs training courses. IT industry and security conferences. Online self-paced learning programs.
Certificates: Interconnecting Cisco Network Devices -- March 2000; Lotus Notes (Domino) Server Administration -- April 1997; Lotus Notes (Domino) Server Advanced Administration -- September 1997