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## SUMMARY

- Two years experience leading and project managing a Windows client development team
- Five years experience managing a 16,000+ seat enterprise of desktop and mobile Windows clients
- Twelve years experience supporting and troubleshooting PC software/hardware
- Four years classroom experience teaching at University of Michigan
- Master's Degree in Astronomy (1999) and a Bachelor's Degree in Physics (1997)
- Completed course-work for MCSE and MCT

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## SKILLS

- Windows 2000/XP/Vista
- Windows 2000/2003 Server
- Active Directory & Group Policy Objects
- Mobile (Laptop & Tablet) Hardware
- Wireless networking – 802.1x
- Windows Mobile Devices (PDA, Smart Phone)
- DOS/WSH scripting
- Microsoft SMS 2003
- Windows PE
- VMware Workstation and Server
- Symantec Ghost Enterprise
- Sentillion Vergence Suite/CCOW
- Wise Package Studio – MSI/Windows Installer
- TCP/IP client networking

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## EXPERIENCE

- 2001 - Present** University of Michigan Health System (MCIT) Ann Arbor, MI  
*Core Image Services: Development Lead - Microsoft Systems Engineer*
- Promoted from “Intermediate” Level 2 to “Senior” Level 3, 2003; Development Team Lead, 2004
  - Technology strategist for Core Image Services – research, strategic planning, project management
  - Windows Vista product evaluation and project planning (Lead), 2006
  - Project management of Sentillion/CCOW integration on Core Image machines within Development Sub-Team (Lead), 2006
  - Designed user self-serving model for rebuilding machines and decreasing support costs (Lead), 2006
  - Designed DOS to Windows PE build environment migration – decreases build times, forms the foundation for some self-servicing/Over-the-Wire image delivery mechanisms (Lead), 2005
  - Designed and implemented “Mobile” configuration to reduce operational complexity of laptops and tablets (Lead), 2005
  - Integrated – evaluation, design, implementation and training – VMware as means for improving hardware consolidation and increasing operational efficiency for QA testing – adopted throughout MCIT (Lead), 2004
  - Designed and implemented “layered-build” process to reduce time-to-market/costs and increase quality of new Windows XP-based images (Lead), 2004
  - Designed and implemented Windows 2000-based image for patient-bed-accessible edutainment platform: “Mott Family Network” (Engineering Lead), 2003
  - Implemented – evaluation, design, implementation and QA project-management – 14,000 seat Windows XP migration – initially laptops followed by desktops and tablets (Lead), 2002-2004
  - Windows 2000 image, NT to Active Directory OU/GPO migration (Engineering Lead), 2002
  - MSI-based Windows Installer software repackaging infrastructure migration (Consultant), 2001
  - Introduced standard reporting and feedback processes into team workflow – adopted by management
  - Created change-control mechanisms/processes to increase quality and efficiency within Dev Team
  - Developed flexible project tracking forms to aid management in prioritization and resource allocation
  - Mobile-platform technology knowledge expert (laptops, tablets)
  - Technical writer and trainer for internally developed systems in support of Core Image
  - Content creator and presenter for Core Image strategic planning presentations to upper management
  - “You’re Super Awards” for notable customer service – 9/2006, 8/2005, 12/2004

- 2001 (May- June)** University of Michigan Health System (MCIT) Ann Arbor, MI  
*Clinical Desktop Support (Contracted from Wolverine Technical Staffing, Ann Arbor, MI)*
- Provided desktop-support to 250+ NT 4 workstations (Radiology): client-server troubleshooting, printer administration, hardware support, and customer-service and team-dynamics skills
- 2001 (March-April)** Wise Solutions, Inc. Canton, MI  
*Software Package Engineer (Contracted from Wolverine Technical Staffing, Ann Arbor, MI)*
- Developed processes to facilitate an industry-accepted, best-practice method to repackage software into MSIs using Wise for Windows Installer 3.x
  - Designed, built and administered the Windows 2000 infrastructure to support the repackaging effort, including: *IIS 5, SQL Server 2000, Windows 2000 SysPrep images*
  - Developed peer and group technical training for new team members on software usage and concepts
- 1998–2001** University of Michigan Ann Arbor, MI  
*Astronomy Department Systems Administrator (Windows NT/2000)*
- Deployed, administered, and subsequently migrated Astronomy's subnet of 35 NT 4 workstations to Windows 2000 Professional clients in a mixed-mode domain with medium-security requirements, utilizing: *Enterprise Administrator (user admin), SMS (workstation management and software distribution), WinINSTALL LE (software repackaging, MSI/Windows Installer), Ghost and Unattended installs for NT/2000 clients*
  - Provided technical support and training for end-user's software and hardware issues
  - Made hardware and software purchasing recommendations
- 1997–2001** University of Michigan Ann Arbor, MI  
*Astronomy Graduate Student Instructor/Research Assistant*
- Developed and implemented Discussion and Lab sessions that were associated with Professor-lead lectures—four sessions per semester with approximately 20 students each
  - Designed a standardized method of presenting web-based lab materials
- 1997, 95, 93** *Nuclear Medicine Computer Tech.* William Beaumont Hosp. Royal Oak, MI
- Network and desktop support of Windows 95, Windows 3.11, and DOS clients
- 1996** *NSF/REU Student Research Assistant* Cornell University Ithaca, NY
- Developed FORTRAN code to analyze astronomical data on SunOS machines.
- 1996** *Physics Department Tutor* Central Michigan Univ. Mt. Pleasant, MI
- 1994** *Nuclear Medicine Physicist Intern* William Beaumont Hosp. Royal Oak, MI

## EDUCATION

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- 1997–1999** University of Michigan Ann Arbor, MI
- M.S., Astronomy; continued taking credits toward Ph.D. until Fall 2000
- 1993–1997** Central Michigan University Mt. Pleasant, MI
- B.S., Major: Physics (Concentration in Astronomy); Minor: Mathematics; Cum. GPA 3.9
  - Centralis Scholar award recipient (four year, full room and board, academic scholarship)

## CERTIFICATION

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- All course-work completed for Windows 2000 MCSE through Knowledge Alliance, Novi in 2000
- MCSE and MCT certifications are pending testing

## EXTRACURRICULAR ACTIVITIES

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- 2005 – present** Vineyard Church of Ann Arbor – multimedia team leader
- 1997 – 1999** Graduate Christian Fellowship – student leader University of Michigan
- 1993 – 1997** InterVarsity Christian Fellowship – student leader Central Michigan Univ.

## REFERENCES

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- Provided Upon Request